

Compliance Assessment Report CAR_NRW0051276

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: Other.

On: 24/03/2026 between 11:13 and 12:50.

Parts of permit assessed: As below. .

NRW Lead Officer: Cheryl Griffiths, accompanied by Leon Williams.

Report sent to: Lee Jones, Director, on 15/05/2026.

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	Action only (X)	
W1A - Waste - Management - General management	Action only (X)	
W3G - Waste - Emissions and monitoring - Fire	Action only (X)	
W3G - Waste - Emissions and monitoring - Fire	C3 Minor	5.7.1

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	Ensure that all waste is stored within their allocated skips and bays at all times.	14/06/2026
W1A	Ensure that World Care (Wales) Limited follow their newly	14/06/2026

Criteria	Action needed	Complete by
	updated Environmental Management System (EMS) procedure.	
W3G	Ensure that all waste stack heights on site remain within the permitted heights and volumes specified in the most up-to-date FPMP.	14/06/2026
W3G	Ensure that bay walling maintains a 'freeboard' space of 1 metre at the top and sides of the walls at all times, in accordance with the latest FPMP available guidance.	28/06/2026

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 carried out on the 24 March 2026, by Natural Resources Wales (NRW) Waste Regulation Officer Cheryl Griffiths and Senior Waste Regulation Officer Leon Williams. Upon arrival, the Site Director, Lee Jones, arrived shortly afterwards and accompanied NRW officers throughout the inspection.

The purpose of this inspection was to assess the progress made by World Care (Wales) Limited following the previously issued Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016, and the actions identified in the previous Compliance Assessment Reports, CAR_NRW0049834 & CAR_NRW0050737, following site inspections conducted at World Care (Wales) Limited on the 5 December 2025 and the 30 January 2026.

As the site had not achieved compliance by the required deadlines, this follow-up visit was undertaken to determine whether any of the outstanding actions had since been completed, to understand what progress had been made, and to review the measures currently being implemented to address the remaining actions. NRW recognises that the site is actively working towards meeting the requirements of the Regulation 36 notice, and this inspection formed an important part of assessing the site's current position and informing the next steps in NRW's regulatory actions.

At the time of the inspection, the team was in the process of receiving a new delivery of concrete 'Lego block' walls, which were being installed between waste stacks to improve stockpile segregation and site organisation. These works have required adjustments to the site layout, and it was evident that active efforts were underway to complete this improvement programme. The updated FPMP was available for review and the majority of waste stockpiles were observed to be maintained below the maximum volumes specified

within the updated FPMP.

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Assessment of Actions Identified in CAR NRW0049834, CAR NRW0050737 and the Regulation 36 Statutory Notice issued under the Environmental Permitting (England and Wales) Regulations 2016;

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".

Following the compliance visit on the 12 September 2025, NRW required the operator, through a Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 and the associated CAR report, to reduce the mixed skip and wood waste stockpiles so that all waste could be contained within the designated skips and bays by the 29 January 2026.

During a follow-up site inspection on the 30 January 2026, NRW Officers observed that mixed skip and wood waste continued to exceed the storage capacity of the permitted bays.

When Officers returned to the site on 24 March 2026, it was observed that improvements had been made to site management, with the mixed skip and wood waste now being effectively contained within the newly constructed concrete 'Lego block' bays, as shown in Photographs 1 and 2. The installation of these bays has enabled the operator to better visualise and manage waste storage areas, improving control of stockpile heights and reducing instances of waste exceeding bay boundaries or falling beyond designated storage areas. The structured layout has also resulted in improved separation of waste materials and a corresponding reduction in fire risk through more controlled and organised storage.

ACTION: To ensure that going forward, all waste is stored within their allocated skips and bays at all times to be compliant with your environment permit.



Photograph 1 - Mixed skip waste within their new new concrete bay



Photograph 2 - Mixed wood waste within their new concrete bay.

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".

Following the compliance visit on 12 September 2025, NRW required World Care (Wales) Limited, through a Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 and the associated CAR report, to develop and implement a site Environmental Management System (EMS) procedure in line

with [How to comply with your environmental permit](#) guidance. The EMS was required to clearly set out the site's waste storage management arrangements, including:

- Maximum storage capacities.
- Maximum storage duration limits.
- Maximum waste storage heights, lengths, and widths.

A copy of the updated and implemented EMS was required to be submitted to NRW for review by 3 February 2026.

NRW confirms receipt of the site's updated Environmental Management System (EMS), including the revised procedures referenced during the previous Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016, and in previous Compliance Assessment Reports (CAR_NRW0049834 & CAR_NRW0050737). This updated documentation was received on 31 March 2026 via an email and will be reviewed by NRW in due course.

ACTION: Ensure that World Care (Wales) Limited follow their newly updated Environmental Management System (EMS) procedures for waste storage management. All waste must be managed, handled, and stored in line with the revised EMS requirements, including the maximum storage capacity, maximum storage duration limits and maximum waste storage heights, lengths, and widths within their allocated bays. The operator must implement the updated procedure into practice without delay.

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W3G: Fire

As stated in 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 conducted on the 24 March 2026, NRW Officers reviewed the paper copy of World Care (Wales) Limited's most up-to-date Fire Prevention Management Plan (FPMP) on site. NRW acknowledges that one of the updates within the FPMP includes increasing the permitted waste stack height from 3 metres to 4 metres, in line with FPMP guidance.

As stated within your updated FPMP, "stack heights will not exceed 4 metres, with bay walling maintained at 5 metres to ensure that material remains fully contained and does not approach the top of the retaining structure. A clear setback of at least 1 metre will be maintained between the front entrance to the bay and the stock within to allow for safe inspection, reduce heat build-up, and support effective management."

It should be noted that the FPMP requires a minimum freeboard of 1 metre to be maintained at the top and sides of all waste storage bays at all times, in accordance with the latest guidance. During the site visit, NRW Officers measured the newly constructed bay walls and confirmed that they are 4 metres in height. The mixed skip waste stockpile was also measured at 4 metres high. As a result, the required 1-metre freeboard was not being maintained. To achieve compliance, the operator must either increase the height of

the bay walls to a minimum of 5 metres or ensure that waste stockpiles are restricted to a maximum height of 3 metres at all times, thereby maintaining a 1-metre gap between the top of the waste and the top of the retaining walls.

NRW also observed that the majority of waste stockpiles, other than the mixed skip waste stockpile were below the 4-metre maximum height during the visit on the 24 March 2026. This demonstrates positive progress, however, the operator must ensure that all stockpiles are brought within, and consistently maintained below, the 4-metre limit and that a minimum 1-metre freeboard is maintained so that waste does not approach the top of the retaining structure. Ongoing monitoring will be essential to ensure all waste remains within these permitted height and containment requirements at all times.

An electronic copy of the most recent Fire Prevention Management Plan (FPMP) (WCW-01-101 rev 01) was sent to NRW via email on Wednesday 25 March 2026.

ACTIONS:

- **Ensure that all waste stack heights on site are within and remained within the permitted heights and volumes specified in the most up-to-date FPMP.**
- **Ensure that bay walling maintains a 'freeboard' space of 1 metre at the top and sides of the walls at all times, in accordance with the latest available guidance.**

A CCS Category 3 score has been issued in relation to this non-compliance with permit condition 5.7.1 (Fire), due to the absence of the required minimum 1-metre freeboard space at the top of the waste stockpile.

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Based on the progress observed to date, the site is now close to achieving full compliance with the requirements of the Regulation 36 notice, issued under Regulation 36 of the Environmental Permitting (England and Wales) Regulations 2016. However, NRW notes that compliance has not been achieved within the timescales originally set out in the notice, and as such, further enforcement action may still be considered. NRW will undertake a further site visit in due course to complete a final compliance check, which following a decision will be made on the most appropriate enforcement outcome.

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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.

"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.