

Compliance Assessment Report CAR_NRW0039078

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 carried out: Site Inspection, Reason: Routine.

On 14/12/2021 between 10:00 and 10:40.

Parts of permit assessed: The CAR sub criteria listed below

NRW Lead Officer: Cathrine Kiely, accompanied by Daniel Grant.

Report sent to: Lee Jones, site TCM/Director on 20/12/2021.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
F5 - Amenity - Deposits on road	Assessed (A)	
C3 - General Management - Materials acceptance	Assessed (A)	
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	Assessed (A)	
C4 - General Management - Storage, handling labelling and Segregation	Assessed (A)	
C2 - General Management - Management system and operating procedures	Assessed (A)	

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

Total number of 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?

No action required.

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.

At this time, we do not intend to take any further action.

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

The inspection was conducted by Cathrine Kiely (Senior Waste Regulation Officer) and Daniel Grant (Hazardous Waste Officer). Also present during the inspection was David Roberts (Compliance Manager, Fire and Rescue Service).

The weather during the inspection was dry with some sun.

Officers were met on site by Lee Jones site TCM/director for a pre-arranged inspection to assess compliance following non-compliances which were identified and recorded in CAR form (CAR_NRW0038960) during the inspection conducted on 17/11/21.

F5 Deposits on the road

Upon entry to the site there was a road sweeper actively cleaning up the highway and there was no evidence of mud which had been tracked off the site on to the highway.

C3 Materials Acceptance

The pile of wood and waste could be seen stored within the allocated bays and were within the quantity as stated in the 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"**. An email received by Cathrine Kiely the following day included a photo of the wood bay which had been reduced in quantity even further. As agreed on site the associated Waste Transfer Notes for the wood and waste should be sent to Cathrine Kiely via email. This should be received by no later than **Friday 24th December**.

**(G2) Records of activity, site diary/journal/events**

During the inspection there was no site diary which could be provided to show officers however the following day on the 15/12/21 an email was received by Cathrine Kiely showing evidence of the site diary on site. The operator was encouraged to ensure future compliance with the permit by regularly inputting information into the diary as stated in condition 6.3.1 of the permit: **"construction work, start and finish of daily waste management activities on site, maintenance, breakdown, emergencies, problems with waste received and action taken, site inspections and consequent actions carried out by the operator, technically competent management attendance on site, despatch of records to the Agency, severe weather conditions, complaints about site operations and actions taken, environmental problems and remedial actions."**

(C4) Storage, handling, labelling and Segregation

The batteries and fire extinguishers which were stored out in the open during the site inspection on the 17/11/21 had been removed from site to a permitted facility. As discussed on site you agreed to send the associated consignment note via email to Cathrine Kiely. This should be sent no later than **Friday 24th December**.

(C2) General Management - Management Systems and Operating Procedures

The size of the wood and waste piles had reduced significantly from the previous inspection and were now in accordance with the Fire Prevention and Mitigation Plan (v.06). The waste were stored in the designated bays and the boundary wall separating the waste piles were visible.

Action - Condition 6.3 of the Fire Prevention and Mitigation Plan states "**The Plan will be kept under review as it is a live document and as a minimum will be reviewed annually**". The site drawing on the FPMP shows soil located on the yard which has now been permanently moved to a different location on site. This change to site storage arrangements should be reflected in the FPMP plans. Ensure the Fire Prevention and Mitigation plan is reviewed and updated by the agreed date of **31st March 2022**.

Regards,

Cathrine Kiely

Senior Officer, Waste Regulation NW

cathrine.kiely@cyfoethnaturiolcymru.gov.uk

Please note any reference within the CAR/ permit to the Environment Agency means Natural Resources Wales. 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 2012.

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 only relating to the activity assessment
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.

What are suspended scores?

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 Industry and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.