

Compliance Assessment Report CAR_NRW0051594

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: 16/04/2026 between 10:50 and 11:35.

Parts of permit assessed: As below. .

NRW Lead Officer: Cheryl Griffiths, accompanied by Kieran Evans.

Report sent to: Lee Jones. , Director. , on 22/05/2026.

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	C3 Minor	1.1.14(a)
W1A - Waste - Management - General management	C3 Minor	1.1.6
W1A - Waste - Management - General management	Action only (X)	
W1A - Waste - Management - General management	Action only (X)	
W2D - Waste - Operations - The site	Action only (X)	
W2E - Waste - Operations - Waste acceptance	Action only (X)	
W2E - Waste - Operations - Waste acceptance	Action only (X)	
W2E - Waste - Operations - Waste acceptance	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 that a designated covered quarantine skip is installed on site.	28/05/2026
W1A	Ensure all waste sampling and classification is undertaken in accordance with Appendix D of WM3 and the site's EMS procedures.	25/06/2026
W1A	Review and update the EMS as necessary, ensure staff are following documented procedures, and retain robust evidence of correct waste classification and sampling.	25/06/2026
W1A	Provide NRW with a copy of the most up to date WM3 waste characterisation analysis for mirror entry waste streams.	25/06/2026
W2D	Ensure that all waste accepted at World Care (Wales) Limited is always stored and managed entirely within the permitted site boundary.	25/06/2026
W2E	Provide NRW with copies of the waste transfer notes for all gas cylinders and fire extinguishers currently held on site.	25/06/2026
W2E	Provide NRW with documentation which confirms that these gas cylinders have been emptied/ depressurised which confirming their waste classification.	25/06/2026
W2E	Provide a written explanation detailing how these non permitted gas cylinder wastes were accepted.	25/06/2026

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.

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 site visit was carried out as part of Natural Resources Wales' (NRW) active monitoring programme of World Care (Wales) Ltd, Plot 2a, Tremarl Ind. Estate, Llandudno Junction, Conwy, LL31 9PN. The purpose of the visit was to assess whether the newly implemented procedures and engineering controls including the concrete Lego block bays are effective

and supporting ongoing compliance.

The visit took place on 16 April 2026 and was attended by NRW Waste Regulation Officers Cheryl Griffiths and Kieran Evans. Upon arrival, Officers were met by the Site Director, Lee Jones, and Sam Davies.

During the visit, it was observed that waste stockpiles were within the permitted height limit of 4 metres, and wastes were appropriately contained within skips and bays. As discussed with Lee during the inspection, NRW will continue to monitor the site to ensure that it remains compliant and does not revert to previously identified recurring issues. Should these issues reoccur, further investigation may be required.

Improvements at the site were noted and reflect the operator's recent cooperation with NRW in bringing the site back into compliance with its environmental permit.

However, some non-compliances were still identified during this visit, which are detailed later in this report.

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W1A: General Management

Permit condition 1.1.4(a): *"(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.*

"Wastes in quarantine storage shall be stored in accordance with condition 4.4."

c) Waste control procedures: quarantine storage and rejection of waste

i) Any items of non-permitted waste detected after acceptance at the site shall be placed immediately in a designated covered quarantine container and, where the waste is or appears to be special waste, the Agency shall be informed immediately."

During NRW Officers' observations at recent site visits, no designated quarantine skip was identified on site. As previously identified and referenced in CAR_NRW0049834, non-permitted waste accepted at World Care (Wales) Limited (UP3794FZ) has been stored at a separate site operated by a sister company, rather than being appropriately managed at the permitted facility. As a result, NRW Officers requested that the Site Director, Lee Jones, explain the site's quarantine procedures during the visit on 16 April 2026. It was confirmed that a quarantine skip is not currently in place. The operator advised that a covered skip is intended to be positioned at the rear of the yard for quarantined waste, however, this had not been implemented at the time of the visit.

A designated quarantine skip is required to ensure that any unauthorised or non-conforming waste is segregated from permitted waste streams. This enables appropriate assessment and management of such waste, reduces the risk of Environmental harm, and ensures compliance with the conditions of the sites Environmental Permit.

The absence of a suitable quarantine skip increases the risk of non-compliant waste being accepted, stored, or processed on site which may increase the risk of environmental harm. Non-permitted waste may be incorrectly mixed with other waste, which could lead to cross-contamination and the release of hazardous substances. This may result in pollution

of land and surface water through leaks, spills, or runoff. The operator is therefore expected to implement the proposed quarantine arrangements within an appropriate timeframe to ensure ongoing compliance.

ACTION: Ensure that a designated covered quarantine skip is installed on site immediately. All non-permitted waste that is accidentally accepted must be placed into quarantine and removed from site within 7 days.

A CCS Category 3 score has been issued in response to this non-compliance against permit condition 1.1.4(a), General Considerations. As World Care (Wales) does not have a covered quarantine skip on site for the accidental acceptance of non-permitted waste.

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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 30 March 2026, Sam Davies provided NRW with a copy of the site's most recent analytical report relating to waste trommel fines removed from site. NRW Officers reviewed the report and noted that it was a Waste Acceptance Criteria (WAC) analytical report dated 27 February 2026.

WAC analysis is intended solely to assess whether waste is suitable for disposal at landfill (inert, non-hazardous, or hazardous) and focuses on the leaching behaviour of contaminants once buried. It does not provide a full waste characterisation for classification purposes.

NRW subsequently reviewed the Duty of Care waste transfer documentation for this waste stream and confirmed that between 14 January 2026 to 22 January 2026, 75.54 tonnes of the waste trommel fines were transferred to a waste transfer station in Rotherham, not to landfill. As the waste was not destined for landfill, the use of WAC testing was inappropriate.

As set out in Appendix D of WM3 and within the operator's own Environmental Management System (EMS) procedures, a WM3 waste characterisation analysis (full hazardous waste classification suite) must be undertaken to determine whether a waste is hazardous. This process must identify and quantify all relevant substances so the waste can be assessed against hazardous property thresholds.

For mirror entry wastes, such as 19 12 11 / 19 12 12*, a full basic characterisation supported by a representative sampling plan is required before a non-hazardous classification can be justified. NRW notes that this sampling plan has previously been requested by NRW on 19 August 2025 and has not yet been provided. Reliance on WAC analysis alone does not meet WM3 requirements and does not provide adequate evidence

of correct waste classification.

NRW has also reviewed the most recent version of the site's EMS and was unable to identify a readily available, up-to-date WM3 waste characterisation analysis for this waste stream.

ACTIONS:

- ***Ensure all waste sampling and classification is undertaken in accordance with Appendix D of WM3 and the site's EMS procedures.***
- ***WAC testing must only be used for waste destined for landfill.***
- ***All other waste streams, particularly mixed wastes or wastes sent for recovery, must undergo appropriate WM3-based classification, supported by a suitable and representative sampling plan.***
- ***Review and update the EMS as necessary, ensure staff are following documented procedures, and retain robust evidence of correct waste classification and sampling.***
- ***Provide NRW with a copy of the most up-to-date WM3 waste characterisation analysis for the mirror entry waste stream.***

A CCS Category 3 score has been issued for non-compliance with permit condition 1.1.6(a). General Management, due to the incorrect classification of waste. The use of WAC analysis for waste sent to a non-landfill facility does not meet WM3 requirements and demonstrates a failure to correctly implement waste classification and sampling procedures within the site's management system.

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W2D – The Site

As stated in permit condition 1.1.2, *“No deposit of waste shall take place outside the area of land marked in red on Drawing No. (one) of the working plan”.*

As recorded in the Compliance Assessment Recording System (CARS) report CAR_NRW0050737, during a site visit on 30 January 2026, NRW Officers observed a roll-on/roll-off (RO/RO) skip containing uPVC waste stored at the operator's sister company, WorldCare Recycling Limited (AB3998CJ). The skip was located outside the permitted site boundary and within the grounds of a separate authorised facility that is not permitted to accept this waste type.

During the follow-up visit on 16 April 2026, Officers confirmed that the RO/RO skips containing uPVC waste had been removed from the sister site and were now located entirely within World Care (Wales) Limited permitted boundary. This represents a positive step and demonstrates that the operator has acted to address the previously identified non-compliance.

ACTION: ***Ensure that all waste accepted at World Care (Wales) Limited is always stored and managed entirely within the permitted site boundary.***

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W2E - Waste acceptance

As stated in permit condition 1.2.1, *“No wastes other than those which are categorised below in Table 1.2A and specified in detail in Appendix A to these conditions shall be accepted at the site.”*

During the site visit on 16 April 2026, NRW Officers observed a newly installed gas cylinder cage at the rear of the yard (see Photograph 1). The cage was nearly full and contained gas cylinders and fire extinguishers.

This cage was not present during the previous visit on 2 April 2026, indicating that a significant quantity of this waste had been accepted within a short period.

These wastes may fall under mirror entry waste codes in line with WM3 guidance. In some cases, depending on their condition, they may also be classified under Chapter 15 (e.g. metallic packaging).

This raised concerns, as the site permit does not allow the acceptance of wastes coded 16 05 04* or 16 05 05. As such, the only fire extinguishers permitted on site are those that have been fully emptied prior to arrival and are classified as non-hazardous metallic packaging.

Fire extinguishers can be hazardous depending on their contents. The operator must ensure waste is correctly described, including any hazardous properties, to determine the correct classification.

Generally, fully emptied and depressurised fire extinguishers can be classed as non-hazardous Chapter 15 waste. However, the operator is responsible for confirming that containers are genuinely empty. Some types of extinguishers may still require alternative classification, even if empty.

Any fire extinguishers that still contain material are likely to be classified as “gases in pressure containers” (EWC 16 05 04* or 16 05 05). These are mirror entries, meaning evidence is required to demonstrate non-hazardous status. Otherwise, they must be classified as hazardous (16 05 04*).



Photograph 1 - Gas cylinder cage located at the rear of the yard.

ACTIONS:

- ***Provide NRW with copies of the waste transfer notes for all gas cylinders and fire extinguishers currently held on site.***
- ***Provide NRW with documentation which confirms that these gas cylinders have been emptied/ depressurised prior their acceptance onto site which will confirm their waste classification as 15 01 04, metallic packaging, non-hazardous 16 05 05 (gases in pressure containers other than those mentioned in 16 05 04) or hazardous 16 05 04 (gases in pressure containers (including halons) containing hazardous substances).***
- ***Also provide a written explanation detailing how these non-permitted wastes were accepted.***

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".

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.