

Compliance Assessment Report CAR_NRW0045050

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: 22/08/2024 between 10:40 and 12:00.

Parts of permit assessed: See below.

NRW Lead Officer: Sarah Walton, accompanied by Leon Williams.

Report sent to: Lee Jones, TCM / Director, on 06/09/2024.

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)	
W1A - Waste - Management - General management	C3 Minor	1.1.1

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

Total non-compliances recorded	Total non-compliance score
1	4

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	<p>Appropriately classify and characterise the screened waste being stored at the rear of the site, in line with WM3 guidance. Send results of this to NRW's regulating officer.</p> <p>Amend site EMS, to ensure there are sufficient procedures covering how waste is appropriately classified and characterised in line with your Duty of Care. Send a revised copy of this to NRW's regulating officer.</p>	27/09/2024

Criteria	Action needed	Complete by
W1A	Revise EMS procedures in line with guidance document 'How to comply with your environmental permit', with a focus on waste storage	04/10/2024

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 Thursday 22nd August 2024. This was a pre-arranged inspection, with the aim of focussing on inert waste treatment and the production of WRAP Quality Protocol aggregate. Sarah Walton (Waste Regulation Officer) and Leon Williams (Senior Waste Regulation Officer), met on site with Lee Jones (TCM/Director) and Johnny Pugh (Advisor).

The meeting began in the site office, where documents relating to the permit were viewed. This included the site's procedures for the production of WRAP Quality Protocol aggregate and the relevant testing.

The site is producing Granular Fill in accordance with the specification British Standard 13242. Officers were shown examples of testing including all the below:

- particle size distribution
- particle density
- Resistance to fragmentation(LA)
- Classification of constituents
- Water soluble sulfate

In order to comply with the WRAP Quality Protocol, you will need to ensure these tests are completed at the required frequencies, as specified in the British Standard.

There have been significant improvements with the site's procedures for production of WRAP QP aggregate.

Officers agreed the procedures had been improved to a sufficient standard.

The waste acceptance procedures should be adhered to closely to ensure only wastes compliant with the permit enter site and the inert treatment process.

There was some discussion about waste movement from the adjacent site 'World Care (Wales) Ltd'.



Photograph taken at World Care (Wales) Ltd showing waste intended for Worldcare Recycling Ltd

The operator was querying whether waste in the form of bricks, concrete, road planings etc, could be transferred to Worldcare Recycling Ltd as 19-12-09, described as mineral and stone. Officers explained that this waste has come from mixed skip waste and did not appear to be naturally occurring minerals/stones. This waste pile contained bricks, tarmac, concrete amongst other wastes which are not minerals/stone. As this is from mixed skips, there is also a risk of contamination. Therefore, officers disagreed that this waste should be coded as 19-12-09. However, this will be raised internally within NRW, to ensure consistency in waste coding.

We will feedback to the operator in due course.

Permit Condition 1.1.1 "The operator shall manage and operate the 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".



Photograph showing waste storage on site

The above photograph shows residual fines from the inert waste treatment process. This waste has varied in coding over the last year. On the previous inspection, a request was made to provide waste transfer notes for the removal of this waste from site. This showed the waste being removed as disposed of as 17-05-04 soil and stone. On this inspection, there was a sign displaying this waste as '19-12-09 Mixed minerals soil & stone'. This is residual fine waste from the crushing and screening process. It cannot be minerals, soil and stone given the nature of the waste treated on site. Officers believe this waste is being inaccurately characterised and described. This is most likely either 19-12-11* (other wastes (including mixtures of materials) from mechanical treatment of waste containing hazardous substances) or 19-12-12 (other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11). Testing is required on this waste to determine the most appropriate LoW (List of Waste) code.

Please see WM3 guidance on the classification and assessment of waste:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1021051/Waste_classification_technical_guidance_WM3.pdf

Actions:

- **Appropriately classify and characterise the screened waste being stored at the**

rear of the site, in line with WM3 guidance.

- **Amend site EMS, to ensure there are sufficient procedures covering how waste produced on site is appropriately classified and characterised in line with your Duty of Care.**
- **Ensure results of the waste characterisation and revised EMS are submitted to site's Regulating Officer.**

Following a site inspection on 18/03/2024, a CAR form was sent to the operator (Reference CAR_NRW0044000). This CAR contained a score for inadequate EMS procedures. An action was placed on the operator to revise and update the EMS to ensure at least minimum standards were met. The revised EMS was received on 14/06/2024. Within the site EMS, there is a Standard Operating Procedure No 3 (SOP3) for waste storage. These procedures are not sufficient and do not meet minimum requirements.

Guidance document 'How to comply with your environmental permit', states that waste storage procedures within your EMS should include:

- storage times and procedures to ensure that these times are not exceeded
- maximum storage capacities for specified storage areas and the facility as a whole and procedures to ensure that these capacities are not exceeded
- maximum storage heights to prevent or minimise the emission of dust, litter and throughput management
- a procedure to identify the specific waste types stored at your facility
- procedures to segregate incompatible wastes for example use of appropriate separation distances and or suitable engineering measures.

Because the EMS procedures continue to be inadequate for managing risks from waste storage, a CCS C3 score has been applied against permit condition 1.1.1.

ACTION: Revise EMS procedures in line with guidance document 'How to comply with your environmental permit', with a focus on waste storage.



Photographs showing waste storage and waste treatment area

The above photographs show untreated waste being stored alongside treated waste which is for the production of WRAP Quality Protocol aggregate.

As discussed on site, there needs to be clear segregation and definition between different waste streams on site. This is particularly important with the waste streams that are going into the production of WRAP QP aggregate. They must be clearly identified and separate to other waste streams on site.

The site's EMS procedures for waste storage states, "*Waste destined for treatment under*

the WRAP Protocol must be kept separate from other wastes accepted".

Currently there is one large stockpile of untreated waste on site. It is important waste destined for WRAP QP aggregate, is clearly separated from other waste streams.

As the WRAP QP procedures (that form part of the EMS) have now been improved to a suitable standard, it was agreed that the site can resume production, as long as procedures are adhered to. However, this is on the condition that the above waste storage matters are rectified and addressed. Lee explained once some of the waste is removed, this would give the site enough room to organise and segregate incoming waste streams and also have a separate storage area for treated waste.

Officers returned to the site office prior to signing out at approximately 12:00.

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
Gogledd-Orllewin / North West
Ffôn/ Phone: 03000 655 023

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.