

Compliance Assessment Report CAR_NRW0044552

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: Site Inspection,

Reason: Routine.

On: 03/06/2024 between 10:40 and 12:40.

Parts of permit assessed: See below.

NRW Lead Officer: Sarah Walton, accompanied by Joe Weatherley.

Report sent to: Jonathan Lee Jones, Technically Competent Manager / Director, on 12/07/2024.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Action only (X)	
W4A - Waste - Information - Records	Action only (X)	
W1A - Waste - Management - General management	C3 Minor	1.1.1
W4B - Waste - Information - Reporting	C3 Minor	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 non-compliances recorded	Total non-compliance score
2	8

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
W1A	Revise site management system for the production of WRAP Quality Protocol aggregate, taking into account the points above. Please provide evidence of testing performed on all WRAP Quality Protocol aggregate, over the last 6 months (January 2024 - July 2024).	30/08/2024
W4A	Please provide waste transfer notes to evidence removal of waste fines. Please also provide evidence of WAC (Waste Acceptance Criteria) testing performed on this waste stream.	26/07/2024
W1A	Clear and clean the mud and debris that has tracked onto public highway. Ensure EMS procedures are followed to prevent mud and debris leaving the permit boundary.	19/07/2024
W4B	Ensure waste return information is accurate and a true reflection of waste activities on site.	12/07/2024

Compliance 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

A routine site inspection took place on Monday 3rd June 2024.

NRW Officers Sarah Walton and Joe Weatherley met on site with Lee Jones (Managing Director).

A discussion was held in the site office, prior to an inspection of the yard.

Lee explained to officers that he had an external consultant working on the Environmental Management System (EMS) for the site. The EMS has now been received by NRW and will be reviewed fully in due course.

Permit Condition 1.1.1

Review of site procedures for production of WRAP Quality Protocol aggregate

On the previous CAR form issued to site, it was highlighted that site was not complying with WRAP's Quality Protocol 'Aggregates from inert waste' and that as a result, all material on site should be treated as a waste and not a 'product'.

Lee explained no waste had left site as WRAP QP aggregate since the last inspection. The revised EMS was submitted on Friday 14th June. The document is titled 'METHOD STATEMENT AND FACTORY CONTROL SYSTEM FOR THE PRODUCTION OF SECONDARY AGGREGATES FROM WASTE IN CONJUNCTION WITH THE WRAP PROTOCOL'. This forms part of the EMS and was received by NRW on 20/06/2024.

The site's procedures for the production of WRAP QP aggregate have been reviewed. Please see comments below:

- **Section 4: Description of Products.**

The document states; *"The main product produced by Worldcare Recycling Ltd will be 6F5 crushed recycled aggregate. this will be verified by testing and grading analysis. Other products may also be produced in accordance with customers needs. All will be produced to approved industry standards as follows"*.

Table B1 from WRAP document is then included which lists all standards, specifications and quality controls for the use of aggregates.

It is not clear what 6F5 is and whether this is a recognised product as stipulated in Table B1.

Only products listed in table B1, can be produced under WRAP's Quality Protocol. If it is not listed, this material will remain a controlled waste.

Please confirm exactly what 6F5 is and whether it corresponds to a product listed in in Table B1 of WRAP QP document. Please also confirm what testing and grading is performed on 6F5 and which standard is used for its production.

- **Section 5 : Method Statement of Production: Acceptance criteria and the process**

This section begins *"The inert waste feedstock for aggregate production consists of wastes in the form of as dug soils and stone and construction materials etc. which originated from Worldcare Recycling Ltd skips and private customers"*.

Given the feedstock is from incoming skips, the nature of this waste is likely going to be varied and uncontrolled.

There is little assessment of this risk and how the waste inputs will be managed to ensure compliance with WRAP QP.

There also needs to be detail of where these skips will come from. For example, is it from households / businesses. It is queried what waste codes will be assigned to skip waste and who will be responsible for this classification.

Inspections on site so far have shown that office staff who are not technically trained, are the ones classifying incoming skips.

Please see Appendix B of WRAP's QP document. Section B2.2 states *"The acceptance criteria must include source/place of origin of the waste, supplier and transporting agent and method of acceptance"*.

Further detail is required regarding waste acceptance controls, as stipulated above.

Page 9 states *"No waste will be accepted for the WRAP process unless it is visually*

inspected upon arrival at the site and classified as acceptable before processing. This will be done in accordance with the EMS waste acceptance procedures".

Waste acceptance procedures have been checked in the site EMS. Please include further detail regarding how whole loads will be checked, where this will happen on site, who is responsible and where the quarantine area is.

Include a site map to show the different storage areas.

If the site is generating different WRAP QP aggregate, there needs to be clearly defined areas on site for each incoming waste stream and outgoing product. So far observations on site have only identified one main stockpile which is not labelled or clearly identifiable. All incoming wastes are currently mixed together in one load.

- **Section 5 Production and testing**

This section needs to be more specific to make clear what products are being generated, by which standard and exactly what testing will be performed and how often for each product.

For example it states on page 10 "*The stockpile of 6F5 produced will be kept separate to ensure no contamination from different production streams or from the feedstock. No secondary aggregate will be sold / used from this stockpile until the test results have been confirmed and are satisfactory*".

Please be clear what product 6F5 relates to in WRAP. What is meant by secondary aggregate? Are other products made from the 6F5 material? What testing will be performed and what does 'satisfactory' look like in real terms.

"A sampling regime will be established".

Please include the testing regime for all products generated under WRAP QP.

- **Section 5 continued: Method Statement of Production (MSP)**

This section was very short and does not meet requirements as stipulated in section B2.5 "Records" of WRAP QP document.

The MSP must contain a description or representation of the production process for **each product** type including: input materials, equipment used and actions undertaken at each stage from acceptance of waste, to allocation, to product stockpiles.

The flow diagram provided is not clear what aggregate product is being made.

The production process must be clear for each individual product made under WRAP's QP. Ensure that the method statement makes clear, what recognised British Standard and/or specification, each aggregate is being produced to.

The flow diagram does not account for contaminants found/removed during the production process. For example, how pieces of metal/wood are removed and where these contaminants will be stored and removed to.

Section 6: Records

This section simply states "*Records of all materials processed under the permit and*

products produced will be maintained on site in accordance with Appendix 4. Copies of analytical test results will be maintained at the site. Training records will be kept at the main company site office".

Appendix 4, is a copy of the WRAP QP document. This is not sufficient.

To evidence compliance with WRAP's Quality Protocol, producers must maintain delivery documentation for every load of recycled aggregate despatched. Please see section 3.3.2 of WRAP QP which details the documentation that must be kept.

Section 3.3.4 of WRAP's QP states "*For the purposes of this Quality Protocol the producer, must: keep and retain records for a minimum of 2 years and make them available for inspection by the regulator (if requested)*".

Please see section B2.5 "Records" of WRAP QP document which notes what records should be kept regarding Factory Production Control.

" Records of relevant controls and inspections, calibrations, changes and training must be maintained for a suitable period of time. This period must be defined".

These requirements should be incorporated into your procedures.

ACTION: Revise site management system for the production of WRAP Quality Protocol aggregate, taking into account the points above.

Please provide evidence of all testing performed on WRAP Quality Protocol aggregate, over the last 6 months (January 2024 - July 2024).

NRW does not have confidence that the site is treating inert waste to WRAP Quality Protocol standards. As such, all material on site must be removed as a waste.

Procedures should be reviewed and submitted to NRW along with evidence of testing for the last 6 months.

The operations in the yard must also reflect these procedures with clear designated, separate stockpiles for the different waste/product streams.

The site's full Environmental Management System will be reviewed following the next site inspection.



Photograph showing stockpile of waste fines

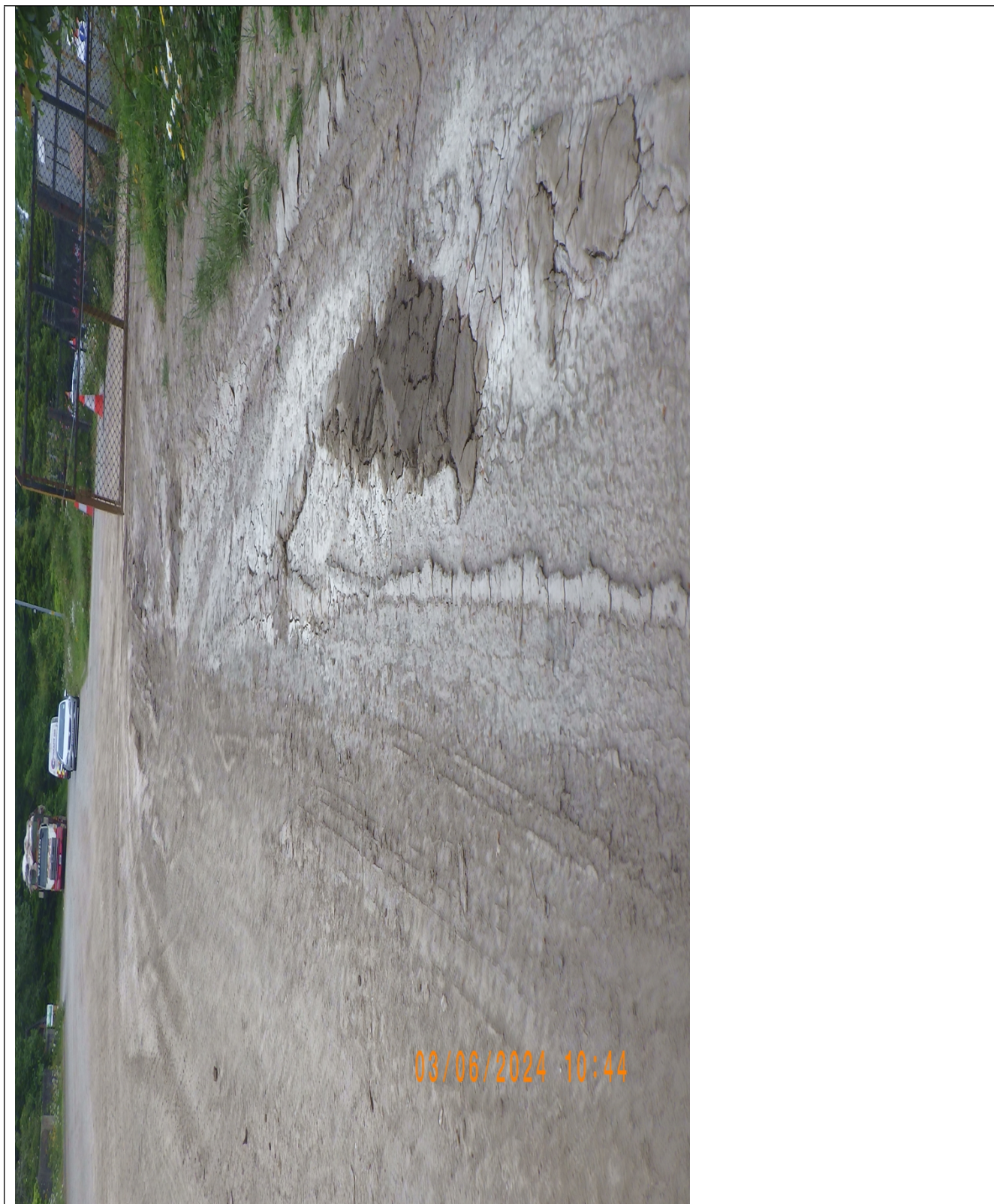
There was still a sizeable stockpile of fines from the inert treatment process. Lee explained this waste was being taken to a landfill in North East Wales.

ACTION: Please provide waste transfer notes to evidence removal of waste fines. Please also provide evidence of WAC (Waste Acceptance Criteria) testing performed on this waste stream.

Permit Condition 1.1.1 "The operator shall manage and operate activities: (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints".

Outside the gates to the site, there was a significant amount of mud and debris being tracked onto the public highway.







Photographs showing mud and debris on public highway

As can be seen from the photographs above, mud and debris have been tracked off site, meaning the road surface is no longer visible in parts. A lot of this mud/debris had solidified, particularly next to the kerb and over the manhole. There are potentially drains being blocked on this section of road due to the amount of mud/debris, which is obscuring the view of the road.

This amount of mud and debris on the highway could be a hazard to traffic, as it could cause skidding.

EMS condition 2.1.4 states *"Control of Mud and Debris Mud on the highways may result from vehicles leaving the site. The yard area will be maintained and pot holes filled as soon as is reasonably possible with suitable material to reduce the risk of water pooling on site. The access road and yard area will be monitored as part of the EMS for mud and in the event that mud is deposited on the highway outside the site entrance action will be taken to clean the road within that working day"*.

This pollution outside the permit boundary has evidently built up over time, given the amount and dried nature of the mud. This shows the site Environmental Management System (EMS), is not currently effective and procedures are not being followed.

The permit has been scored a CCS C3 for this non-compliance.

ACTION: Clear and clean the mud and debris that has tracked onto public highway. Ensure EMS procedures are followed to prevent mud and debris leaving the permit boundary.

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 review of 2022 and 2023 Waste Returns have been completed.

It was found that the only waste type being recorded as 'incoming' and 'outgoing' is 17-05-04 described as soil and stone.

Observations on site have shown that this is not the only waste type being accepted by site. There is usually a variety of construction & demolition waste including concrete, bricks and bituminous mixtures.

It has also been established on previous inspections that waste has historically been imported to site from the adjacent waste facility, 'World Care (Wales) Ltd'. This was mechanically treated waste, which should have been assigned a Chapter 19 code, as per WM3 Waste Classification guidance. This was not evident on any of the waste return documents.

There are other wastes that should be recorded as being removed from site, such as fines from the inert treatment process and other contaminants that are segregated during the treatment process.

There are concerns that the operator is not recording waste movements accurately, as the returns are not a true reflection of what is happening on site. If waste returns are showing only soil and stone (17-05-04) is incoming and outgoing from site, it is likely that waste is being inaccurately categorised and described or not being recorded at all. **Therefore, this has been assigned a C3 score against permit condition 4.2.2.**

ACTION: Ensure waste return information is accurate and a true reflection of waste activities on site.

Officers returned to the office to view some waste transfer notes before leaving site at approximately 12:40.

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

Kind Regards,

Sarah Walton

Swyddog Rheoleiddio Gwastraff / Waste Regulation Officer

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.

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

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 Waste compliance criteria (used in section 1 and 2):

1. Management

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

2. Operations

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

3. Emission and Monitoring

- W3A – Emissions to water, air or land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

4. Information

- W4A – Records
- W4B – Reporting
- W4C – Notification

Enforcement response

Any non-compliance with a permit condition 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 twenty 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 to 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.