

Compliance Assessment Report CAR_NRW0050096

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: 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 29/01/2026.

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	1.1.1(a)
W2E - Waste - Operations - Waste acceptance	C3 Minor	2.1.1
W2E - Waste - Operations - Waste acceptance	C3 Minor	2.3.2 (a) & (e)

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

Total non-compliances recorded	Total non-compliance score
3	12

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	To follow your EMS procedures by correctly storing any non-permitted waste accepted onto the site your quarantined skip which is a covered containment.	08/02/2026
W2E	To cease the acceptance of any non-permitted waste such as air conditioning units on site with an immediate effect.	29/01/2026

Criteria	Action needed	Complete by
W2E	Cease accepting non permitted waste and only accept waste that is explicitly authorised under Schedule 1, Table S1.1 of your environmental permit.	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.

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

This was an unannounced visit at World Care Recycling Limited, Plot 2, Tre Marl Industrial Estate, Llandudno Junction, Conwy, LL31 9NF on Friday the 12th 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 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 Recycling Limited who accompanied us during the inspection.

During our visit, NRW officer observed several non-permitted Electrical and Electronic Equipment (WEEE) waste such as air conditioning units which may contain hazardous components on your yard which made us concerned about the acceptance, storage and reporting of non-permitted waste from this site.

A summary of the visit as follows:

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W1A- General Management

Permit condition 1.1.1 (a) states, "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".

Following our observation, non-permitted waste such as air conditioning units were stored on site during the visit. NRW reviewed your 'quarantine procedure' within the site's Environmental Management System (EMS) due to concerns about the storage of non-permitted hazardous waste.

Part C of your Accident/Pollution Incident Management Plan (List of Substances and Storage Facilities) specifies that unauthorised wastes must be stored in the quarantine skip, which is a covered container. However, as shown in **Photograph 1**, the air conditioning units were not stored in the covered skip during our visit to World Care Recycling Limited. Additionally, please ensure that any non-permitted waste accepted is recorded in the site diary.

It should be further noted that these waste types are also considered as Waste Electrical and Electronic Equipment (WEEE). Any WEEE stored (including temporary storage) at a permitted waste facility must be stored in accordance with the technical requirements of Annex VIII of the WEEE Directive:

- Impermeable surfaces for the appropriate areas with provision of spillage collection facilities and, where appropriate, decanters, and cleanser-degreasers,
- Weatherproof covering for appropriate areas

The WEEE that officers inspected during the visit did not benefit any form of weatherproof covering and some hazardous waste was being stored on permeable ground contrary to the requirements of Annex VIII of the Waste Electric and Electronic Equipment (WEEE) Regulations 2013.

ACTION: World Care Recycling Ltd must follow their EMS procedures by ensuring any non-permitted waste accepted onto the site is correctly stored in the designated quarantined skip, which is a covered containment area, on a temporary basis until removal by 8 February 2026.

A CCS Category 3 score has been issued in response to this non-compliance against permit condition 1.1.1(a) - General Management.

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W2E – Waste acceptance

Permit condition 2.1.1 states, 'The operator is only authorised to carry out the activities specified in schedule 1 table S1.1 (the activities)'.

As mentioned in this report, during our visit, we observed several air conditioning units (LoW code 20-01-35). They were all stored directly on the ground near the site's entrance/exit, as shown in **Photograph 1**.



Photograph 1 - Air conditioning units stored pending removal.

A review of your environmental permit (AB3998CJ) confirms that this site is not authorised to accept, store, or treat air conditioning units (20-01-35) and strictly limits the types of waste that can be accepted, stored, and treated on site.

Accepting waste outside these conditions, such as air conditioning units, constitutes a breach of permit conditions and increases the risk of environmental harm, particularly where hazardous components may be present. Such non-compliance undermines the regulatory controls designed to prevent pollution and protect human health and the environment.

The director, Lee Jones, stated during the visit that these units had been accidentally accepted at World Care Recycling Limited's sister company, World Care (Wales) Ltd, and had already been de-polluted by the producer. At the time of our inspection, these air conditioning units were temporarily stored at World Care Recycling Limited pending removal.

However, following closer inspection and as shown in **Photograph 2**, NRW believes the units have not yet been de-polluted. This increases the risk of environmental pollution due to hazardous waste being stored without appropriate containment.



Photograph 2 - Internal components of the air conditioning units.

Lee Jones further claimed that these are the same air conditioning units previously accepted at World Care (Wales) Ltd from a commercial business, which NRW highlighted as a non-compliance in CAR_NRW0044495 dated 3 June 2024. After reviewing the photographs in CAR_NRW0044495, NRW is certain these are not the same units previously observed.

ACTIONS: Immediately cease accepting any non-permitted waste, including WEEE such as air conditioning units, on site. Waste may only be accepted if it is explicitly authorised under Schedule 1, Table S1.1 of your environmental permit.

A CCS Category 3 score has been issued in response to this non-compliance against permit condition 2.1.1 – Permitted activities.

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Permit condition 2.3.2 states "Waste shall only be accepted if;

(a) it is a type and quantity listed in schedule 2 table(s) S2.1 [S2.2 etc],

(e) it is visually inspected on arrival and before it enters the treatment process to ensure that it complies with this permit".

As mentioned in this report, non-permitted waste such as air conditioning units (LoW 20 01 35) was observed on site during the inspection, and this waste types is not authorised under Schedule 1, Table S1.1 of your environmental permit. Their acceptance and/or storage therefore constitutes a breach of this condition. The presence of these units provides clear evidence that activities have been undertaken outside those permitted by your environmental permit.

ACTION: You must immediately remove and cease to accept any non-permitted waste, including WEEE such as air conditioning units from the site. Waste may only

be accepted if it is listed as authorised waste under Schedule 1, Table S1.1 of your environmental permit. You are required to review your waste acceptance procedures to ensure compliance and implement measures to prevent any future acceptance or storage of unauthorised waste.

A CCS Category 3 score has been issued in response to this non-compliance against permit condition 2.3.2 – Operating techniques.

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NRW would like to thank World Care (Recycling) 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.

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

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.