

Compliance Assessment Report CAR_NRW0039687

Permit being assessed: CG0151702

For: Hafan Y Mor Holiday Park, held by Bourne Leisure Ltd

At: Hafan Y Mor Holiday Park, Chwillog, Pwllheli, Gwynedd, LL53 6HX.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Incident Response (Incident number: 2108404).

On 02/03/2022, between 11:00 and 12:55.

Parts of permit assessed: Emissions and Monitoring Conditions

NRW Lead Officer: Simon Roberts, accompanied by: Arfon Hughes.

Report sent to: Denise Bossons, General Manager, on 07/04/2022.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Emissions and monitoring - Emissions to water	C3 Minor	3.1.1 The limits given in schedule 3 table S3.1 shall not be exceeded

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Ensure compliance with permit conditions, in that permitted limits in table S3.1 are not exceeded. Any exceedances should be reported to Natural Resources Wales	30/04/2022

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

This Compliance Assessment Report (CAR) form is being issued in regards to a non-

compliance of Permit Condition 3.1. Emissions to Water -

3.1.1 The limits given in schedule 3 table S3.1 shall not be exceeded.

On the 2nd of March 2022 Natural Resources Wales (NRW) undertook a site visit to Hafan Y Môr Holiday Park, Chwillog, following a pollution incident report claiming that there were sewage discharges into a stream/sea.

During the site visit NRW officer did not find evidence of sewage pollution in the stream at Hafan y Môr, but accepted that the Sewage Treatment Works (STW) was not operating to full capacity since the site was closed to the public. No sewage odour or sewage fungus was observed around the stream.

As part of the investigation NRW have been supplied with final effluent sample data for the STW for 2020 and 2021.

The data for final effluent sample data for 2021 showed three instances of non-compliance with permit conditions (permit CG0151702):

09/04/21 - BOD 44.1mg/l (permit limit 40mg/l)

06/08/21 - BOD 93.7mg/l (permit limit 40mg/l)

06/08/21 - TSS 100mg/l (permit limit 60mg/l)

Since the permit breach on the 6th of August 2021 exceeds 20% of the permitted limit for total suspended solids and BOD it has been given a result of 'category 3' - A non-compliance which could have a minor environmental effect.

We are therefore issuing you with this CAR form as a record of the non-compliance and in order to try and prevent any future non-compliances with permit conditions. Please ensure adequate maintenance and operation of the system to ensure compliance with permit conditions.

We would also like to draw your attention to the following permit condition:

4.3 Notifications -

4.3.1 Natural Resources Wales shall be notified as soon as reasonably practicable following detection, within the site of the regulated facility of:

(b) any breach of a limit specified in schedule 3 table S3.1 (including individual exceedances of limits which are covered by condition 3.1.2).

Please ensure that you notify NRW following the detection of any breach to permit limits.

Please note any reference within the CAR/ permit to the Environment Agency means Natural Resources Wales.

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales

established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

Full list of water quality action criteria (used in section 1 and 2):**WQ A: Management**

- WQ-A1 General management

WQ B: Operations

- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

WQ C: Emissions and monitoring

- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be

added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.