

## Compliance Assessment Report CAR\_NRW0049834

**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:** Site Inspection,

**Reason:** Routine.

**On:** 12/09/2025 between 11:10 and 13:00.

**Parts of permit assessed:** As below. .

**NRW Lead Officer:** Cheryl Griffiths, accompanied by Sarah Walton.

**Report sent to:** Lee Jones, Director, on 04/02/2026.

### 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	1.1.4
W1A - Waste - Management - General management	Action only (X)	
W1A - Waste - Management - General management	C2 Significant	1.1.6
W1A - Waste - Management - General management	Action only (X)	
W1A - Waste - Management - General management	C3 Minor	4.6.1
W1A - Waste - Management - General management	C3 Minor	1.1.6
W2E - Waste - Operations - Waste acceptance	C3 Minor	4.4.1
W3G - Waste - Emissions and monitoring - Fire	C2 Significant	5.7.1
W4A - Waste - Information - Records	C3 Minor	6.2.1(b)

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

Total non-compliances recorded	Total non-compliance score
7	82

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	Reduce volume of waste on site, so that waste is stored within skips and bays only.	29/01/2026
W1A	To provide NRW with copies of all waste transfer notes for the removal of this waste.	02/02/2026
W1A	To develop and implement a site EMS procedure that clearly defines waste storage management requirements.	02/02/2026
W1A	To submit the waste storage management EMS procedures to NRW for a review.	03/02/2026
W1A	To ensure that all solid waste capable of generating significant quantities of dust, fines or particulates, are stored within a building/container on impermeable ground with sealed drainage.	29/01/2026
W1A	To follow all your EMS procedures, including SOP No14 by completing your duty of care waste transfer notes correctly,	29/01/2026
W2E	The site should stop accepting air conditioning units as this is not authorised by your environmental permit.	31/01/2026
W3G	Create separation distances between stockpiles as a clear access routes for firefighting equipment as stated in NRW'S fire prevention and mitigation plan guidance.	29/01/2026
W4A	To ensure that you correctly and fully complete all waste transfer notes.	29/01/2026

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.

**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

This was an unannounced visit at World Care (Wales) Ltd Plot 2A, Tre Marl Industrial Estate, Llandudno Junction, LL31 9NF on Friday the 12<sup>th</sup> of September 2025 conducted by Natural Resources Wales (NRW) Waste Regulation Officers, Cheryl Griffiths and Sarah Walton.

The primary purpose of this inspection was to address recent complaints that NRW received which highlighted the concerns regarding the size of the stockpiles present on your site.

We also needed to facilitate a handover, following a recent change in personnel. The previous regulation officer has recently taken on a new role, and the visit was undertaken to transfer site responsibilities to the newly appointed officer.

Officers met with Lee Jones, the Director of World Care (Wales) Ltd who accompanied us during the inspection.

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**A summary of the visit as follows:**

**W1A: General Considerations.**

**Permit 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".**

During our site inspection, we raised concerns regarding the size of waste stockpiles on site. As can be seen in photograph 1 and 2, the mixed skip and wood waste stockpile exceeds the waste storage capacity with waste spilling over the sides of the skips and bays.

This indicates that the waste stockpiles are too large which pose a health and safety and fire risk issue for the site. Excessive waste stockpiles could also encourage pests and scavengers onto the site which could result in a permit breach.

**ACTION: A statutory notice issued under Regulation 36 of the Environmental Permitting (England and Wales) Regulations 2016 was issued to World Care (Wales) Ltd on the 4th of December 2025. This notice requires the mixed waste and wood waste stockpiles to be reduced by no later than 29th of January 2026 and for the waste transfer notes relating to the removal of this waste to be sent to NRW by 2nd of February 2026.**

**A CCS Category 3 score has been issued in response to this non-compliance against permit condition 1.1.4. General Considerations.**



**Photograph 1 - Mixed skip waste stockpile**



**Photograph 2- unprocessed wood waste stockpile**

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### **W1A: General Management**

**Permit condition 1.1.6. "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".**

After reviewing previous reports for this site, including CAR\_NRW0044495 and CAR\_NRW0048146, it is evident that there are ongoing issues with waste storage exceeding permitted limits. This appears to be due to insufficient EMS procedures, resulting in waste accumulating beyond skips and bays, which poses a significant fire risk and is a breach of your environmental permit.

The likelihood of a fire occurring and spreading uncontrollably on your yard is high, and such an incident may cause severe environmental harm.

As outlined in [How to comply with your environmental permit](#), your Environmental Management System (EMS) must include specific waste storage procedures. These should clearly define the maximum size of any stockpile, including length, width, and height, for your site and must align and comply with your environmental permit, Health and Safety

requirements and any relevant planning conditions.

**ACTIONS:** On 4th of December 2025, a statutory notice was issued to World Care (Wales) Ltd under Regulation 36 of the Environmental Permitting (England and Wales) Regulations 2016. The notice required the company to:

- **Develop and implement a site Environmental Management System (EMS) procedure that clearly defines waste storage management requirements by no later than the 2nd of February 2026. including:**
  - **Maximum storage capacity**
  - **Maximum storage duration limits**
  - **Maximum waste storage heights, lengths, and width.**

**And submit a copy of the implemented EMS procedure to NRW for review by the 3rd of February 2026.**

A CCS Category 2 score was previously suspended in response to non-compliance with permit condition 1.1.6: General Management. This suspension was applied on the basis that World Care (Wales) Ltd confirmed via email on 28 October 2025 that they were actively working on their EMS procedures. However, as the operator has not complied with the required deadline, the suspended score will now be reinstated and recorded accordingly within this compliance update.

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### **W3G: Fire**

**Permit condition 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."**

During the site inspection, it was clear that World Care (Wales) Ltd are not following the required separation distances between waste stockpiles. This is a critical requirement outlined in the fire prevention and mitigation plan guidance which states, "It is important that you design your site layout to allow for active firefighting. This includes effective fire containment and ensuring that the site had clear access routes for firefighting equipment in the event of a fire".

The absence of fire breaks significantly increases the risk of a fire spreading rapidly and becoming uncontrollable. Without adequate separation, flames can move from one stockpile to another, making it extremely difficult for emergency services to contain the blaze. Such incident would not only pose a serious safety hazard but also cause substantial environmental harm through the release of pollutants and potential contamination of surrounding land, air and water.

As outlined in the [Fire prevention and mitigation plans guidance](#), your Fire Prevention and Mitigation Plan (FPMP) must include a plan which describes the separation distances, maximum size of any stockpile, including the length, width and height on your site.

**ACTIONS:** To follow the procedures set out in Section 4.3 of the site's Fire Prevention and Mitigation Plan (FPMP) which states "*The benefits of the design are*

***twofold in that by keeping the stockpiles small and having separation gaps between them, if a fire does take hold then it should be easier to put out and not spread quickly. Having the separation distances between piles also allows for easier access for firefighting equipment".***

**Update your FPMP by incorporating a procedure to confirm the minimum separation or fire break distances required between all waste stacks.**

**Separation distances between waste stockpiles must be created and maintained with clear access routes for firefighting equipment to support effective fire containment by the 29th of January 2026.**

**A CCS Category 2 score has been issued in response to this non-compliance against permit condition 5.7.1. for the lack of separation distances between stockpiles and limited access routes for firefighting equipment. This poses a significant environmental risk because insufficient separation distances between waste stockpiles could allow a fire to spread rapidly, increasing the likelihood of uncontrolled combustion, release of pollutants, and potential harm to surrounding areas.**

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**W2E: Waste acceptance and control procedures**

**Permit condition 4.4.1, "All waste shall be received, inspected, accepted or rejected, and recorded in accordance with the standards specified in Table 4.4 below:**

Table 4.4 Standards for waste acceptance and control procedures

Stage of Waste Handling	Specified standards
a) Waste inspection	All wastes received at the site: i) shall be inspected on receipt to confirm their description and composition against the relevant waste transfer note and other accompanying documentation. ii) shall be kept separate from and shall not be mixed with other wastes until they have been confirmed and recorded for acceptance at the site.
b) Refrigeration equipment	All waste refrigeration equipment shall, unless stored in an enclosed building, have the door removed or the door seal and latch removed or rendered inoperative and the door adequately secured to prevent unauthorised opening.
c) Waste control procedures: quarantine storage and rejection of wastes	i) Any items of non-permitted waste which are detected after acceptance at the site, shall be placed immediately in a designated quarantine covered container, and, where these are or appear to be special wastes, the Agency shall be informed immediately; ii) In the quarantine area, wastes shall be kept segregated from other wastes which are or are likely to be incompatible; iii) Quarantined wastes shall be removed from site within 7 days; iv) The maximum quantity of wastes kept in the quarantine storage area shall be 4.6m <sup>3</sup> at any one time. v) A record shall be kept in the site diary of all rejected wastes and all wastes kept in quarantine storage.
d) Identification of wastes	Bays and containers shall be clearly defined and labelled to identify the wastes stored within them
e) Waste despatch procedures	All wastes despatched from the site shall be inspected prior to despatch to confirm their description and composition.
f) Incompatible wastes	Incompatible wastes which are likely, in combination with each other or with other material at the facility, to give rise to pollution of the environment or harm to human health outside the site, shall be clearly identified and kept physically separate in designated areas.

During our visit, NRW officers saw that there were several non-permitted WEEE waste such as air conditioning units stored at World Care (Wales) Ltd's sister company World Care (Recycling) Limited (AB3998CJ) which can be seen in **photograph 3**.

Director Lee Jones stated during the visit that these air conditioning units had been accidentally accepted at World Care (Wales) Ltd and had already been de-polluted by the producer.

Following closer inspection, NRW believe the units have not yet been de-polluted. This increases the risk of environmental pollution due to waste being stored without proper containment.

Lee Jones further claimed that these are the same air conditioning units that were accepted on site from a commercial business which NRW highlighted as a non-compliance in CAR\_NRW0044495 dated 3<sup>rd</sup> of June 2024. During our visit these air conditioning units were temporarily stored at World Care (Wales) Ltd sister company which is World Care (Recycling) Ltd prior to removal.

By reviewing the previous photographs in CAR\_NRW0044495, NRW is certain that these are not the same air conditioning units that were previously observed.

Because these air conditioning units may contain hazardous components, the Hazardous Waste (England and Wales) Regulations 2005 applies. A Hazardous Waste consignment note must be completed following their removal from World Care (Wales) Ltd (UP3794FZ) to its sister company World Care (Recycling) Ltd (AB3998CJ).

Please be aware that if non-permitted wastes such as air conditioning units are accepted on your yard, your environmental permit (Table 4.4) requires that: "Quarantined wastes shall be removed from site within 7 days." Storing quarantined waste beyond this timeframe can result in a non-compliance and may result in enforcement action.

**ACTIONS:** You must cease accepting any non-permitted waste and ensure that all such waste is transferred to an appropriately licensed waste facility. Once the air conditioning units have been removed from World Care (Wales Ltd), you are required to complete a Hazardous Waste consignment note for their removal. A copy of the completed note must be submitted to NRW no later than **31 January 2026**. Failure to comply with these requirements may result in enforcement action.

**A CCS Category 3 score has been issued in response to this non-compliance against permit condition 4.4.1. Waste acceptance procedures.**



**Photograph 3, non-permitted air conditioning units**

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**W1A: Storage of waste with specific hazardous properties or forms**

**Permit condition 4.6.1-** *"Storage of waste with specific hazardous properties or forms. "Notwithstanding the specification of permitted waste types under condition 1.2, wastes displaying any of the hazardous properties or forms specified in Table 4.6 shall only be stored on the site in accordance with the standards specified in Table 4.6 below:"*

**Table 4.6 Standards for storage of wastes with specified characteristics**

<b>Storage requirement</b>	<b>Specified standards</b>
a) Solid wastes which when handled or stored are likely to generate significant quantities of dusts, fibres or particulates	These wastes only permitted if they are handled and stored either in: <ol style="list-style-type: none"> <li>i) buildings or containers providing containment of aerial emissions of dusts and particulates; or</li> <li>ii) bays or roofed areas provided with a permanent water supply and water spraying or misting equipment, and with an impermeable pavement and a sealed drainage system; and the water spraying or misting equipment is used at all times when significant quantities of dusts, fibres or particulates are likely to be generated.</li> </ol>

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As previously noted in CAR\_NRW0048146, the site is non-compliant with permit condition (Table 4.6). which requires solid wastes which when handled or stored can generate significant quantities of dust, fibres & particulates to be stored in a building or container.

During this site inspection, as can be seen in [photograph 4](#), a portion of the fines are now being stored in a container. While this is a positive step towards compliance, the current arrangements still fall short of fully meeting the permit condition which requires all such waste to be stored in a building or container.

**ACTION:** For World Care (Wales) to ensure that all solid waste which when handled or stored are capable of generating significant quantities of dust, fines or particulates, are stored within a building/container on impermeable ground with sealed drainage by 29th of January 2026.

A CCS Category 3 score has been issued in response to this non-compliance against permit condition 4.6.1.



**Photograph 4, storage of trommel fines**

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**W4A: Waste movements**

**Permit condition 6.2.1 (b).** *“A record shall be kept of each load of waste accepted and each load of waste removed from the site. This record shall include the following details:*

***b) Loads out: - Nature (Solid, liquid or sludge), waste type as specified under condition 1.2, quantity of waste removed (tonnes), date removed and designation of waste. “***

During the site inspection, NRW officers requested access to records confirming the types of waste accepted and removed from this site. It was highlighted by NRW officers during their visit that these documents were incomplete.

These anomalies caused NRW to review these documents and the company's EMS procedures.

NRW have identified that World Care (Wales) Ltd is not following their standard operating procedure (SOP) No14 when completing waste transfer notes.

The following issues were found:

- On the 2<sup>nd</sup> of September 2025, waste transfer notes stated that fines LoW (19 12 12) were removed from Worldcare Wales Ltd/ Worldcare Recycling Ltd, however it seems that the collection point and the current holder of the waste is World Care. It is not clear in section B if company is World Care (Wales) Ltd or its sister company World Care (Recycling) Ltd.
- A third-party waste carrier delivered the fines to the receiving site; however, their description of waste is different to yours.
- The operator has not stated how was the waste contained.
- The operator has not stated the amount of waste that was removed.
- The operator has crossed 'Are you a registered waste carrier, broker or dealer' in section B and C. This only needs to be crossed off once to confirm who carried the waste from the collection point to the current holder.
- The waste carrier licence details have not been completed such as licence number and full address.
- The permit/ exemption number of the current holder is missing.
- The permit/ exemption number of the current address of transfer is missing so we are unable to confirm if these fines came from World Care (Wales) Ltd or its sister company World Care (Recycling) Ltd.

The missing information on several waste transfer notes evidences that World Care (Wales) Ltd are not following procedures outlined in Standard Operating Procedure No. 14 within their Environmental Management System (EMS).

The Waste Duty of Care Code of Practice states that misclassification of waste where the waste does not fit the written description is an example of a failure to prevent an authorised or harmful deposit, treatment or disposal of waste.

Likewise, it also says for the description of the waste must be accurate and contain all the information a producer is reasonably in a position to provide and that a classification should have been conducted using the [waste classification guidance](#).

**Failure to do so could result in Section 34 Environmental Protection Act 1990 offences being committed.**

**ACTION: Please ensure all employees follow EMS procedures, including SOP No.14, so that waste transfer notes are completed correctly with accurate waste descriptions in line with WM3 guidance by 29th January 2026.**

**A CCS Category 3 score has been issued in response to this non-compliance against permit conditions.**

- **1.1.6. General management.**
- **6.2.1 (b), records of waste movements.**

**Failure to follow EMS procedures and Section 34 Environmental Protection Act 1990 requirements.**

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NRW would like to thank World Care (Wales) Ltd for their co-operation and if you have any further questions about the contents of this inspection report, please do not hesitate to

contact us.

Yours faithfully,

Cheryl Griffiths

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.

\*END\*

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](mailto: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](mailto: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.