

Compliance Assessment Report CAR_NRW0051460

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: 02/04/2026 between 10:30 and 11:10.

Parts of permit assessed: As below. .

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

Report sent to: Lee Jones, Director , on 18/05/2026.

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	Action only (X)	

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

Total non-compliances recorded	Total non-compliance score
0	0

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	Continue to ensure that the site stores all waste within allocated skips and bays at all times.	28/06/2026
W1A	Continue to ensure that World Care (Wales) Limited follow	28/06/2026

Criteria	Action needed	Complete by
	their newly updated waste storage procedures in the Environmental Management System (EMS).	
W3G	Continue to ensure that bay walling maintains a 'freeboard' space of 1 metre at the top of each waste stockpile at all times, in accordance with the latest available guidance.	28/06/2026
W3G	Continue to ensure that all waste stack heights on site remain within the permitted heights and volumes specified in the most up-to-date FPMP.	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 visit was carried out on the 2 April 2026, by Natural Resources Wales (NRW) Waste Regulation Officer Cheryl Griffiths and Senior Waste Regulation Officer Leon Williams. Upon arrival, Officers were greeted by the site director, Lee Jones and Sam Davies.

The purpose of this site visit was to assess compliance for the actions specified in the Regulation 36 notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 which was issued on the 4 December 2025.

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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".*

During the time of our visit, NRW officers observed that the wood, mixed skip waste and trommel fines were not exceeding the storage capacity within skips and bays as can be seen in photographs 1, 2 and 3.



Photograph 1 - Mixed skip waste within bay.



Photograph 2 - Trommel fines within bay.



Photograph 3 - Wood waste within bay.

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

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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".

On the 31 March 2026, Sam Davies shared an up to date version of the sites Environment Management System (EMS) and Standard Operating Procedures (SOP) version EMS-WCW-102 Rev 01 Jan 2026, via email with NRW.

This document now contains updated procedures concerning:

- Stock rotation and storage durations.
- Waste bay volumes & storage on site per waste type.
- Stack dimensions.

ACTION: Continue to ensure that waste storage procedure within your EMS are adhered to at all times to be compliant with your environment permit.

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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."

On the 25 March 2026, NRW received the most up to date version of the sites Fire Prevention and Mitigation Plan (FPMP) version WCW-01-101 rev 01.

The sites newly updated FPMP confirms that the waste stack heights on site cannot exceed 4 metres as per NRW guidance.

During the visit on 2 April 2026, NRW observed that all waste stockpiles were maintained below the maximum permitted height of 4 metres. It had previously been communicated to the operator, through report CAR_NRW0051276 (following the site inspection on the 24 March 2026), that all stockpiles must be brought within and consistently maintained below the 4-metre limit, and that a minimum 1-metre freeboard must be retained to prevent waste from approaching the top of the retaining structures.

At the time of this inspection, and as shown in Photographs 4, 5 and 6, the required minimum 1-metre freeboard was in place for the wood, mixed skip waste and mixed skip trommel fines stockpiles and all stockpiles were compliant with the 4-metre height restriction. Continued monitoring will be required to ensure that these permitted height and containment standards are maintained at all times.

ACTIONS:

- ***Continue to ensure that all waste stack heights on site remain within the permitted heights and volumes specified in the most up-to-date FPMP.***
- ***Continue to ensure that bay walling maintains a 'freeboard' space of 1 metre at the top of all waste stockpiles at all time, in accordance with the latest available guidance.***



Photograph 4 – 1 metre freeboard space at the top of the wood waste stockpile.



Photograph 5 - 1 metre freeboard space at the top of the mixed skip waste stockpile.



Photograph 6- 1 metre freeboard space at the top of the trommel fines stockpile.

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Based on the observations made during this visit, the site was found to be compliant with the requirements of the Regulation 36 Environmental Permitting Regulations 2016 notice. Sufficient progress had been made to address the matters set out in the notice, and the

required measures were in place at the time of inspection.

Despite the site being compliant with the requirements of the Regulation 36 notice at the time of our visit on 2 April 2026, NRW notes that compliance was achieved later than the timescales specified in the notice, which required completion of the relevant actions between 29 January 2026 and 3 February 2026. As a result, NRW is considering whether further enforcement action is appropriate in response to these delays.

NRW will continue to monitor the site to ensure sustained compliance with permit conditions and the agreed control measures, and will determine any further regulatory response in line with its enforcement and sanctions policy.

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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.