

Compliance Assessment Report CAR_NRW0042464

Permit being assessed: AB3998CJ.

For: Worldcare Recycling, held by Worldcare Recycling Limited

At: Plot 2, Tremarl Industrial Estate, Llandudno Junction, Conwy, LL31 9PN.

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

On 06/09/2023 between 10:50 and 11:10.

Parts of permit assessed: Waste acceptance, Reporting to Natural Resources Wales

NRW Lead Officer: Sarah Walton.

Report sent to: Lee Jones, Managing Director / TCM on 15/09/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
C3 - General Management - Materials acceptance	C3 Minor	2.3.2 Waste shall only be accepted if : (a) it is of a type and quantity listed in schedule 2 table(s) S2.1 [S2.2 etc].
C3 - General Management - Materials acceptance	Action only (X)	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4 No impact	4.2.2 Within one month of the end of each quarter, the operator shall submit to Natural Resources Wales using the form made available for the purpose, the information specified on the form relating to the site and the waste accepted and removed from it during the previous quarter.

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

Total number of non-compliances recorded	Total non-compliance score
2	4.1

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
C3	Stop accepting 19-12-12 wastes consisting of trommel fines / residual waste from mechanical treatment of mixed waste.	15/09/2023
C3	Submit Waste Transfer Notes to NRW for all 19-12-12 waste accepted to and removed from site in Quarter 2 (April-June) and Quarter 3 (July-September) of 2023.	06/10/2023
G4	Submit outstanding waste returns. This includes Q2, 3 and 4 of 2019, Q1-Q4 of 2020, Q1-4 of 2021, Q1-4 of 2022 and Q1 and 2 of 2023.	13/10/2023

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.

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

An unannounced site inspection took place on Wednesday 6th September 2023 by Sarah Walton (Waste Regulation Officer) and John Holmes (Enforcement Officer). This inspection occurred as a result of issues identified at the adjoining World Care (wales) Ltd (EPR/UP3794FZ) site, following issues noted with waste movements. Officers walked next door with Manager Lee Jones, to investigate waste flows further.

C3 Materials Acceptance

Permit Condition 2.3.2 'Waste shall only be accepted if : (a) it is of a type and quantity listed in schedule 2 table(s) S2.1 [S2.2 etc]'

Prior to entering site, officers observed a JCB vehicle transferring mixed residual wastes, from World Care (wales) Ltd (EPR/UP3794FZ) to Worldcare Recycling Limited (EPR/AB3998CJ).

It was evident that the waste being moved was small waste fractions from the trommel. It was agreed with Lee Jones that this waste was classified as a 19-12-12 LoW code.



Photograph showing 19-12-12 waste from the trommel at World Care (wales) Ltd EPR/UP3794FZ, that was being moved to Worldcare Recycling Ltd (EPR/AB3998CJ).

Whilst the permit allows acceptance of LoW code 19-12-12, it states 'consisting of treated bottom ash including IBA and slag other than that containing dangerous substances only'. The site is therefore not permitted to accept trommel wastes/residual mixed wastes under this waste code. Wastes going through a trommel which has originated from construction sites / general waste skips, may contain a variety of wastes such as insulation materials, plastics, vegetation, wood, glass, metal and textiles. They can also be contaminated with heavy metals, petroleum hydrocarbons, gypsum and asbestos. As such, this waste has the potential to be hazardous. The site EMS will not account for this waste type and so the site will not be prepared to manage the risk of storing this waste. There are loose fibres which could easily blow off site or contaminate inert wastes being treated on site.

Sarah queried why this waste was being brought round to the inert site, when it is residual waste that is destined for disposal. Lee stated that the waste is screened to remove the soil to make a better product. Lee stated some 19-12-12 waste is sent to a site in Abergele and also to a site in Leeds. Screening of trommel wastes, will not just remove soil fines from this waste stream. There could be a variety of contaminants remaining including gypsum, hydrocarbons and asbestos. The finer screen waste is being stockpiled on site and described as a soil.





Photographs showing stockpiled soils / trommel fines

The above photographs show the stockpile of screened trommel fines which are being described as a soil. This is an incorrect classification and description of waste. There are concerns about where this waste is being transferred to, if it is leaving site as a soil. Waste processes on site did not make sense to officers, It is queried as to why 19-12-12 trommel wastes are screened on site, when both outputs (smaller and larger fines) are both removed for disposal. As stated before, Lee explained this was to make a better product, but ultimately these materials are both wastes that can not be recovered any further.

As such, the permit has been scored a CCS 3 for this permit breach.

ACTION: Stop accepting 19-12-12 wastes consisting of trommel fines / residual waste from mechanical treatment of mixed waste.

ACTION: Submit Waste Transfer Notes to NRW for all 19-12-12 waste accepted to and removed from site in Quarter 2 (April-June) and Quarter 3 (July-September) of 2023. If the stockpiled fines at the rear of the site, are not leaving as 19-12-12, please confirm which waste code they are leaving under and include these waste transfer notes in your submission.

Please submit these documents by Friday 6th October 2023.

(G4) Reporting and notification to Natural Resources Wales

Permit Condition 4.2.2: 'Within one month of the end of each quarter, the operator shall submit to Natural Resources Wales using the form made available for the purpose, the information specified on the form relating to the site and the waste accepted and removed from it during the previous quarter'.

A check of the permit file, has found that no waste return documentation has been submitted for the site since Quarter 1 of 2019. That means there is over 4 years worth of missing data for the site. **This has been assigned a CCS 4 for this non compliance.**

ACTION: Submit outstanding waste returns to NRW. This includes Q2, 3 and 4 of 2019, Q1-Q4 of 2020, Q1-4 of 2021, Q1-4 of 2022 and Q1 and 2 of 2023.

Please submit these documents by Friday 13th October 2023.

Thank you to all staff who assisted with the inspection.

Should you wish to discuss or query anything in this CAR form, please get in touch using the details below.

Kind Regards,

Sarah Walton

Waste Regulation Officer

Email: sarah.l.walton@cyfoethnaturiolcymru.gov.uk

Post: Natural Resources Wales, Maes y Ffynnon, Penrhosgarnedd, Bangor, Gwynedd, LL57 2DW

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.