ODOUR MANAGEMENT PLAN

The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG

Oxford Skip Hire Ltd

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1 Introduction

1.1 General

1.1.1 Oaktree Environmental Ltd has been instructed by Oxford Skip Hire Ltd to prepare an Odour Management Plan (OMP).

1.1.2 This OMP assesses the risk of odour associated with the storage and treatment of waste at The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG. and provides mitigation and control measures implemented in relation to odour from waste operations undertaken at the site.

1.1.3 The permit boundary is illustrated on Drawing No. 2895-THR-02 Permit Boundary Plan. All reference to 'the site' in this OMP refers to the associated operations, infrastructure, plant, and equipment within this boundary.

1.1.4 The site is operated as a household, commercial and industrial (HCI) waste transfer station with treatment facility in accordance with Environmental Permit (EP) Ref. KB3104CQ.

1.1.5 It is considered some HCI waste have the potential to emit odour. Therefore, this OMP has been developed with the specific aims of ensuring:

a) All potential odour sources are identified.
b) Odour impact is considered as part of routine inspection.
c) The minimisation of the risk of unplanned odour releasing incidents or accidents that could result in offsite annoyance / complaints.
d) Odour is primarily controlled at source by good operational practices, the correct use and maintenance of storage areas and operator training.

1.1.6 This OMP has been produced in accordance with the following guidance:

a) Environment Agency's guidance: Develop a management system: environmental permits (updated April 2023).
b) Environmental permitting: H4 odour management (published April 2011).

1.1.7 A copy of this OMP will be kept on site at all times and made available to all staff.

1.2 Site Location & Infrastructure

1.2.1 The site is located at The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG as shown on Drawing Nos. 2895-THR-02 & 03. The national grid reference for the site is SU 51903 98346 and can be accessed via Thrupp Lane.

1.2.2 The site is situated in a semi-rural setting, located on the eastern outskirts of Abingdon. Within the immediate vicinity of the site are a collection of industrial and commercial premises.

1.2.3 A full list of receptors with the potential to have sensitivity to odour are outlined in Table 2.3, a sensitive receptor plan has also been included in Appendix I of this OMP illustrating the location of the site including all surrounding receptors, see Drawing No. 2895-THR-04 Receptor Plan.

1.2.4 The infrastructure on site comprises of an open fronted waste transfer and treatment building where the processing of mixed waste is undertaken. The remainder of the site comprises of a yard for the storage in containers and bays of processed waste material. The infrastructure on site is illustrated on Drawing No. 2895-THR-03.

1.3 Hours of Operation

1.3.1 The site will be open during the following hours for waste operations including the delivery, receipt, and processing of waste:

Monday to Friday	07:30 – 17:00
Saturday	07:30 – 13:00
Sundays, Bank/Public holidays	Closed

1.3.2 The only activities on site which will be permitted outside of these hours are onsite maintenance works, emergency deliveries of waste/plant/machinery and general office use.

1.3.3 During times where the site is closed or not in operation, the site will be locked and secured to prevent unauthorised access.

1.4 Responsibility for Implementation of the OMP

1.4.1 Ultimately the site manager is responsible for the implementation of this OMP and for ensuring the mitigation strategies outlined in this management plan are in place and adhered to. Where the site manager is unavailable to oversee the implementation of odour mitigation strategies, a suitably experienced site operative or the technically competent manager (TCM) is delegated responsible.

1.4.2 The TCM is responsible for the general management of the site including the acceptance and handling of any potentially odorous wastes.

1.4.3 All staff members have received the necessary training to detect odour and understand the contents and requirements detailed within this OMP. Staff will undergo refresher training every 12 months or in the event of an odour complaint / issue or the implementation of operational changes.

1.5 Reviewing and monitoring this OMP

1.5.1 This document will be due for review two years from the date of approval, or, as a result of any incidents which may lead to the requirement for immediate review or the OMP guidance changing, whichever is the sooner. The circumstances which would warrant a review are the following:

a) Experiencing an odour incident
b) Additional odorous waste streams accepted on site.
c) Increase waste volumes accepted and stored.
d) Development of site infrastructure – new buildings.
e) Installation of new equipment or plant – baler/loading shovel/sort-line/ etc.

1.5.2 Reference should be made to Section 4.10 which details procedures for staff training in the event of any changes in relations to the OMP.

1.6 Waste Types and Quantities

1.6.1 The waste types handled on site will be household, commercial and industrial wastes as defined in the Controlled Waste (England and Wales) Regulations 2012 and Section 75 of the Environmental Protection Act 1990.

1.6.2 The maximum amount of waste to be stored on site at any one time is shown on Drawing No. 2895-THR-03.with residence times for each waste type.

1.6.3 If the maximum storage capacity is reached, then no further waste will be accepted until waste can be removed from the site and taken to a suitably permitted or exempt site.

1.6.4 The majority of wastes that have the potential to produce odour will be accepted and stored under the following EWC codes and stored in the following areas on site:

- 17 08 02 – gypsum / plasterboard (in a container within AREA 9 or 10)
- 20 03 01 - mixed municipal waste (AREA 1).
- 15 01 04, 20 01 39 – mixed plastics (in a container within AREA 9 or 10).

1.6.5 The waste types listed in Table 1.1Error! Reference source not found. below are those authorised to be accepted at the site that have the highest potential to produce odour emissions. The EWC codes highlighted in red are the waste types accepted at the site on a frequent/daily basis. Storage times for each waste type are included in Table 1.2.

Table 1.1 - EWC codes with odour potential

EUROPEAN WASTE CATALOGUE - COMMISSION DECISION 2000/532/EC		
CODE	WASTE TYPE	ODOUR RISK
02	WASTES FROM AGRICULTURE, HORTICULTURE, AQUACULTURE, FORESTRY, HUNTING AND FISHING, FOOD PREPARATION AND PROCESSING	
02 01	wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing	
02 01 03	plant tissue waste	Low
02 01 04	waste plastics (except packaging)	Low
02 01 07	wastes from forestry	Low
03	WASTES FROM WOOD PROCESSING AND THE PRODUCTION OF PANELS AND FURNITURE PULP, PAPER AND CARDBOARD	
03 01	wastes from wood processing and the production of panels and furniture	
03 01 05	sawdust, shavings, cuttings, wood, particle board and veneer other than those mentioned in 03 01 04	Low
15	WASTE PACKAGING: ABSORBENTS, WIPING CLOTHS, FILTER MATERIALS AND PROTECTIVE CLOTHING NOT OTHERWISE SPECIFIED	
15 01	packaging (including separately collected municipal packaging waste)	
15 01 01	paper and cardboard packaging	Medium
15 01 02	plastic packaging	High
15 01 05	composite packaging	Medium
15 01 06	mixed packaging	High
15 01 07	clean glass packaging	Medium
15 02	absorbents, filter materials, wiping cloths and protective clothing	
15 02 03	absorbents, filter materials wiping cloths, protective clothing other than those mentioned in 15 02 02	Medium

EUROPEAN WASTE CATALOGUE - COMMISSION DECISION 2000/532/EC		
CODE	WASTE TYPE	ODOUR RISK
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)	
17 02	wood, glass and plastic	
17 02 02	glass	Medium
17 02 03	plastic	Medium
17 08	gypsum-based construction materials	
17 08 02	gypsum-based construction materials other than those mentioned in 17 08 01	High
17 09	other construction and demolition wastes	
17 09 04	mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03	Low
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE	
19 12	wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified	
19 12 01	paper and cardboard	Medium
19 12 04	plastic and rubber	Medium
19 12 05	glass	Medium
19 12 07	wood other than that mentioned in 19 12 06	Low
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS	
20 01	separately collected fractions (except 15 01)	
20 01 01	paper and cardboard	Medium
20 01 02	glass	Medium
20 01 39	plastics	Medium
20 02	garden and park wastes (including cemetery waste)	
20 02 01	biodegradable waste	Medium
20 03	other municipal wastes	
20 03 01	mixed municipal waste	High

Table 1.2 - Storage Area Details

Storage Area Details											
Plan Ref	Description	Storage type	Containment	Height / width of firewall (m)	Max width of pile (m)	Max length of pile (m)	Max height of pile (m)	Approx. area (m2)	Conversion factor used	Approx. volume (m3)	Max storage time
AREA 1	Mixed waste reception (tipping), inspection and sorting area	Free-standing (unprocessed)	Stockpile against 2-sided concrete bay	3 / 0.6	14	9.4	2	90	0.75	135	<72 hours
AREA 2	<40mm screened fines	Free-standing (processed)	Freestanding stockpile in the external yard	n/a	7.2	7.8	3	56	0.333	56	<72 hours
AREA 3	Residual waste	Container (processed)	8-cubic yard container in waste transfer building	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 4	Wood	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 5	Ferrous metal	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 6	Lights (>75mm)	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 7	Oversize concrete, hardcore and stone from the recycling plant	Free-standing (processed)	Free-standing stockpile in waste transfer building	n/a	4	3.7	3	15	0.333	15	<72 hours
AREA 8	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste, plasterboard etc contents in each container may vary	Containers (processed)	40-cubic yard container(s)	n/a	2.5	6	2.62	15	1	40 per container 120 total (3 containers)	<4 weeks
AREA 9	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste etc contents in each container may vary	Containers (processed)	As above	n/a	2.5	6	2.62	15	1	40 per container 280 total (7 containers)	<4 weeks
AREA 10	Wood	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	11.6	17.8	2	206	0.75	310	<4 weeks
AREA 11	Soils & hardcore	Free-standing (processed)	Free-standing stockpile	n/a	7	15	3	105	0.333	105	<6 months
AREA 12	Mixed inert and soils	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	7	5.6	2	39	0.75	59	<6 months
AREA 13	Stone, concrete and hardcore	Free-standing (processed)	As above	3 / 0.6	3.4	6	2	20	0.75	30	<6 months
AREA 14	<40mm screened fines (overflow from AREA 2)	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	11.7	5.8	2	68	0.75	102	<6 months

2 Odour Risk Assessment

2.1 Methodology

2.1.1 This OMP has been completed to identify where the likely risks are in relation to surrounding land uses. This assessment has been used to inform Section 5.0 of this OMP with regard to specific odour monitoring procedures.

2.2 Odour Intensity

2.2.1 Table 2.1 highlights the intensity of the odour and provides a description by which to measure the intensity:

Table 2.1 – Odour Intensity

Odour Intensity	Criteria
Negligible	No detectable odour
Low	Faint odour (barely detectable)
Moderate	Moderate odour easily detected while walking, possible interference)
High	Strong odour (bearable, but offensive)
Severe	Very strong odour (this is when you really wish you were somewhere else)

2.3 Receptor Sensitivity

2.3.1 Table 2.2 outlines the receptor sensitivity to odour which will be used when determining nearby odour sensitive receptors:

Table 2.2 – Receptor sensitivity

Sensitivity of Receptor	Criteria
Low	Industrial workplaces
Medium	Industrial workplaces / Residential >250 m
High	Residential areas <200m

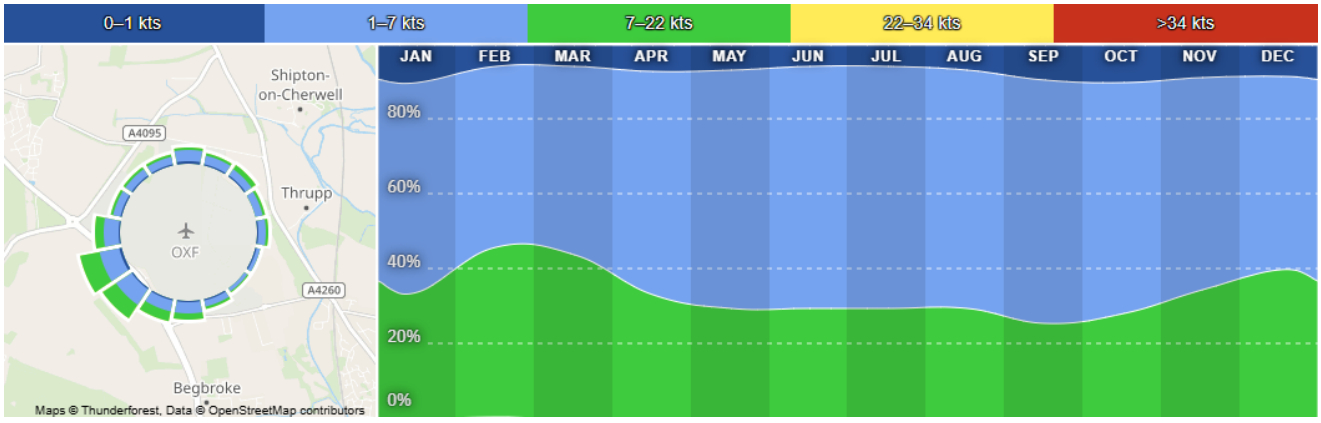
2.4 Sensitive Receptors

2.4.1 Receptors will have a varying sensitivity to odour depending on the receptor type. It is considered human receptors will have the highest sensitivity to odour; this includes receptors within close proximity to the site <250m where people spend a significant amount of time i.e. residential dwellings, workplaces, hospitals, schools and care homes.

2.4.2 Receptors located downwind of the site are expected to be particularly sensitive to odour impacts, as odours are released into the air and dispersed through atmospheric processes. The extent of fugitive odour emissions will be influenced by local microclimatic conditions, especially wind direction. Consequently, odours are most likely to be transported in the direction of the prevailing wind at the time of their release.

2.4.3 Wind speed and direction data have been obtained from London Oxford Airport weather station which is considered to be representative of the typical conditions at the site. Daily recorded data for the period between 04/2015 – 10/2025 indicates that the predominant wind direction is from the west south-west, see Figure 2.1 below.

Figure 2.1 - Windrose from London Oxford Airport



2.4.4 A list of receptors within 1km of the site that are considered to be potentially sensitive to odour including the approximate distance from the site boundary to the receptor boundary are outlined in Table 2.3 overleaf.

Table 2.3 - Sensitive Receptors

Receptor	Direction from Site	Approx distance from the site boundary to the receptor boundary (m)
Commercial / Industrial		
AJH Vehicle Repairs	East	0
H&S Fencing and Sheds	East	40
Residential Dwellings		
Thrupp Lane	East	50
Drysdale Close	North	195
Audlett Drive	West	370
Care homes (residential)		
n/a	n/a	n/a
Schools		
n/a	n/a	n/a
Watercourses / Surface Water Features		
Radley Lakes	South	580
Infrastructure (major roads and transport links)		
Great Western Railway Line between Culham and Radley	East	645
Ecological sites		
n/a	n/a	n/a
Recreational		
n/a	n/a	n/a
Scheduled Monuments		
Settlement Site N of Wick Hall	West	0

2.5 Risk Matrix

2.5.1 The odour risk in any particular event can be established using the risk assessment matrix given in Table 2.4 below.

Table 2.4 – Risk matrix

		Sensitivity		
		Low	Medium	High
INTENSITY	Negligible	NEGLIGIBLE	LOW	LOW
	Low	LOW	LOW	MEDIUM
	Moderate	LOW	MEDIUM	MEDIUM
	High	MEDIUM	MEDIUM	HIGH
	Severe	MEDIUM	HIGH	VERY HIGH

3 Potential sources of odour

3.1 General waste - storage prior to processing

3.1.1 Upon acceptance to the site mixed skip waste will be deposited in AREA 1 to undergo sorting and separation. Waste will comprise of mixed HCI and construction, demolition and excavation (CDE) waste. Whilst CDE wastes are not commonly associated with odorous emissions, they may contain fine organic materials that can produce a mild "musty" smell. This odour can become more noticeable when the wastes are exposed to rainwater, which generally occurs while they are stored in skips or containers at the point of production, prior to being received at the site.

3.1.2 AREA 1 is located in the yard and comprises of a two-sided concrete bay. The maximum quantity of waste that would be stored in AREA 1 at any one time equates to approximately 135m^3 and would be stored for <72 hours, significantly reducing the opportunity for odour to develop.

3.2 General waste - residual wastes for landfill

3.2.1 Residual wastes comprising the lighter, non-recyclable fraction of the general waste stream which is separated via the picking line will temporarily be stored in containers beneath the conveyor of the picking line prior to bulking for storage prior to removal in a larger container in the yard of the site.

3.2.2 Although some fine organic materials may still be present, any putrescible components (such as black bag wastes) are identified, isolated, and removed during the tipping and sorting process. As a result, these residual wastes have a significantly lower potential to generate odours compared with the original mixed waste input described in section 3.1 above.

3.3 Foul surface water

3.3.1 In the event of a rainfall incident, the impermeable pad has a sealed drainage system which will capture any foul-smelling surface water.

3.3.2 In the event of a rainfall incident which leads to flooding, an emergency drainage consultant would be called to the site and water pooling in the external concreted areas of the site would be pumped from site.

3.3.3 Some skips that have remained at producers' sites for extended periods may accumulate foul-smelling water, which can release odours when the skip is tipped. These issues often go unnoticed until the contents are deposited, particularly if the skip has been sealed. The skips provided to customers by the operator have drainage holes at the bottom to prevent this scenario. It is important to note that the operator does not intend to accept such material.

3.4 Green wastes

3.4.1 Separated wood and green waste have the potential to generate odorous emissions. However, it is important to note that the site is not a dedicated green waste handling facility. The green waste received on site primarily consists of clean or potentially contaminated wood materials, such as branches (with or without leaves), tree trunks, and internal doors. The site does not accept grass cuttings or other types of green waste typically associated with strong odours for treatment or processing.

3.4.2 As outlined in Section 3.4.1, grass cuttings present the greatest potential for odour generation due to their tendency to undergo aerobic composting and decomposition during storage, particularly when wet. Any loads containing grass cuttings or other malodorous green or food wastes will be rejected upon arrival, or, if identified after tipping, the unauthorised material will be removed and placed in the quarantine area for transfer to an appropriately permitted facility.

3.5 Plasterboard/gypsum

3.5.1 Gypsum has the potential to react with water, producing hydrogen sulphide gas, which is both odorous and toxic. In line with the waste hierarchy, producers and holders of controlled waste are responsible for promoting recycling; however, contact between plasterboard and water can compromise the material's recoverability. Plasterboard typically arrives at the site already segregated from mixed waste and is deposited directly into a secure storage container which will be covered to be prevent the ingress of water.

3.6 Processing of waste

3.6.1 Treatment and processing of waste may result in odorous emissions. Table 3.1 overleaf lists the main treatment operations which take place at the site and outlines the risk of odour associated with each.

Table 3.1- Waste treatment activities and their odour potential

Activity	Level of Risk	Remedial Action / Comments
Sorting (with loading shovel / 360º excavator or by hand)	Medium	Waste is initially tipped within the waste transfer building prior to undergoing any mechanical treatment. The sorting of waste with a loading shovel, 360º excavator or by hand has the potential to disturb waste and release odour. Waste is stored in the waste reception area for less than 72 hours. Any malodorous waste discovered upon tipping of a load will be quarantined and removed from site.
Manual separation (by picking line)	Low	Any non-conforming or malodorous waste will have been removed prior to processing via the picking line. The transportation of waste along a conveyor is not considered to produce odour.

3.7 Background Odour Sources in the Area

3.7.1 There are several industry and commercial premises situated on the surrounding the site which will all have wheelie bins and/or skips stored externally which could generate a smell if not emptied regularly. There are also numerous agricultural fields in the vicinity which may release odour due to certain fertilisers being used.

3.7.2 Odour release could also be the result of abnormal weather conditions, machinery breakdowns and human error.

3.7.3 In order to determine whether complaints are the result of activities from the site or from other nearby sites an odour complaints form will need to be completed in line with the company's complaints procedure which is attached in Appendix II.

4 Odour control

4.1 Pre-acceptance checks

4.1.1 The driver collecting the waste being delivered to the site will be trained (by site management) to identify any loads which have the potential to cause odour. If any odour release is present during the collection, the driver would report back to site management who would contact the customer who would need to declare the contents of the wastes being removed from their site. Site management would then take the decision to reject the waste depending on the outcome of the enquiry with the producer site.

4.2 Waste acceptance procedure

4.2.1 Strict waste acceptance procedures are in place at the site as shown below and the following details will be recorded for every load deposited at the site:

a) The date and time of delivery.
b) The name and address of the waste producer.
c) The detailed and accurate description of the waste including type, quantity (in tonnes and/or cubic metres) and EWC codes.
d) How the waste is contained e.g. loose, container type.
e) The carrier's name and address.
f) Driver's name, signature and vehicle registration No.
g) Signature or initials of person(s) producing/ accepting/ inspecting/ carrying the waste.
h) Additional handling details/notes made by the driver after inspection of the load.
i) SIC code of the premises which produced the waste (where relevant).
j) Waste hierarchy declaration.
k) Information on previous treatment of the waste e.g. manual or mechanical.

4.2.2 Once a load has been tipped, it will undergo a further visual inspection and if the load is found to have contained levels of odour which are likely to escape off site, the load will be loaded back onto the delivery vehicle and returned to source. As mentioned in the section

above, the likelihood of this occurring from the operator's own drivers would be low but could apply to third party loads being delivered. If small levels of contamination are present, these would be noted in the site diary so feedback could be provided to the producer site and the waste would still be tipped. The waste giving rise to the odour would be handpicked placed in a sealed, covered quarantine skip and removed from site within 48 hours.

4.3 Rejected waste

4.3.1 The wastes before being unloaded from the delivery vehicle will be inspected for contrary items, pests, odour and any material found not suitable for the site will not be unloaded and left on the trailer and returned to source.

4.3.2 Any wastes which do not conform to site acceptance criteria and are discovered following acceptance will be quarantined immediately to await safe removal from site. The EA will be contacted (where necessary) if the non-conforming waste discovered is likely to lead to a breach of permit conditions. The quarantined material will be stored in a sealed container or bay with weatherproof covering and removed from the site within seven days or within 48 hours if odorous in nature.

4.4 Site Operations

4.4.1 Limiting odour from the waste recycling facility can best be achieved through employing effective site management and good general practice. It is much easier to minimise odours in the first instance rather than dealing with problems when they occur.

4.4.2 The next section addresses the general site management guidelines and identifies specific procedures to mitigate against odorous emissions.

4.5 Receiving Wastes

4.5.1 Rigorous control of wastes delivered to the site is required, with contaminated or odorous wastes (stored too long) rejected in line with the procedures in the EMS and EP. Trained

competent staff are in place to recognise odorous material and to inspect incoming wastes as it is deposited at the site. Malodorous waste will be returned to the producer or sent to another authorised facility for treatment. Waste suppliers and HGV skip vehicle drivers are required to ensure that only acceptable material is brought to site to minimise the incidence of rejection. If staff continually bring odorous waste to the site, the operator will initiate their three-strike rule:

a) Additional waste type recognition training (see EMS)
b) A verbal and written warning
c) Refused entry into the site or potentially disciplinary.

4.5.2 Age of wastes - the operator hires out skips to customers for a maximum of 14 days meaning that the waste received is unlikely to generate significant odorous emissions unless following tipping. If unauthorised waste is discovered by staff, the actions outlined in sections 6.1 and 6.2 will be followed.

4.5.3 Incoming mixed waste will be processed as soon as practicably possible to ensure that any other malodorous (or potentially malodorous) wastes contained within the incoming loads which were not identified during the initial inspection are processed or removed from site.

4.6 Storage of Wastes

4.6.1 The site may store the following wastes shown in Section 1.5 which could be regarded as those which could present odour issues at the site. Table 4.1 below details how accepting and storing these wastes would reduce any potential odour release from the site.

Table 4.1 - Waste storage / monitoring for odorous wastes on site

Storage Area & Type of Waste	Odour Monitoring Procedures for Stored Wastes
AREA 1 Mixed waste reception (tipping), inspection and sorting area	• AREA 1 is used for the reception and deposit of mixed HCI waste upon acceptance to the site. • Any waste identified after tipping which has the potential to cause odours i.e. a black bin bag, food waste, green waste (grass cuttings), packaging with residues will be removed from the pile and stored in the quarantine area. Waste in the quarantine area will be stored for a maximum of five days but typically will be removed within 48 hours. • Waste is stored in AREA 1 for a maximum of 72 hours. • Waste will be placed at right hand side of the stockpile and extracted from the left in an anticlockwise formation ensuring the first in first out principle will applies. The stockpiles are therefore dynamic • If odour is detected in the waste during daily monitoring, the site will investigate, find the root cause and quarantine the wastes giving rise to odour in sealed, covered containers which will be removed from site within 48 hours. • Site operatives will have received sufficient training to recognise odour.
AREAS 8 & 9 Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste, plasterboard etc contents in each container may vary	• Waste in AREAS 8 & 9 comprise sorted and processed wastes from AREA 1. • Waste has been treated along the picking line and hand sorted by site operatives meaning any potentially malodorous non-conforming waste has been separated from the load. • Waste is stored in these areas for a maximum of 4 weeks hours prior to removal. • Due to the waste having been processed and not containing any contaminated material, it is considered the risk of odour from these areas is relatively low. • Plasterboard will be stored in an enclosed container to prevent the egress of rainwater which could exacerbate odour production.

4.6.2 In summary, the wastes being accepted have the potential to cause given their EWC code but strict acceptance procedures proposed by the operator would eliminate loads with significant odour potential being accepted initially.

4.6.3 Waste will be stored to ensure compliance with the EP and as detailed in the EMS, FPP and this OMP document.

4.7 Loading and Transport of General Wastes

4.7.1 In all cases, the drop heights of mixed waste will be kept to an absolute minimum. All waste vehicles entering/leaving the site containing light and/or potentially malodorous wastes will be securely sheeted or enclosed at all times to ensure that odour pollution is not caused beyond the site boundary via queuing collection/delivery vehicles.

4.8 Housekeeping

4.8.1 R Regular cleaning of operational areas (i.e. minimum once daily) such as roads, drainage channels and holding tank will be carried out using mobile plant and water supplies to discourage odour generation from old degrading materials. Additional plant can be sourced instantaneously from the surrounding industrial estate or a contract set up to with other sites to clean the site more thoroughly if required i.e. by using a road sweeper. The odorous materials collected will then be placed in a sealed, covered skip, stored in the quarantine area and removed/emptied every 48 hours or sooner if staff detect odorous emissions following daily inspections. Site management will delegate these tasks to operational staff and seek radio or written confirmation that the tasks have been complete and whether any odours have been detected.

4.8.2 In addition to daily visual monitoring of the site; site management will monitor the integrity of the building on a quarterly basis. In the event that there are any issues resulting in odour escaping from the building then maintenance works will be carried out within 48 hours.

4.8.3 A housekeeping schedule has been produced, and site management will train operational staff via toolbox talks every 6 months or sooner if site operations change to ensure the following housekeeping schedule is strictly adhered to.

- Avoid fugitive odorous emissions through good housekeeping
- Maintain a clean, well-organised site
- Jet spray storage bays once per quarter
- Clean equipment that has been in contact with odorous materials

- Carry out a deep clean of the reception / processing building and storage bays once a quarter and record this in the site diary
- Concrete floors draining appropriately and slopes / catchments pits are functioning
- Floors are sealed to prevent absorption and adsorption of odour producing residues.
- Solid waste storage containers shall be robust, easily cleanable, designed for safe handling, and constructed to prevent loss of wastes from the equipment during storage. If such equipment is used to store other wet or liquid producing wastes, or wastes composed of fine particles, such equipment shall in all cases be non-absorbent and leak-resistant.
- Periodically treat drainage systems with bacteria-inhibiting solution

4.9 Site Infrastructure

4.9.1 The operator deploys the following measures ensuring odours do not escape beyond the site boundary.

- Monitoring – The operator will carry out Olfactory/Sniff assessments which have been outlined further in Section 5 of this OMP.
- Stock rotation – All potentially odorous wastes stored on site are within skips or storage bays which undergo continuous monitoring. The site follows the first in, first out principle which ensures that the oldest wastes are removed from the site first and aren't left to stand for a long period of time.
- Housekeeping – The operator will carry out regular cleaning (minimum once daily) of all operational areas at the site paying special attention to storage areas for odorous wastes. The site has a housekeeping schedule shown in section 4.8.
- Storage procedures – All odorous wastes are contained within skips or storage bays. Any wastes giving rise to odour will not be stored for longer than 48 hours.

4.9.2 In the event that there are any issues, the bays, building and covered structure will undergo maintenance/repair works within 48 hours.

4.10 Liaison with Neighbours & the EA

4.10.1 In the event of significant but temporary odour releases outside normal operations, immediate neighbours within 200m will be contacted via phone call or face to face to advise them of the situation and the action being taken. The EA will also be notified by a telephone call or email to the inspecting officer or this person is on leave, the local area team.

4.10.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

4.10.3 If any odour complaints are received, the complaint will be assigned to an operative familiar with the sites operation who will complete a 'complaints and events log' and detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the EA. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum). Odour complaints will be investigated and responded to within 24 hours and suitably reviewed by the site manager who is ultimately responsible.

4.10.4 The operator would also be required to make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint. If there are significant odour releases outside normal operations, the operator will cease operation, investigate and resolve the issue before continuing.

4.11 Training

4.11.1 All employees of Oxford Skip Hire Ltd involved with storage and handling of potentially odorous materials will receive sniff test training (including office/admin workers allocated to undertake the Sniff test) and complaint reporting (management and operations staff). Site management comprising the director/TCM/site foreman/site manager will be responsible for delivering the training to employees within the company.

4.11.2 Training will be given to employees of Oxford Skip Hire Ltd by site management i.e. director/TCM/site foreman/site manager ensuring all employees are competent in completing olfactory assessment survey forms, odour complaint report forms and the odour diary to ensure sufficient monitoring and reporting of odours can be carried out.

4.11.3 A full test (drill) of the procedures in this document will be carried out every 6 months to test that the plan works. The first test will take place within one month of the agreement of this document with the EA. The outcome and any follow up training for staff will be documented in the site diary and relevant forms in the EMS and this OMP. The OMP checklist will also be used during the drill. Site management will be responsible for completing the drill.

5 Monitoring

5.1 Monitoring Odorous Releases

5.1.1 The operator has identified the following process trigger levels which could result in an odour release at the site

a) Storage areas for potentially odorous waste being at capacity resulting in skips not being tipped and stored for longer than necessary.
b) The storage bays being full or no 1.0m freeboard being present.
c) Plant/machinery breakdowns resulting in the inability to sort/process waste efficiently and being stored longer than necessary. This could also lead to excessive fumes or leakages of diesel / oil.
d) Standing surface water caused by either a blockage in the drainage system or arising from a heavy rainfall event.
e) High winds i.e. exceeding 7 on the Beaufort scale (over 35mph) in the direction to the nearest residential receptors.
f) Staff illness, negligence or no shows meaning waste acceptance is failing, waste is not being processed as it should be and housekeeping/daily checks may reduce or not taking place.
g) Transport failures leading to excessive storage of waste and for longer than necessary
h) Drought/warm periods which causes the waste to stagnate and smell.

5.1.2 On-site – There will be multiple members of staff working at the site, it is considered at least one of these staff members would be able to detect if any odour is present on site, this would be usually office staff who are not continually exposed. If a non-operational staff member identifies an odour, they will report this to site management and then the procedure shown in section 5.2 will be followed. This would ensure the odour problem can be investigated on site prior to a potential odour complaint.

5.1.3 In the event of one of the scenarios in shown in Section 5.1.1 occurs on site, site management will carry out odour management monitoring immediately using the procedures shown in the next sections of this OMP.

5.1.4 Oxford Skip Hire Ltd will use the following techniques to monitor odorous releases if a complaint has been made to the company:

a) Olfactory Monitoring
b) Complaints Monitoring
c) Odour Diaries (when necessary)

5.2 Olfactory Monitoring

5.2.1 The site supervisor will monitor odour around the entire site perimeter daily and an Odour Diary will be completed (Appendix II). The monitoring will be carried at intervals out while the site is operational, additional monitoring may be carried should there be reason to suspect a potential odour problem (potentially malodorous waste onsite, foul surface water issues etc.).

5.2.2 It is not considered necessary to have fixed odour monitoring points due to infrequent weather conditions. If there is an easterly or westerly wind, the staff member carrying out the monitoring will observe the area from the north or south so odour can be easily identified. The site staff member will complete the monitoring and form in Appendix II at least once every 12 hours or in the event of the circumstances shown in Section 5.1.1 immediately then every 3 hours afterwards. The monitoring will be carried out will while the site is operational and should it be observed if odour is being released, the staff member will radio site management who will find the odour release and rectify the problem immediately.

5.2.3 The results of monitoring exercises and any remedial action taken will be entered into the logbook which is available for the EA to inspect upon request. The name of the site supervisor will be stated in the site's diary / inspection form for each day of operation along with notes on weather including precipitation, temperature, wind speed and direction (from Met Office information).

5.2.4 Should the monitoring conclude that a certain activity/waste is giving rise to odour which is migrating offsite, steps will be made to reduce the impact of this activity, which may include, but is not limited to; removal offsite to a suitably permitted facility, faster processing/lower storage rates, pumping and removal of standing surface water, removal of waste to a more suitable area of the site etc.

5.2.5 The site supervisor will be suitably trained to carry out these duties. Further information regarding training and technical competence is provided within the site's EMS.

5.2.6 Prior to carrying out a routine odour check, the relevant member of staff will vacate the site for a period of 30 minutes (in addition to 5.3.2 below) and then carry out the assessment on their return to ensure they are not desensitised to the odour.

5.3 Odour Monitoring Procedure

5.3.1 Sniff testing will be carried out by trained; competent staff daily (at least twice) should the management have reason to suspect odorous emissions from the site or complaints received. Assessments will be carried out both routinely and in response to specific complaints.

5.3.2 The assessor should not:

a) Smoke or consume strongly flavoured food or drink for at least 30 minutes before the assessment.
b) Consume confectionary or soft drinks immediately before the assessment.
c) Apply scented toiletries, such as perfumes or aftershave immediately before an assessment.

5.3.3 Starting points of assessments should be downwind of the site, progressing towards the site boundary and then away from the site in an upwind direction. The person carrying out the assessment should walk slowly and breathe as normal. The points have not been provided on the site plan due to the regular variations in wind speed and direction.

5.4 Complaints Monitoring/Procedure

5.4.1 All odour complaints will be investigated promptly, and appropriate remedial action will be taken if the complaint is validated e.g. remove odorous materials off site as soon as reasonably possible. Complaints will be recorded on the form found in Appendix II.

5.4.2 Complaints to the EA will also be recorded and taken into account. An olfactory assessment survey will be carried out from where the complaint was made and from any convenient locations between the complainant/receptor and the site so that the complaint can be validated or rejected.

5.5 Odour Diaries

5.5.1 If members of the local community are frequently reporting odour issues in the vicinity, then they will be asked (if agreeable) to keep an odour diary. This will help to build up an account of when the odour occurs, their location and the site operations that were being carried out at the time, as well as the duration of the activities taking place. Any obvious problems can then be addressed.

6 Contingency Plans

6.1 Contingencies and Emergency Plans

6.1.1 In accordance with the EA's guidance on OMPs, the operator will develop contingency plans to react to situations 'where monitoring indicates that a potential odour source is not completely under control, meteorological conditions are unfavourable or that adverse impact has occurred'. Odours will be based on a 1 – 5 scoring scheme as shown below and also in the odour diary shown in Appendix II:

- 1 = No detectable odour
- 2 = Faint odour (barely detectable, need to stand still and inhale facing into the wind)
- 3 = Moderate odour (odour easily detected while walking & breathing normally)
- 4 = Strong odour
- 5 = Very strong odour (possibly causing nausea depending on the type of odour)

6.1.2 If odours based on 3-5 are detected at the site boundary, other monitoring point or a complaint is received, the following remedial procedures will be taken:

a) Firstly, identify the odour source; is it from:

- Site operations; or,
- An off-site source (e.g. agricultural spreading operation)
- If on site:
- Report incidence to the site or technically competent manager;
- Identify the point of release of the odour;
- Identify the cause if the release i.e. machine breakdown, leakage, etc.;
- Identify a solution;
- Implement a solution;
- Carry out olfactory tests to check if fix is working;
- Record actions taken on relevant forms and site diary as required by this plan

6.1.3 Then actions taken if odour is being produced on site will be:

a) Normal Operations: The offending odour will be traced and the reason for the cause of the problem will be investigated. Once solutions are in place, olfactory monitoring will be carried out to ensure the solutions put in place are having the desired effect.

b) Abnormal Conditions: Adverse weather conditions can promote generation of odour and inhibit its effective dispersion e.g. hot weather with little wind, resulting in increased risk of odour to receptor locations. If this happens odour causing operations will cease until more favourable meteorological conditions return.

6.2 Corrective Actions for Various Situations

6.2.1 Table 6.1 below summarises the various problems likely at the site and the standard responses available, which will assist in reducing odour potential.

Table 6.1 - Corrective Actions

Process	Problem	Corrective Action
Waste Delivery (tipping)	Deposit of odorous load	Isolate material. Reject material giving rise to odour.
Stored wastes (general)	Odorous emissions detected	Olfactory/SNIFF test required to pinpoint source. Ensure procedures outlined in Section 5 are adhered to in full. Remove malodorous waste to a suitably permitted facility. Implement liaison programme if risk deemed HIGH or VERY HIGH i.e. strong or severe as shown in Table 2.1.

6.3 Staff shortages/human error

6.3.1 In the event of unforeseen staff shortages arising from illness, suspension or no shows, the operator will make a judgement whether to reduce the number of incoming loads, thus reducing processing frequency and storage of potentially odorous wastes. The operator will then seek further employment within a timely manner to ensure the site can continue to operate at its required capacity.

6.3.2 All staff are trained and undergo toolbox talks every 6 months (or sooner if operations change) to reduce the impact of human error. In instances where a human error has caused to an odour issue, the site may suspend operations until the issue has been rectified, and the member of staff will be warned and re-trained accordingly.

6.4 Weather conditions / emergency situations

6.4.1 The operator will set up a notification alert system with the Met Office to receive updated weather information for the following weather conditions which could cause a potential on or off-site odour issue:

- High winds >45mph which could exaggerate an odour
- Droughts or periods of hot weather exceeding 3 major dry days which could lead to water shortages, hosepipe bans and excessive odour
- Flooding

6.4.2 The operator would install the following preventative/contingency measures (in addition to control measures in Section 4) to avoid serious odour issues as a result of the above weather conditions or fire incident:

- Stockpiles containing any odorous waste may be covered with tarpaulin in the event ongoing procedures are not considered effective.
- Contact an additional haulier to help remove the waste on site.
- Suspend any further waste deliveries to the site.
- Contact the EA to agree a suitable course of action
- Contact members of the public or any other persons who could be affected by the odour and advise of the contingency measures the site has employed and timescales when the odour is likely to be reduced.

6.5 Operational failure

6.5.1 The manager will be contacted by staff in the event of any operational failure such as the breakdown of plant, systems or equipment and will decide whether operations are to continue or be suspended prior to corrective action being taken. Serious operational failures, which result in the closure of the site, will be recorded in the site diary.

6.5.2 All repairs to site security will be made within on the discovery of the damage if possible and the site will be made secure until the repair has been carried out.

6.5.3 Any major defects found during the daily site inspection which are likely to lead to a breach of permit conditions will be repaired by the end of the working day in which they are found, where possible. If a repair is not possible by the end of the working day and a potential breach of permit conditions may occur, the EA will be contacted to agree a suitable timescale for repair.

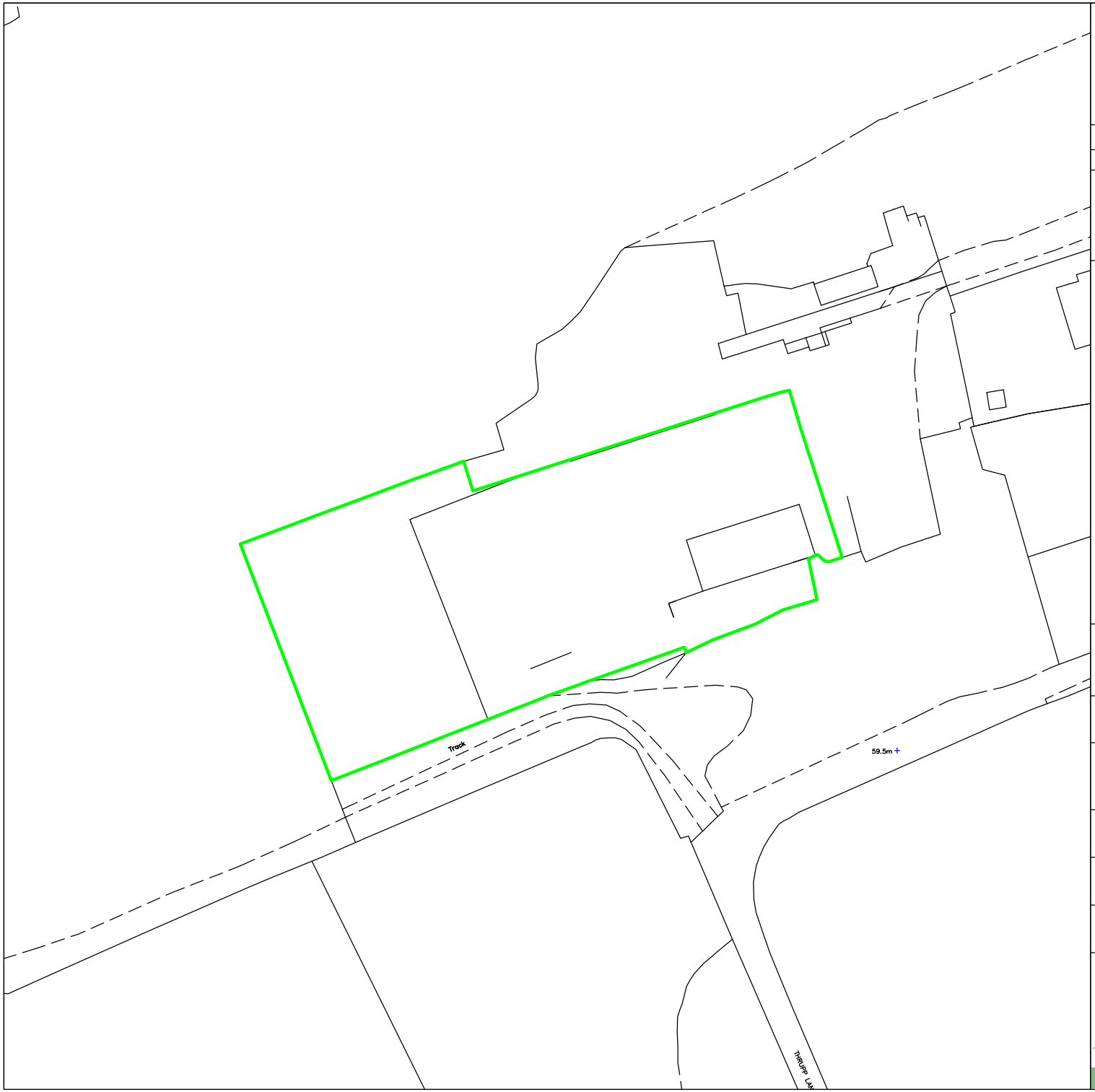
6.5.4 All defects and problems likely to give rise to odour will be recorded on the form THR/RF/4 or the operators own recording procedures with repairs/solutions being carried out immediately; neighbours will be alerted if the problem cannot be rectified immediately and provided a timescale when the problem will cease.

6.6 OMP Management

6.6.1 This OMP will be reviewed at least annually unless it becomes apparent that the activities on site are giving rise to pollution outside the permit boundary due to odour, in which case it will be revised within 7 days and a copy forwarded to the EA for approval before implementation. It may also be revised upon request from EA, should the permit be varied, transferred etc.

Appendix I

Drawings



NOTES

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	08.12.25	EG	Initial drawing

KEY:

Existing permit boundary

Proposed extension area

N

Scale Bar (1:1,250)

0 10 20 30 40 50m

TITLE:

PERMIT BOUNDARY PLAN

CLIENT:

Oxford Skip Hire Ltd

PROJECT/SITE:

The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG

SCALE @ A4:	CLIENT NO:	JOB NO:
1:1,250	2895	015

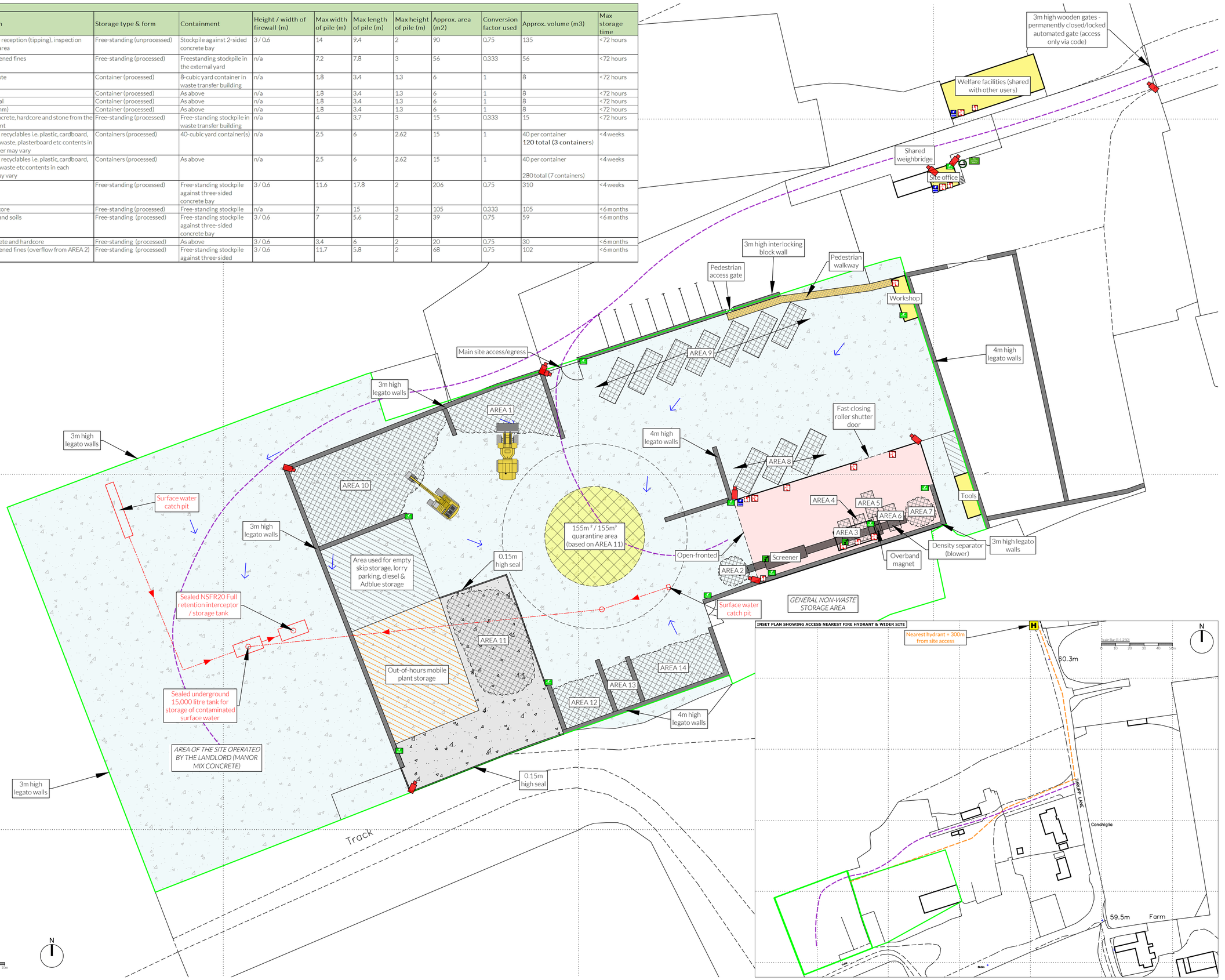
DRAWING NO:	REV:	STATUS:
2895-THR-02	-	Issued

DATE:	DRAWN:	CHECKED:
08.12.25	EG	CP

Oaktree Environmental

Waste, Planning & Environmental Consultants

Storage Area Details											
Plan Ref	Description	Storage type & form	Containment	Height / width of firewall (m)	Max width of pile (m)	Max length of pile (m)	Max height of pile (m)	Approx. area (m2)	Conversion factor used	Approx. volume (m3)	Max storage time
AREA 1	Mixed waste reception (tipping), inspection and sorting area	Free-standing (unprocessed)	Stockpile against 2-sided concrete bay	3 / 0.6	14	9.4	2	90	0.75	135	<72 hours
AREA 2	<40mm screened fines	Free-standing (processed)	Freestanding stockpile in the external yard	n/a	7.2	7.8	3	56	0.333	56	<72 hours
AREA 3	Residual waste	Container (processed)	8-cubic yard container in waste transfer building	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 4	Wood	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 5	Ferrous metal	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 6	Lights (>75mm)	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 7	Oversize concrete, hardcore and stone from the recycling plant	Free-standing (processed)	Free-standing stockpile in waste transfer building	n/a	4	3.7	3	15	0.333	15	<72 hours
AREA 8	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste, plasterboard etc contents in each container may vary	Containers (processed)	40-cubic yard container(s)	n/a	2.5	6	2.62	15	1	40 per container **120 total (3 containers)**	<4 weeks
AREA 9	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste etc contents in each container may vary	Containers (processed)	As above	n/a	2.5	6	2.62	15	1	40 per container 280 total (7 containers)	<4 weeks
AREA 10	Wood	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	11.6	17.8	2	206	0.75	310	<4 weeks
AREA 11	Soils & hardcore	Free-standing (processed)	Free-standing stockpile	n/a	7	15	3	105	0.333	105	<6 months
AREA 12	Mixed inert and soils	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	7	5.6	2	39	0.75	59	<6 months
AREA 13	Stone, concrete and hardcore	Free-standing (processed)	As above	3 / 0.6	3.4	6	2	20	0.75	30	<6 months
AREA 14	<40mm screened fines (overflow from AREA 2)	Free-standing (processed)	Free-standing stockpile against three-sided	3 / 0.6	11.7	5.8	2	68	0.75	102	<6 months



NOTES

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	08.12.25	CP	Initial drawing

KEY:

- Permit boundary
- Waste storage areas
- Non-waste storage areas
- Waste recycling / storage buildings (impermeable surface with sealed drainage)
- Other buildings i.e. workshops/offices
- Impermeable surface with sealed drainage
- Hardstanding areas
- Quarantine area
- Contaminated surface water drainage
- Surface water fall direction
- Gully
- Manhole / access chamber
- Mains water
- Designated smoking area
- Firefighting equipment/extinguishers (indicative locations)
- Fire alarms (indicative locations)
- Spill kits (indicative locations)
- Plant shut off
- Access route for emergency services
- Fire hydrant
- Fire assembly point
- Pan,tilt & zone cameras with 360° & 50m coverage
- Out-of-hours plant storage

TITLE: SITE LAYOUT & FIRE PLAN

CLIENT: Oxford Skip Hire Ltd

PROJECT/SITE: The Former Coal Yard, Thrupp Lane, Abingdon, Oxford OX14 3NG

SCALE @ A1:	CLIENT NO:	JOB NO:
1:250	2895	015
DRAWING NO:	REV:	STATUS:
2895-THR-03	-	Issued
DATE:	DRAWN:	CHECKED:
08.12.25	CP	OSH

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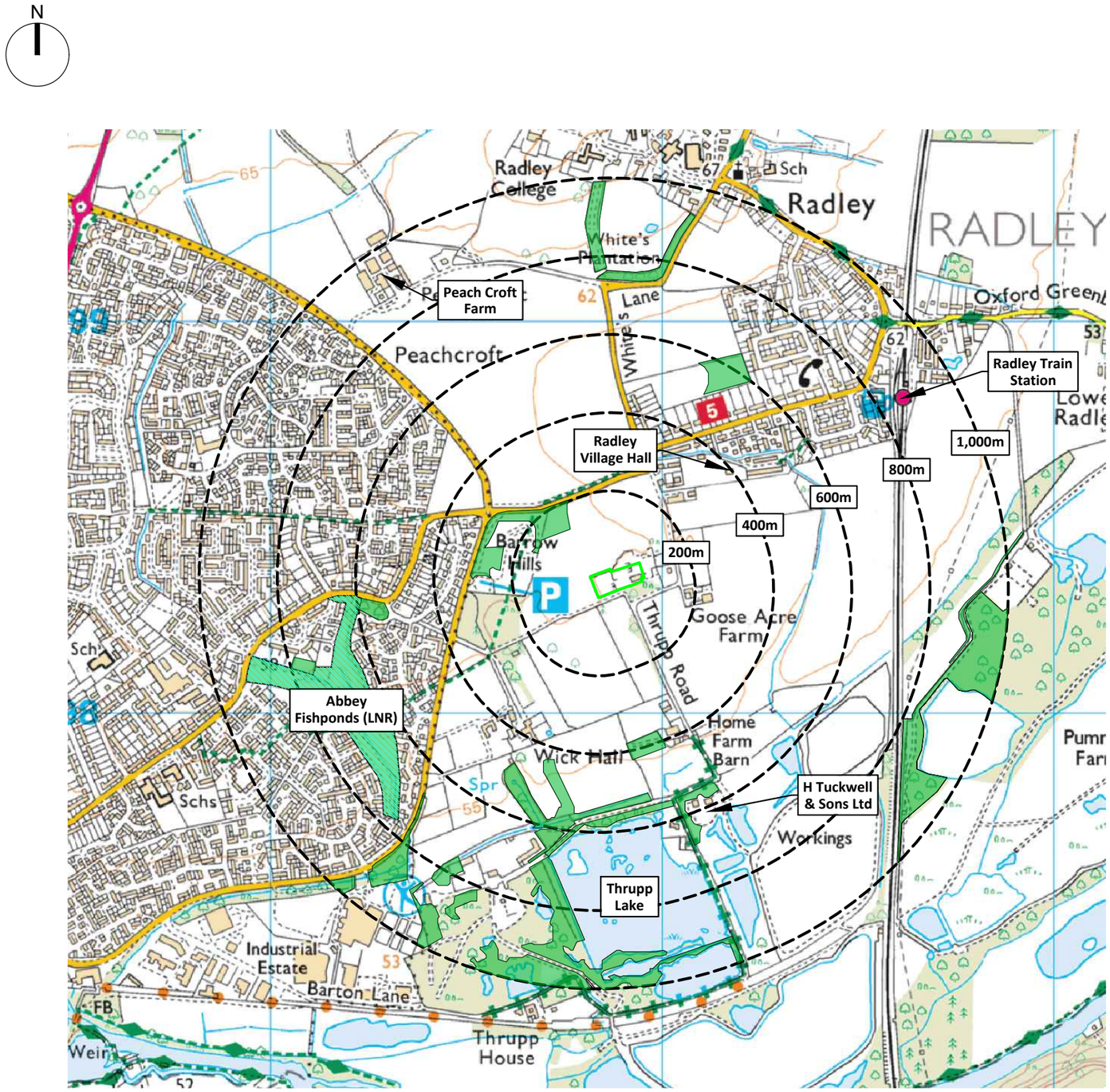
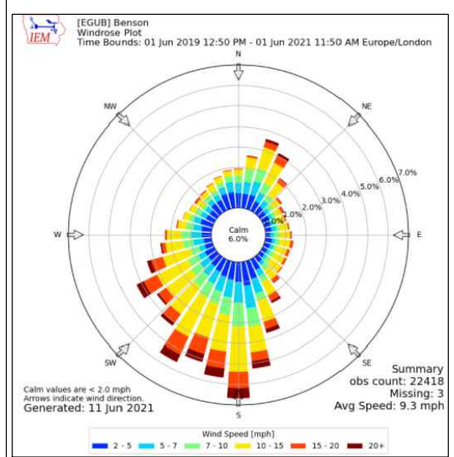
KEY:

- Permit boundary
- Surface water body (pond / pool / lake)
- Stream, river, beck
- Buildings includes Agricultural, industry, commerce and retail - could also include small houses)
- Residential blocks
- Class A roads
- Class B roads
- Class C roads
- Priority Habitat - Deciduous Woodland
- Local Nature Reserve (Abbey Fishponds)
- SCH — Schools including primary, high, colleges and Universities
- CH — Care homes
- Places of worship
- H — Fire hydrants (indicative)





Compass Wind Rose for Benson (nr. Wallingford)
(EGCC) Period 2019-2021
- source: Iowa State University

Scale Bar (1:12,500)

0 km 500 m 1 km

NOTES

1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	17.06.21	CP	Initial drawing
A	08.12.25	EG	Permit variation

KEY:

- Permit boundary

TITLE:
RECEPTOR PLAN

CLIENT:
Oxford Skip Hire Ltd

PROJECT/SITE:
The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG

SCALE @ A3:	CLIENT NO:	JOB NO:
1:12,500	2895	015

DRAWING NO:	REV:	STATUS:
2895-THR-04	A	Issued

DATE:	DRAWN:	CHECKED:
08.12.25	CP	--

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Waste, Planning & Environmental Consultants

Appendix II

Record Forms

Odour Diary				**Sheet No**
Name: **Telephone Number:**	**Address:**			
Date of odour:				
Time of odour:				
Location of odour, if not at above address:				
Weather conditions (dry, rain, fog, snow etc):				
Temperature (very warm, warm, mild, cold or degrees if known):				
Wind strength (none, light, steady, strong, gusting):				
Wind direction (e.g. from NE):				
What does it smell like? How unpleasant is it? Do you consider this smell offensive?				
Intensity – How strong was it? (see below 1-5):				
How long did go on for? (time):				
Was it constant or intermittent in this period:				
What do believe the source/cause to be?				
Any actions taken or other comments:				

Intensity (Detectability)
1 No detectable odour
2 Faint odour (barely detectable, need to stand still and inhale facing into the wind)
3 Moderate odour (odour easily detected while walking & breathing normally)
4 Strong odour
5 Very strong odour (possibly causing nausea depending on the type of odour)

OXFORD SKIP HIRE LTD
COMPLAINTS REPORT FORM (THR/RF/7)

Date Recorded:		Reference Number:	
Name and address of caller			
Telephone number of caller			
Time and Date of call			
Nature of complaint (noise, odour, dust, other) (date, time, duration)			
Weather at the time of complaint (rain, snow, fog, etc.)			
Wind (strength, direction)			
Any other complaints relating to this report			
Any other relevant information			
Potential reasons for complaint			
The operations being carried out on site at the time of the complaint			
Follow Up			
Actions taken			
Date of call back to complainant			
Summary of call back conversation			
Recommendations			
Change in procedures			
Changes to Environmental Management System (EMS)			
Date changes implemented			
Form completed by (Print)		Signed	
Date Completed			

COMPLAINT RECORDING PROCEDURE:

Any complaints received will be recorded on form THR/RF/7. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

1) The name, address and telephone number of the caller will be requested.

2) Each complaint will be given a reference number.

3) The caller will be asked to give details of:

    a) the nature of the complaint;
    b) the time;
    c) how long it lasted;
    d) how often it occurs;
    e) Is this the first time the problem has been noticed; and
    f) what prompted them to complain.

4) The person completing the form will then, if possible, make a note of:

    a) the weather conditions at the time of the problem (rain, snow, fog etc.);
    b) strength and direction of the wind; and
    c) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.

5) The reason for the complaint will be investigated and a note of the findings added to the report.

6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency and/or the Local Authority.

Note: Following any complaint the relevant management plan(s) will be reviewed to ensure appropriate actions are in place to counter any problems.