

AB Produce

Odour issues in Measham

August 2014

What is our Role?

We are the Environment Agency for England, a public body working for central government. Our local office is in Lichfield Staffordshire. As well as dealing with flooding, we are also the regulatory authority for some industrial processes including waste treatment.

AB Produce has an environmental permit from us. It contains specific operating and monitoring conditions, which we enforce. The permit allows them to store the vegetable wash water from their operations in lagoons on site before removing it for spreading on agricultural land for nutrient benefit. The permit requires the company to take reasonable measures to prevent dust, odours and noise escaping from the site through a management system. We are working with the company and North West Leicestershire District Council (NWLDC), using our legal powers, to improve the situation for local residents.

What are the next steps?

We are in regular contact with the site whilst they clear the lagoons and we are reviewing their Odour Management Plan (OMP) required in their permit.

We have agreed with NWLDC that we will handle all incident reports from customers. We do not guarantee to visit the site after every report we receive, but we'll base this decision on a variety of conditions. The information you pass to us is vital to develop our understanding of the significance of the odour and the locations that are affected so please do keep on reporting them to us.

How to report concerns

Please call our, free phone incident hotline number on:

0800 807060

Or you can email us at: ics@environment-agency.gov.uk

You will be asked to describe the odour on a scale of 0 to 6 (see table below) by our Incident Communication Service (ICS) staff. Our environment officers also use the same scale to record the strength of the odour when they conduct odour surveillance around the area. To give you some sense of scale, an odour of 6/6 would be the same as the strongest odour you could ever encounter and could make you physically ill.

	Description
0	No odour
1	Very faint odour
2	Faint odour
3	Distinct odour
4	Strong odour
5	Very strong odour
6	Extremely strong odour

(Table – Odour reporting scale)

Once we've received your report the information is passed to our on-call officer who will assess the importance of it and decide if a visit the site is required.

We will record the number of incident reports we received and our actions to deal with the cause via our website. Please visit www.gov.uk and search for AB Produce.

We'll also distribute a newsletter summarising this work to residents. If you would like to receive the newsletter please let us know by contacting us on: midlandscustomerserv@environment-agency.gov.uk or by calling: 01543 405094.

customer service line
03708 506 506

incident hotline
0800 80 70 60

floodline
0345 988 1188
0845 988 1188

www.gov.uk/environment-agency