

Compliance Assessment Report CAR_NRW0040393

Permit being assessed: UP3794FZ.

For: Worldcare Wales Ltd, held by World Care (wales) Ltd

At: Worldcare Wales Ltd, Llandudno Junction, Conwy, LL31 9PN.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 25/08/2022 between 10:10 and 10:45.

Parts of permit assessed: See below

NRW Lead Officer: Donna Muirhead, accompanied by Berwyn Williams.

Report sent to: Lee Jones, Director/TCM on 22/09/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
F1 - Amenity - Odour	Assessed (A)	
F2 - Amenity - Noise	Assessed (A)	
F3 - Amenity - Dust/fibres/particulates and litter	Assessed (A)	
F4 - Amenity - Pests/birds and scavengers	Assessed (A)	
F5 - Amenity - Deposits on road	C3 Minor	4.1 Control of mud and debris and lose waste 4.1.1 whenever the site is recieveing or dispatching wastes, measures shall be provided ,operated and maintained with the objectives of preventing the deposit ot tracking of mud or debris arising from the site onto public areas outside the site, which shall include public highways and areas of public access.
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	C4 No impact	6.3.1 A site diary shall be kept secure and shall be available for inspection at teh site when required by an authorised officer of the Agency.
C3 - General Management - Materials	C2 Significant	Permit Condition 1.1.4

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
acceptance		
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4 No impact	section 6.2.2 A summary record, including nil returns, of the waste types accepted shall be made for each quarter and shall be submitted to the agency within 1 month following the end of each quarter.

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

Total number of non-compliances recorded	Total non-compliance score
4	35.2

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
F5	Ensure that measures are put in place to prevent mud from leaving site. Ensure any mud which is tracked onto highway is dealt with immediately.	14/10/2022
G2	Ensure a site diary is maintained as per permit condition 6.3.1	23/09/2022
C3	Ensure that excess waste material which cannot be contained within skips and bays are removed from site to ensure permit can be complied with	14/10/2022
G4	Submit all missing Waste returns	28/10/2022

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.

At this time, we do not intend to take any further action.

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 unannounced site inspection was carried out by Natural Resources Wales officers Donna Muirhead (Waste Regulation Officer) Berwyn Williams (Team Leader Industry & Waste Regulation)

Accompanying officers throughout the inspection was Lee Jones (director/TCM) The site was was operational with waste being deposited. Site operatives were actively segregating

waste on the yard.

Weather conditions throughout the visit were dry and sunny.

F5 - Deposits on Road. Permit condition 4.1.1 Compliance Classification Scheme Category 3 breach.

The entrance to the site and highway directly outside of the site was covered in a layer of dirt and dried mud indicating that debris had been tracked out of the main site gates by vehicles exiting the site.

Also the conditions of the gulley's and highway drainage infrastructure is of concerns due to the build of mud and debris as shown in pictures below. No action was being taken to try and remediate this issue. You should ensure that action is taken to prevent mud and dirt from exiting the site and should any mud or dirt be accidentally traced out of the site ensure that remedial action is taken immediately.



C3 - Materials acceptance. Permit Condition 1.1.4, Compliance Classification Scheme Category 2 breach.

Stockpiles of waste wood, mattresses and scrap metal could be seen on the yard and quantities were in excess of what could be stored in the bays.

This is contrary to what is stated in condition 1.1.4, table 1.1 "Maximum storage capacity of

the site shall not exceed that which can be contained within skips and bays constructed in accordance with conditions in section 2.1".





G2 - Records of activity, site diary/journal/events. Permit condition 6.3.1. Compliance Classification Scheme Category 4 breach

Condition 6.3.1 of the permit states that a site diary should be kept to record any environmental issues on site, remedial actions, complaints about activities ect. Please ensure a site diary is available for inspection when requested and is kept up to date. This is yet another request for a site diary as per condition on CAR form 14/12/2021

No paperwork was viewed during this visit. However, Waste returns are late as per section 6.2.2 of your permit which states. A summary record, including nil returns, of the waste types accepted

shall be made for each quarter and shall be submitted to the agency within 1 month following the

end of each quarter. **A CAT4 score has been applied for this breach.** Please submit Waste

Returns in full for Q1,2,3 & 4 2021 and Q1 & Q2 2022 by no later than 28th October 2022.

No issues were noted relating to noise, dust, odour, litter, vermin.

Thank you for your time on site.

Donna Muirhead

Swyddog Rheoleiddio Diwydiant a Gwastraff /Industry and Waste Regulation officer

Cyfoeth Naturiol Cymru/ Natural Resources Wales

0300 065 4910

Donna.Muirhead@cyfoethnaturiolcymru.gov.uk

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 of 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	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

What are suspended scores?

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

Full list of Industry and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

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.