

Reporting incidents about Whinney Hill Landfill Site

March 2025

When members of the public report incidents to us we use that information to build a picture of the environmental threat, pin point the exact location and extent of the issue. It's important that the information you give is as specific as possible so that we can investigate.

When reporting incidents to us, it would help us if you could include the following information:

1. **The environmental issue:** For example, odour, gulls, flies, rats, noise. Sometimes there may be multiple issues that you have noticed and these can be logged on one report; you don't need to do additional reports for each issue.
2. **Date and time you noticed the issue:** Are you being affected right now, or has it been happening over the course of a few days? This is important as sometimes you may not be able to report the incident straight away.
3. **Your location when you noticed the issue:** This could be your home address, or whilst you were walking or driving down a particular road. It could also be in more than 1 location.
4. **The weather conditions:** Was it raining, dry, foggy, snowy, hot or cold? Was it windy, and do you know the wind direction?
5. **Other useful information:** Depending on the issue there are other types of information that are extremely valuable. These include:
 - **Pests:** Number, direction of travel, activity you've witnessed. Are they inside your property, in the garden or viewed from afar?
 - **Noise:** Type of noise and the frequency of when it can be heard.
 - **Type of odour:** There are two distinct smells that the community may notice coming from the landfill:
 - **A household dustbin smell** – It's a fresher smell and implies that the odour is coming from waste being tipped or recently tipped.
 - **A gassy smell** - which is a warmer, musky and foisty smell. The gases produced by the biological and chemical breakdown of the waste over time produce this odour. Smelling this type of odour suggests that one of the gas wells may not be operating correctly, or an additional well needs to be drilled to capture escaping gas.
 - **Intensity of odour:** How intense is the odour? You can use the scoring table on the next page to rate the odour. Intensity is different to annoyance, but you can comment on annoyance as part of your general description.



Incident Hotline 0800 80 70 60

Odour strength	Intensity level	Comments
0	No odour	No odour when compared to the clean site
1	Very faint odour	The odour is barely noticeable and comes and goes
2	Faint odour	A slight smell that comes and goes
3	Distinct odour	The odour is present and consistent when you breathe in normally
4	Strong odour	The odour is noticeable and might make your clothes of hair smell
5	Very strong odour	The odour is offensive and you want to leave the area
6	Extremely strong odour	The odour is offensive, forces you to hold your breath and leave the area

What happens once you've made your report?

We don't provide feedback for each report but you will get a reference number so you know it has been recorded, this will come either by email or verbally over the phone depending on how you make the report. These reports are then flagged to the site inspector who looks at all reports to identify the issue, location and likely causes. The reports are then sent to the site (minus personal information) and the operator is asked to take immediate action in the areas that have been identified as causing an issue.

Due to the nature of waste materials and the operations and processes that occur on site, there may be occasions when odour and pest levels do increase, however these should be short lived and not have a prolonged impact on the local community. We expect the operator to make sure that any site activity has clear focus on preventing impact on the community and be transparent with residents about their work on site.

You can report incidents to us on our 24-hour incident hotline:

0800 807060.

Or via email:

incident_communication_service@environment-agency.gov.uk



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