

Compliance Assessment Report CAR_NRW0041885

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: Audit, Reason: Other.

On 16/03/2023 between 10:00 and 12:00.

Parts of permit assessed: See below

NRW Lead Officer: Donna Muirhead.

Report sent to: Lee Jones, Owner / Operator on 05/06/2023.

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)	
C2 - General Management - Management system and operating procedures	Assessed (A)	
F2 - Amenity - Noise	Assessed (A)	
F3 - Amenity - Dust/fibres/particulates and litter	Assessed (A)	
F5 - Amenity - Deposits on road	C3 Minor	4.1 Control of mud and debris and lose waste
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	Assessed (A)	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C3 Minor	1.1.6
A1 - Specified by permit	C2 Significant	5.7 Fire 5.7.1 The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance.
C3 - General Management - Materials acceptance	C2 Significant	1.1.4, table 1.1 "Maximum storage capacity of the site shall not exceed that which can be contained within skips and bays

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

Total number of non-compliances recorded	Total non-compliance score
4	70

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 Control of mud and debris and lose waste	29/06/2023
G4	All environmental incidents must be recorded on the Schedule 5 form and the incident report form must be completed by Site Management and sent to NRW within 24 hours of the incident	29/06/2023
A1	Remove plasterboard and only stockpile for 1 year	31/07/2023
C3	Ensure waste is contained within bays	29/06/2023

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.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Pre-arranged site audit carried out by Donna Muirhead Waste Regulation Officer and Leon Williams Senior Waste regulation officer with Cara Huey Hazardous Waste Officer observing.

Accompanied on site by TCM Lee Jones throughout the visit.

Purpose of audit was to focus on documentation and record keeping, along with a waste stream audit of wood and plasterboard wastes.

A brief site inspection was also carried out during the visit.

Waste Returns – Since the last site inspection 2021 and 2022 outstanding waste returns have been submitted to Natural Resources Wales. These Waste Returns will be evaluated in more detail, and I will communicate any actions if required.

All incoming wastes noted in the waste returns are coded as 170904 (mixed construction and demolition wastes). It is advised that waste received is reported more accurately in the waste returns as some incoming skips contain single waste streams such as wood or

rubble.

Duty of care waste transfer notes – copies of waste transfer notes for recent wastes received and wastes removed were reviewed during the audit.

Waste stream audit

A waste stream audit was carried out during the visit looking specifically at wood waste and plasterboard that have been received and removed from site.

Plasterboard:

The site does not actively accept plasterboard and no EWC code for Gypsum is in the permit.

However, the site does receive incidental plasterboard when receiving mixed construction and demolition waste skips. It was discussed that Worldcare should communicate with customers to state that no plasterboard should be put in skips.

It was also discussed that staff should inspect any trade waste entering site before acceptance to ensure no incidental plasterboard is present to minimise the amount of plasterboard entering the site.

The mixed waste pile had plasterboard which had not been segregated. More effort should be made to pick out and segregate incidental plasterboard from the mix waste. (pic 1)

There were no transfer notes available on site for plasterboard removed from site. This is due to site having no outlet for plasterboard and therefore the material has been stockpiled for the past few years. The FPMP states that plasterboard should be stockpiled for 1 year. (pic 2)

Plasterboard	In stockpile	408m3	No	none	1 year
	8m x 17m x 3m				

5.7 Fire

Compliance Classification Scheme Category 2 breach

5.7.1 The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance.

ACTION. The plasterboard must be removed from site within 12 months to comply. Please supply evidence that you are removing the plasterboard by 31 July 2023.

Wood:

Waste wood is generally received in skips from household and commercial sources.

Wood - unprocessed unsorted	In concrete bay	300m3	Yes	Stored in bay but bay walls not being treated as fire	3 months max (usually 1 month)
	10m x 10m x				

	3m			walls	
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Wood and the mixed waste are stored with in the allocated concrete bays, however, the stockpile is often high and falling outside the bays which means there is no clear divide between the two waste streams. (pic 3)

ACTION. It is important to comply with the FPMP and ensure waste piles have a break and ensure that the waste is contained within the bays.

Site inspection:
A brief site inspection was carried out during the visit. Site was generally busy with waste being segregated.

C3 - Materials acceptance.
Permit Condition - 1.1.4, Compliance Classification Scheme Category 2 breach.
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". (pic 4)
ACTION. Ensure that waste is kept within the bays please send photo evidence by 29/6/2023

G4- Reporting and notification to Natural Resources Wales
Permit Condition - 1.1.6 Compliance Classification Scheme Category 3 breach.
The general waste was overflowing with waste falling outside of the allocated bay, his was due to the trommel not working, and waste not being processed. (pic 5)
ACTION. Ensure all environmental incidents are recorded on the Schedule 5 form and sent to NRW within 24 hours of the incident.

F5 - Deposits on Road.
Permit condition - 4.1.1 Compliance Classification Scheme Category 3 breach
The entrance to the site was muddy with evidence of mud which had carried from the site onto the main road.
ACTION. You should ensure that measures are taken so that mud and dirt is not tracked off site by vehicles and any evidence of dirt on the highway should be remediated, please send photo evidence this has been done by 29/6/2023.

Noise, odour and vermin on site were assessed and were compliant with the permit.
(pic 1)



(pic 1)



(pic 2)



(pic 3)



(pic 4)



(pic 5)



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

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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.