Compliance Assessment Report CAR_NRW0050488

Permit being assessed: CP3798FL.

For: Llandow Household Waste Recycling Centre, **held by:** FCC Waste Services (UK) Limited

At: Unit 55 Gluepot Road, Llandow Trading Estate, Llandow, Glamorgan, CF71 7PB.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 27/01/2026.

Parts of permit assessed: 1.1.1b, 6.8.2.

NRW Lead Officer: Marc Campbell.

Report sent to: Operator, Operator, on 27/01/2026.

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	C3 Minor	1.1.1b
W4A - Waste - Information - Records	C4 No impact	6.8.1

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

Total 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
W1A	provided up to date TCM certificate	10/02/2026
W4A	provide waste returns for Q2, Q3, Q4 2025	10/02/2026

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

Missing waste returns

Following a recent review of submitted waste returns for 2025, *our records show that you have not submitted returns for:*

Quarterly Returns Period	Return Submission Deadline
Q2 - 1st April to 30th June	31st July
Q3 - 1st July to 30th September	31st October
Q4 - 1st October to 31st December	31st January

As a result of this non-compliance, you have been scored accordingly.

G4 – Reporting and notification to Natural Resources Wales. Category 4 breach.

6.8.1: A record shall be kept of all wastes received (other than those wastes delivered by private householders) and of all materials (wastes and recovered materials) removed from the site. The records shall include the following for each vehicle load of waste/material.
for waste received
(a) origin of waste
(b) date received
(c) quantities in tonnes received and waste type as specified in Condition No: 6.3
(d) nature of the waste (solid, liquid or sludge)

for waste/material removed
(e) date removed
(f) quantities in tonnes removed and waste and/or material type
(g) destination of waste and/or materials removed
(h) nature of the waste and/or materials (solid, liquid or sludge)

Action:
You are required to submit all outstanding waste returns for 2025 and put in place procedures to ensure that all future returns are completed and submitted in time. Please be aware that if no waste has been accepted during a quarter you are still required to submit a NIL return. Please provide the missing returns by the 10th of February 2026.

The required timescales for submissions are below:

Quarterly Returns Period	Return Submission Deadline
Q1 - 1st January to 31st March	30th April
Q2 - 1st April to 30th June	31st July

Q3 - 1st July to 30th September	31st October
Q4 - 1st October to 31st December	31st January

Failure to meet future return deadlines may result in escalation of our scoring category for such a breach and may also result in further action.

Waste return spreadsheets can be found on the following link:

Natural Resources Wales / Submit your waste return

Please submit missing waste returns to the following:

Email:waste.returns@naturalresourceswales.gov.uk

C1 – Staff competency and training. Action only.
We can see that you have recorded Paul Beck as the sites technically competent manager (TCM) on the previously submitted waste returns.

We are unable to locate a certificate for them on our system and in which case we are requesting the original certificate along with any continuing competence to be submitted to NRW. If this person is no longer the sites TCM please provide copies of who has replaced them. Please email the certificate to wasteregulation.southcentral@cyfoethnaturiolcymru.gov.uk referencing the permit reference number and site name in the email. Please provide these by the 10th of February 2026

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to 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.

Disputing the Content of this Compliance Assessment Report Form
If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales

Concerns Not Related to the Content of this Compliance Assessment Report Form
If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone**: 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email**: enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone**: 0300 790 0203
- **Email**: 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.