

Compliance Assessment Report CAR_NRW0050921

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: 30/01/2026 between 13:30 and 15:00.

Parts of permit assessed: See below. .

NRW Lead Officer: Cheryl Griffiths, accompanied by Nia Brunning.

Report sent to: Lee Jones, Director, on 30/04/2026.

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	1.1.6 (a)
W2C - Waste - Operations - Operating techniques	C3 Minor	2.3.2
W2C - Waste - Operations - Operating techniques	Action only (X)	

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	Ensure all activities on site are carried out in accordance with the site's Environmental Management System (EMS).	25/06/2026
W2C	Cease accepting unauthorised waste.	25/06/2026
W2C	To remove unauthorised waste from the site or to correctly store them in the sites designated quarantine area pending	25/06/2026

Criteria	Action needed	Complete by
	it's removal.	

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 compliance inspection of World Care Recycling Limited, Plot 2, Tre Marl Industrial Estate, Llandudno Junction, Conwy, LL31 9NF, carried out on Friday 30 January 2026 by Natural Resources Wales (NRW) Waste Regulation Officer Cheryl Griffiths, Nia Brunning (Waste Regulation & Enforcement Team Leader), and Martin Cox (Head of Operations). Upon arrival, Officers were met by the Site Director, Lee Jones, who was later joined by Sam Davies. Both individuals accompanied the Officers for the duration of the inspection.

During the visit, NRW officers observed several non-permitted waste streams stored on the yard, including tyres, metal waste, and uPVC. It is understood that these waste streams had been accepted at the operator's sister site, World Care (Wales) Limited, and were subsequently stored beyond the permitted site boundary.

Also during the visit, plasterboard waste was observed stored in a roll on roll off (RO/RO) skip on the yard. The skip was full which caused the plasterboard to fall directly onto the surrounding ground amongst other unauthorised waste stream as can be seen in the photograph below. NRW advises that good practice requires plasterboard waste to be stored separately from other waste streams and managed in a controlled manner to prevent damage, contamination, and deterioration.



Plasterboard falling outside the skip and onto the surrounding ground.

Plasterboard should be stored within clearly designated containers or bays that are suitable for this waste type, ensuring it is securely contained and protected from being broken up, spread by vehicle movements, or dispersed by wind. Storage arrangements should prevent plasterboard from coming into contact with mixed or biodegradable waste.

Where practicable, plasterboard waste should be kept clean and dry, as exposure to weather or contamination can reduce recovery options and increase environmental risks. Active stock management should be maintained to ensure plasterboard waste is removed in a timely manner and does not accumulate on site.

Maintaining appropriate storage arrangements for plasterboard waste supports compliance with permit requirements and helps reduce the risk of pollution or loss of control of waste.

Further guidance on best practice when storing plasterboard can be found here: [Storing waste plasterboard: LRWP 6 - GOV.UK](#)

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Permit conditions assessed

W1A: General Management

As stated in 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".

NRW officers reviewed the operator's Environmental Management System (EMS) and noted that Standard Operating Procedure (SOP) No. 01 states that, "At the enquiry stage for a project where waste may be brought to the site, or from a third party wishing to use the site, details will be

required to establish whether the waste will be compliant with the requirements of the Permit.”

However, during this visit, NRW officers observed waste streams on site that were not compliant with the requirements of the Environmental Permit. This demonstrates that the site’s waste acceptance procedures, as set out within the EMS, were not being effectively implemented, constituting a breach of this permit condition.

ACTION: The operator must ensure that only waste types listed in Tables S2.1 and S2.2 of the Environmental Permit are accepted at the site, in accordance with SOP No. 01 within the EMS. Any non-permitted waste must be rejected and not accepted onto the site.

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A roll on Roll off (RO/RO) skip full of uPVC waste.



Mixed unauthorised waste stored on the ground.



Open-top skip full of waste tyres.

NRW officers also noted that Section 3.1 – Waste Acceptance and Control Procedures of the site’s Environmental Management System (EMS) states that *“If the material proves not to be suitable for reprocessing it will be quarantined and removed to a suitably permitted facility as soon as is practicable.”* In addition, Appendix C – List of Substances and Storage Facilities confirms that unauthorised waste should be stored in a covered container designated as the quarantine skip.

However, as shown in the photographs provided below, unauthorised waste accepted on site was not stored in a covered container and was instead observed on the ground and within an open-top skip. This indicates that the quarantine procedures set out within the EMS were not being followed and constitutes a breach of this permit condition.

ACTION: The operator must ensure that any unauthorised waste unintentionally accepted onto the site is placed immediately into the designated quarantine skip, which must be a covered container, in accordance with the EMS.

A consolidated CCS Category 3 score has been issued for non-compliance with permit condition 1.1.6(a) – General Management, due to the failure to implement the site’s EMS procedures for the acceptance and storage of unauthorised waste.

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W2C - Operating techniques

As stated in permit condition 2.3.2, *“Waste shall only be accepted if; (a) It is of a type and quantity listed in schedule 2 tables(s) S2.1 (S2.2 etc)”*

During the site visit, NRW officers observed unauthorised waste being stored on the yard, including metal waste, tyres, uPVC, and potentially hazardous waste such as air-conditioning (AC) units, as shown in the accompanying photographs.

NRW understands that these waste streams were generated at the operator’s sister company, World

Care (Wales) Limited, and were stored outside of that site's permitted boundary prior to treatment or removal. It should be noted that the movement of waste from World Care (Wales) Limited to Worldcare Recycling Limited constitutes a transfer of waste. As such, the Duty of Care Code of Practice applies, including the requirement for appropriate waste transfer notes or consignment notes to be completed and retained on site for a minimum of six years.

ACTIONS: The operator must cease accepting and storing any unpermitted waste and ensure that only authorised waste types are accepted and managed in accordance with the Environmental Permit.

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As stated in permit condition 2.3.3, "Any waste that does not comply with 2.3.2 shall be rejected and shall be; (a) removed from the site; or (b) moved to a designated quarantine area pending removal."

As the site has accepted non-permitted waste, the operator is required to either remove this waste from the yard or move it to the designated quarantine area pending its removal. However, as evidenced in the photographs referred to above, these requirements had not been met at the time of the inspection.

ACTION: The operator must ensure that all non-permitted waste is either removed from the site or placed immediately into the designated quarantine area pending removal.

A consolidated CCS Category 3 score has been issued for non-compliance with permit condition 2.3.3 – Operating Techniques, due to the acceptance of multiple non-permitted waste streams and the failure to store such waste within the designated quarantine area on site.

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NRW would like to thank Worldcare Recycling Limited 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.

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ENDS

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.