

## Odour Management Plan for Old Hall Farm

The nature of livestock farming means that preventing odour generation at source is rarely possible as animals are inherently odorous. However, there are things that can be done, often at low cost, to minimise odour or prevent it reaching neighbours.

The H1 environmental risk assessment submitted with Application Variation V002 for more houses and places for pigs identified sources of odour with the potential to cause annoyance. Created and updated this odour management plan (OMP) to support the overall environmental management system in place. The overriding principle is to ensure day-to-day activities are carried out in accordance with the plan so there is no reasonable cause for annoyance to people outside the installation boundary. Significant pollution is not expected; operator has no record or recollections of odour concerns or complaints and will continue to foster good relations with neighbours

Actions and contingency actions in this OMP are best available techniques (BAT) in accordance with Best Available Techniques (BAT) Reference Document 2017, Environment Agency (2010) EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2 Appendix 4 Odour management at intensive livestock installations, Environment Agency (2011) Additional guidance for H4 Odour Management: How to comply with your environmental permit (especially for monitoring and responding to complaints), and Environment Agency (2013) Pig Industry Good Practice Checklist.

Identified sensitive receptors within 400m of the installation boundary (excluding the three nearest residential dwellings for persons with interests in Old Hall Farm) from a desk top study shown in Table 1 and Figure 1: -

*Table 1. Old Hall Farm sensitive receptors within 400m*

Nº.	Receptor	NGR	Direction	Distance from boundary
1	Agricultural – Long Lane, Burston, Diss, IP22 5WA	TM 1307 8475	N	75m
2	Residential – Long Lane, Burston, Diss, IP22 5WA	TM 1319 8475	N	160m
3	Residential – Mill Green, Burston, Diss, IP22 5TG	TM 1340 8418	SE	370m
4	Residential – Mill Green, Burston, Diss, IP22 5TG	TM 1343 8420	SE	385m
5	Residential – Hall Road, Burston, Diss, IP22 5TF	TM 1338 8418	SE	360m
6	Agricultural – Old Hall Farm, Hall Road, Burston Diss, IP22 5TF	TM 1314 8442	SE	25m
7	Residential – Back Heywood Road, Diss, IP22 5TE	TM 1269 8348	W	300m
8	Residential – Back Heywood Road, Diss, IP22 5TT	TM 1267 8444	W	320m

*Distances measured on government website at [magic.defra.gov.uk](http://magic.defra.gov.uk)*

Fig 1. Old Hall Farm sensitive receptor locations within 400m



Wind direction is defined as the direction from which the wind is blowing. According to the Met Office Eastern England Climate Report - as Atlantic depressions pass by the UK the wind typically starts to blow from the south or south-west but later comes from the west or north-west as the depression moves away. Directions between south and north-west account for most occasions and the strongest winds nearly always blow from this range. Averaged across the year the prevailing wind direction is from the southwest.

Residential dwellings have high sensitivity – people would reasonably expect enjoyment of a high level of amenity, and where people would reasonably be expected to be present continuously, or at least regularly for extended periods. Most residential dwellings within 400m will not be exposed to odour on most occasions. Agricultural premises, like commercial premises, have medium sensitivity – where people would expect to enjoy a reasonable level of amenity but wouldn't reasonably expect to enjoy the same level of amenity as in their home or, people wouldn't reasonably be expected to be present here continuously or regularly for extended periods as part the normal pattern of use. Agricultural premises within 400m will potentially be exposed to odour on most occasions.

The following table sets out: -

- Sources of odour from a typical intensive pig unit
- Routine actions taken at Old Hall Farm to minimise odour levels
- Contingency actions to limit exposure to elevated odour levels beyond the installation boundary.

Table 2. Routine actions and contingency actions to minimise odour and odour risks at Old Hall Farm

Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Effects of diet on odour and ammonia	<ul style="list-style-type: none"> <li>• High protein diet increases nitrogen &amp; sulphur content of manure</li> <li>• Feeds which are unbalanced in nutrients lead to increased excretion and emission of ammonia and other odorous compounds</li> <li>• Poor quality ingredients.</li> </ul>	<ul style="list-style-type: none"> <li>• Feed supplied from mills in certification schemes only use approved ingredients.</li> <li>• Feed specifications created and continually reviewed with a professional nutritionist to ensure performance.</li> <li>• Reduced percentage crude protein (%CP) content using a nitrogen balanced diet based on energy needs and digestible amino acids.</li> <li>• Multiphase, ad-lib feeding with four separate diets.</li> <li>• Formulated diets to matching (as closely as possible) nitrogen content to pigs' requirements at each stage of growth and decreasing percentage crude protein to minimise nitrogen excretion, and odour.</li> <li>• Addition of controlled amounts of essential amino acids. Highly digestible amino acid analogues lysine, methionine, threonine, and valine added in milling supplement otherwise low naturally occurring crude protein level in wheat grains.</li> <li>• Keeping records in the farm office.</li> </ul>	
Odour from feed delivery and storage	<ul style="list-style-type: none"> <li>• Creation of dust and related odour during delivery</li> <li>• Spillages of feed</li> <li>• Spoilage of feed.</li> </ul>	<ul style="list-style-type: none"> <li>• Installed package enclosed feed storage silos, pipes, augers, and feeders inside houses to prevent feed getting wet and spoiling.</li> <li>• Silos protected from collision damage by careful siting relative to traffic flow with measures such as provision of kerbs or other markers to stop reversing vehicles.</li> <li>• Feed delivery vehicles always covered.</li> <li>• Delivery monitored by driver and operators.</li> <li>• Package feeders designed and operated to prevent waste in front of feeders and pigs from climbing in.</li> </ul>	<p><b>Trigger</b></p> <ul style="list-style-type: none"> <li>• Feed spillage during delivery</li> <li>• Fault with the feeding equipment.</li> </ul> <p><b>Timeframe for implementation</b></p> <ul style="list-style-type: none"> <li>• Immediately/same day</li> </ul> <p><b>Contingency action</b></p> <ul style="list-style-type: none"> <li>• Equipment defects must be rectified immediately, same day by operators or professional contractors.</li> <li>• Spillage cleared up into bags by drivers/ operators for feeding to pigs.</li> <li>• Store in secure place to prevent access to pests.</li> </ul>

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>Checking for any faults with the feeding equipment (e.g. augers running empty, spillage, squealing pigs, etc.) to minimise opportunity for odour release in walk through checks start of every day.</li> <li>Checking condition of feed silos monthly so damage, &amp; leaks will be identified quickly.</li> <li>Planned preventive maintenance for buildings and equipment by operators or professional contractors in accordance with any manufacturer's instructions and keeping records of the work.</li> <li>No feed manufacturing, milling, or mixing onsite.</li> </ul>	<ul style="list-style-type: none"> <li>Wet or contaminated feed cleared up into bags or into the trade waste bin or skip onsite and removed on the next scheduled emptying or changeover.</li> <li>Contact waste carrier to deliver &amp; collect a skip same day or next day for offsite disposal if required.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>Achievable same day, bins or skips to be emptied.</li> </ul> <p><u>Cessation of action</u></p> <p>Spillage cleared up and delivered into pig houses for feeding, or for offsite disposal.</p>
Odour issues using solid floor (straw-based management system)	<ul style="list-style-type: none"> <li>Building design</li> <li>Natural side ventilation</li> <li>Overcrowding</li> <li>Insufficient or poor-quality straw</li> <li>Increased odour from wet bedding</li> </ul>	<ul style="list-style-type: none"> <li>Concrete floors poured over a continuous damp-proof membrane, prevents moisture being drawn up from the ground &amp; insulated ceilings prevent condensation of moisture in the air.</li> <li>Solid concrete floors comprising scraped areas that prevent ponding or build of urine and dung passages and bedding areas are sloped to drain urine and prevent ponding in finishing houses. Deep litter in weaner and grower houses.</li> <li>Dunging and lying areas are clearly differentiated in finisher houses to ensure that the lying areas are kept clean and dry.</li> <li>Pens and wall surfaces are constructed with non-porous surfaces.</li> <li>Specification and design of ventilation system to provide good air quality for pigs and farmworkers</li> <li>Ventilation is controlled &amp; monitored to meet welfare requirements for pigs and ensure productivity.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>Wet bedding/dirty pigs.</li> <li>Elevated odour level in house.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>Immediate, same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>Scrape out more frequently as required and replace the bedding.</li> <li>Use sufficient new straw on laying areas to be comfortable for pigs to lay on and absorb all liquid to keep pigs and surfaces dry and clean, and to bind nitrogen to reduce ammonia emissions.</li> <li>Greater depth of straw provides pigs more comfort and will absorb all the liquid in the passage and bind better with the dung.</li> <li>Wet, mouldy, poor-quality straw is not to be used.</li> </ul> <p><u>Duration of action</u></p>

*Table 2. Routine actions and contingency actions to minimise odour and odour risks at Old Hall Farm*

Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>• Draughts will be avoided in lying areas. Dunging areas in naturally ventilated buildings sited beneath air inlets.</li> <li>• Operators monitoring temperature &amp; humidity inside houses every day as part of daily welfare checks for example checking for abnormal strong odour and humidity, wet bedding, leaking drinkers, clinical signs of disease or vice.</li> <li>• Prior to pigs arriving sufficient new straw bedding will be provided to be comfortable for pigs to lay on and absorb all liquid to keep pigs and surfaces dry and clean and to bind nitrogen to reduce ammonia emissions. Deep litter in weaner and grower houses and the straw bedding provided in laying areas in finisher houses. Use a high amount of straw.</li> <li>• Prefer long barley straw in big bales rather than short straw, subject to availability and cost. According to EPR6.09 How to comply wheat straw is slightly more absorbent however based on operator experience it is not as soft or palatable and dustier.</li> <li>• Stocking density will be in accordance with the regulations, or lower in a certification scheme.</li> <li>• Dunging &amp; laying areas scraped out regularly and replaced sufficient new straw in laying areas to be comfortable for pigs to lay on and absorb all liquid to keep pigs and surfaces dry and clean, and to bind nitrogen to reduce ammonia emissions. Scrape out laying area first, so pigs excrete in dunging area when they first moved, not clean laying area.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue scraping out more frequently as required and replacing the bedding.</li> <li>• Good quality straw delivery as soon as possible.</li> <li>• <b>Cessation of action</b></li> <li>• Clean pigs and all urine being absorbed by straw in the dunging areas without ponding &amp; odour returned to a normal level.</li> </ul>

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>Operators checking cleanliness of pens and pigs as part of daily welfare checks.</li> <li>Store straw undercover in barn keeps it dry and clean to prevent deterioration and waste. Operators monitoring quality, stock, and usage.</li> <li>Planned preventive maintenance for buildings and equipment by operators or professional contractors in accordance with any manufacturer's instructions and keeping records of the work.</li> </ul>	
Odour issues on concrete yard	<ul style="list-style-type: none"> <li>Minimised surface area which can release odour</li> <li>Urine ponding</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Yards and open surfaces are designed to ensure effective separation of uncontaminated rainwater from slurry and manure. Sloping concrete to prevent urine &amp; slurry ponding.</li> <li>Keeping yards visibly clean. keeping drainage channels clear and cleaning up accumulations of spilt feed and dust.</li> <li>Concrete yard will be kept in good state of repair.</li> <li>Preventive maintenance programme for buildings &amp; equipment with operators or professional contractors and keeping records.</li> </ul>	<p><b>Trigger</b></p> <ul style="list-style-type: none"> <li>Cracks, potholes, urine or slurry ponding and odour.</li> </ul> <p><b>Timeframe for implementation</b></p> <ul style="list-style-type: none"> <li>As soon as possible.</li> </ul> <p><b>Contingency action</b></p> <ul style="list-style-type: none"> <li>Repair any cracks or potholes.</li> </ul> <p><b>Duration of action</b></p> <ul style="list-style-type: none"> <li>Achievable in short term, days, weeks.</li> </ul> <p><b>Cessation of action</b></p> <p>Cracks, potholes repaired, no ponding and less odour.</p>
Odour issues with wet bedding and drinking water systems	<ul style="list-style-type: none"> <li>Design</li> <li>Operation</li> <li>Spillages</li> <li>Pigs drink more in warm weather</li> </ul>	<ul style="list-style-type: none"> <li>Package nipple drinkers are designed and operated to prevent wastage, leaks and wet bedding.</li> <li>Operators check nipple drinkers are working and for serious leaks in walk-through welfare checks start of every day.</li> <li>Frequently adjusting to correct height as pigs grow to minimise spillage and wet bedding.</li> <li>Water consumption monitored daily with meters.</li> </ul>	<p><b>Trigger</b></p> <ul style="list-style-type: none"> <li>Obvious leaks (water running, squealing pigs)</li> <li>Abnormal strong odour from wet bedding</li> <li>Abnormal high water used</li> </ul> <p><b>Timeframe for implementation</b></p> <ul style="list-style-type: none"> <li>Immediately, same day.</li> </ul> <p><b>Contingency action</b></p> <ul style="list-style-type: none"> <li>Operators or professional contractor repairs leaks.</li> </ul>

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
			<ul style="list-style-type: none"> <li>Scrape out as required and replace the bedding.</li> <li>Use sufficient new straw on laying areas to be comfortable for pigs to lay on and absorb all liquid to keep pigs and surfaces dry and clean, and to bind nitrogen to reduce ammonia emissions.</li> <li>Greater depth of straw provides pigs more comfort and will absorb all the liquid in the passage and bind better with the dung.</li> </ul> <p><b>Duration of action</b></p> <ul style="list-style-type: none"> <li>Repairs are achievable same day.</li> <li>Keep checking for leaks.</li> </ul> <p><b>Cessation of action</b></p> <ul style="list-style-type: none"> <li>Leak repaired, pushed out and bedding replaced &amp; odour returned to a normal level.</li> </ul>
Odour issues with washout	<ul style="list-style-type: none"> <li>Wet bedding and surfaces</li> <li>Using odorous products to disinfect houses</li> </ul>	<ul style="list-style-type: none"> <li>Washout houses after destocking.</li> <li>Washout in normal daytime 07.00-23.00 hours in working week Monday to Friday and Saturday morning but exclusive of public and bank holidays in accordance with How to comply.</li> <li>Washout as soon as possible, normally within one day of destocking and not normally more than 3 days for example destocking on a Friday and washout on Monday. Washout in as short a time as possible.</li> <li>Both dunging and laying areas pushed out first.</li> <li>Pre-rinse to reduce time, dust, and odour.</li> <li>Remove dust on ceilings, feeders and drinkers, etc.</li> <li>Use pressure washers to reduce water use &amp; slurry.</li> </ul>	<p><b>Trigger</b></p> <ul style="list-style-type: none"> <li>Delays, breakdowns, unforeseen circumstances.</li> <li>Problems in pig processing can result in housing pigs longer and no washout owing to holding oversize pigs and small pigs waiting to be delivered.</li> </ul> <p><b>Timeframe for implementation</b></p> <ul style="list-style-type: none"> <li>Immediate, same day.</li> </ul> <p><b>Contingency action</b></p> <ul style="list-style-type: none"> <li>Topping up straw bedding to reduce humidity in lying areas to keep pigs and surfaces clean and dry.</li> <li>Washout one or more houses whenever possible.</li> </ul> <p><b>Duration of action</b></p> <ul style="list-style-type: none"> <li>For as long as required, until washout can be started.</li> <li>Could be months before offsite processing issues can be resolved.</li> </ul>

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>Defra approved disinfectants are slightly odorous. Used in accordance with manufacturer's instructions by trained operators &amp; farmworkers.</li> </ul>	<p><b>Cessation of action</b></p> <ul style="list-style-type: none"> <li>Washout started.</li> </ul>
Odour issues with storing solid manure	<ul style="list-style-type: none"> <li>Slurry runoff.</li> <li>Elevated odour from storage &amp; loading into trailers.</li> </ul>	<ul style="list-style-type: none"> <li>Collection and containment system in place for slurry runoff into the lagoon &amp; keep drainage channels clear.</li> <li>Reduce the ratio between the emitting surface and the volume of the solid manure heap.</li> <li>Export solid manure offsite for land spreading.</li> <li>Loading restricted to normal day time 07.00-23.00 hours in the working week (Monday to Friday and Saturday morning but exclusive of bank holidays) to avoid annoyance at weekends and bank holidays.</li> <li>Load in as short a time as possible.</li> </ul>	
Odour issues with storing slurry  (A mixture of mainly excreta, bedding, rainwater, & washings)	<ul style="list-style-type: none"> <li>Elevated odour from slurry during movements</li> </ul>	<ul style="list-style-type: none"> <li>Earth-banked slurry lagoon covered with a fixed, floating plastic membrane in place to minimise odour and ammonia.</li> <li>Export slurry offsite for land spreading.</li> <li>Removing slurry from lagoon restricted to normal working times 07.00-23.00 hours in the working week (Monday to Friday and Saturday morning but exclusive of bank holidays).</li> <li>Minimise stirring of slurry during loading.</li> <li>Load in as short a time as possible.</li> </ul>	

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Odour issues with slurry spreading and manure management planning – offsite activity	<ul style="list-style-type: none"> <li>Exported offsite for spreading on land owned by the operator and on land owned by a third party</li> </ul>	<ul style="list-style-type: none"> <li>Landspreading solid manure and slurry in accordance with management plans for receiving land in an NVZ to confer agricultural benefit.</li> <li>Landspreading solid manure in accordance with Defra code of good agricultural practice (COGAP) for manure to be incorporated as soon as possible and within 12 hours at the latest to minimise nitrogen losses [and odour].</li> <li>Slurry to be applied to growing crops, where possible.</li> <li>Use a low trajectory splash plate or boom for slurry spreading.</li> </ul>	
Odour issues with storing pig carcasses	<ul style="list-style-type: none"> <li>Inadequate storage for carcasses onsite</li> <li>Carcasses stored for prolonged time</li> </ul>	<ul style="list-style-type: none"> <li>Dead pigs removed from pens daily.</li> <li>Carcasses will be stored in secure, non-leaking covered containers to minimise odour and flies.</li> <li>Frequently removed by an approved transporter under the National Fallen Stock Scheme.</li> <li>Fortnightly collections are normally adequate.</li> <li>Rent the containers - exchange for clean &amp; disinfected containers every collection so no cleaning onsite.</li> <li>Operators monitoring storage area daily for odour, and flies, making sure there are sufficient available containers and storage capacity.</li> </ul>	<p><b>Trigger</b></p> <ul style="list-style-type: none"> <li>Leaking containers or left uncovered, attracting flies.</li> <li>Higher mortality in warmer weather or disease.</li> <li>Collection delayed.</li> </ul> <p><b>Timeframe for implementation</b></p> <ul style="list-style-type: none"> <li>Immediate, same day.</li> </ul> <p><b>Contingency action</b></p> <ul style="list-style-type: none"> <li>Refit the covers or stop using any leaking bins.</li> <li>Clean &amp; disinfect spillages on the concrete.</li> <li>Contact transporter for more frequent collection, start same day, next day, or as soon as possible.</li> <li>In event normal contractor isn't available in time seek another via Defra National fallen stock scheme.</li> </ul> <p><b>Duration of action</b></p> <ul style="list-style-type: none"> <li>Achievable same day or in 1 or 2 days.</li> <li>More frequent collections for as long as required.</li> </ul> <p><b>Cessation of action</b></p> <ul style="list-style-type: none"> <li>Carcasses removed offsite and odour level normal.</li> </ul>

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Bio-security issues	<ul style="list-style-type: none"> <li>Disease and increased mortality, although significant disease outbreaks in commercial pigs are rare</li> </ul>	<ul style="list-style-type: none"> <li>Health plan with professional veterinary input.</li> <li>Operators &amp; farmworkers well managed, supervised and appropriately trained and qualified including holiday cover, part-time and temporary staff.</li> <li>Operators and farmworkers inspect pigs in walk-through welfare checks start of every day.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>Extraordinary wet bedding, elevated odour level.</li> <li>Increase in pig morbidity or mortality.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>Immediate, same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>Investigate symptoms, causes of any morbidity or mortality with senior management.</li> <li>Treatment with medication maybe required.</li> <li>Obtain veterinary assistance as quickly as required.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>Achievable same day.</li> <li>Monitoring treatment with veterinary assistance for as long as required.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>Complied with veterinary instructions and treatments with levels of morbidity, mortality, and odour back to normal.</li> </ul>
Monitoring	<ul style="list-style-type: none"> <li>Monitoring odour levels daily at source can help identify any increase in level with time so remedial action can be taken.</li> </ul>	<ul style="list-style-type: none"> <li>Operators responsible for site tour every day including perimeter, sniff-testing for any abnormal elevated odour levels with potential to cause annoyance offsite and monitoring relevant events in the local area.</li> <li>Persons accustomed to odour through exposure may not be able to detect or judge intensity of odour offsite. Persons who have not recently been working on the farm might be more helpful.</li> <li>Anyone with a cold, sinusitis, or a sore throat will underestimate odour. Strong food or drinks, including coffee to be avoided for at least half an hour before</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>Extraordinary or particularly offensive odour offsite.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>Immediate, same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>Check routine and contingency actions to minimise odour and risks are being adhered to.</li> <li>Tell anyone likely to be seriously affected, what has been done or still needs to be done to reduce any extraordinary odour and duration with timescales.</li> </ul>

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		<ul style="list-style-type: none"> <li>sniff testing and avoid strongly scented toiletries and deodorisers in vehicles, etc.</li> <li>Training for operators and farmworkers on complying with conditions in the environmental permit including the OMP.</li> </ul>	<ul style="list-style-type: none"> <li>Continue checking at perimeter, sniff-testing until odour reduced back to normal.</li> <li>Weather stations are inexpensive &amp; easy to install for 24/7 monitoring &amp; investigating complaints, if required.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>Normally achievable same day, next day.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>Odour reduced, back to normal onsite and offsite.</li> <li>Record events and actions in farm diary.</li> </ul>
Complaint	<ul style="list-style-type: none"> <li>Wind direction exposing receptors to odour</li> <li>Odour sensitivity likely to increase in warm weather when people want to enjoy their gardens and have windows open more.</li> <li>Slow response</li> <li>Elevated level of annoyance.</li> </ul>	<ul style="list-style-type: none"> <li>Operators responsible for investigating any complaint reported by Agency, local authority, or the public.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>Complaint reported on Saturday or Sunday by email from Agency, or local authority, not considered likely from anywhere else.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>As soon as possible on opening email.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>Investigate if alleged odour can be substantiated. Even if no longer apparent the investigation must still be carried out and recorded same day, next day.</li> <li>Check routine and contingency actions to minimise odour and risks are being adhered to. Establish: - <ul style="list-style-type: none"> <li>Time odour occurred, duration, description of odour.</li> <li>Activities taking place onsite at time of complaint.</li> <li>Any odorous activities taking place offsite in the vicinity</li> <li>Record all details of investigation and action taken on odour complaint report form. Keeping records for future reference, or inspection with the Environment Agency.</li> </ul> </li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>Investigation likely achievable same day, next day.</li> </ul>

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			<p><b>Cessation of action</b></p> <ul style="list-style-type: none"> <li>Notify the Agency, local authority, complainant, anyone else likely to be seriously affected, same day as soon as possible result of investigation and corrective action or what still needs to be done with timescales.</li> </ul>
Review	<ul style="list-style-type: none"> <li>New odour issues, actions &amp; contingency actions.</li> </ul>	<ul style="list-style-type: none"> <li>Operators responsible for annual review of this OMP.</li> <li>Sooner where a substantiated complaint resulted in making changes to any odour related issues, routine or contingency actions.</li> </ul>	

Change history	Date	Name
Last updated	12/11/2025	Karl Collett
Last review	12/11/2025	Karl Collett
Next review	11/11/2026	-
12/11/25 Updated for Application Variation V002 for more houses and places for pigs		

## Odour Complaint Report

Time and date of complaint	
Name and address of complainant	
Telephone number of complainants	
Date of odour	
Time of odour	
Location of odour, if not at above address	
Weather conditions (Dry, rain, fog, snow)	
Temperature (Very warm, warm, mild, cold or degrees if known)	
Wind strength (None, light, steady, strong, gusting)	
Wind direction (e.g., from SW)	
Complainant's description of odour What does it smell like?	
Odour intensity	
0 No odour	
1 Very faint odour	
2 Faint odour	
3 Distinct odour	
4 Strong odour	
5 Very strong odour	
6 Extremely strong odour	
<input type="radio"/> Duration (time)	
<input type="radio"/> Constant or intermittent in this period	
<input type="radio"/> Does the complainant have any other comments about the odour?	
Are there any other complaints relating to the installation, or to that location (either previously or relating to the same exposure):	
Any other relevant information:	
Do you accept that odour likely to be from your activities?	
What was happening on site at the time the odour occurred?	
Actions taken	

Complainant visited		
Complainant contacted with explanation Yes/No Date By whom		
Form completed by	Date:	Signed:

Environment Agency (2011); Additional guidance for H4 Odour Management: How to comply with your environmental permit.