

# Information Letter

Clayton Hall Landfill

Issue 1 December 2017

## Current situation

Over the last few weeks we have received a number of calls from residents reporting odour from Clayton Hall landfill site. In response to your complaints we have carried out investigations, including checks by a number of staff in the area to verify your reports of odour. We have determined the causes of the problems and we know what measures are required to address the issues. We understand the impact this site is having on the local community and take all reports seriously.

We require the permit holder, Quercia Ltd to take appropriate measures to minimise the impact the site is having on the community. They already have a specialist landfill gas management contractor on site to collect the gas on site to generate electricity but the company is aware they must do better. The operator has started works on site to improve capping and is installing more gas collection wells. This cannot be done immediately but gas containment will be improved when completed. We will be visiting the site regularly to ensure that improvements are on schedule.

## Our role

Quercia Ltd hold Environmental Permit (EPR/BV1364ID) which allows the disposal of non-hazardous waste at Clayton Hall Landfill. An environmental permit provides the operator with conditions which must be complied with in order to minimise their impact on the environment. We are responsible for regulating the site for any emissions to air, land or water. We do this by:

- Announced and unannounced inspections
- Carrying our audits of the operator's procedures and methods for emissions monitoring
- Investigating non-compliance with the environmental permit and taking enforcement action
- Adding or changing conditions in the permit if required

## Reporting Odours

If you are experiencing smells you believe are from the site, first of all please contact the site operator on 01254 506 351. They will try to rectify the situation immediately. If you are not happy with the response, or you want to report an incident to us separately please call our incident hotline on **0800 80 70 60**. As part of our regulatory duties we may audit operator's responses in dealing with complaints.

## Feedback

We appreciate your calls providing us with information. We usually try to provide feedback via a return phone call, however due to the number of complaints we are receiving we decided that for the short term we will concentrate staff time on direct regulation duties; to ensure the operator takes the correct action to address the situation and to reduce the impact on the community.

We will provide feedback to people who have made complaints through written communications, such as these. This will allow staff to spend more time ensuring the operator is taking the necessary steps to resolve the situation. If you would prefer not to receive these updates please email [sharon.goulbourne@environment-agency.gov.uk](mailto:sharon.goulbourne@environment-agency.gov.uk)