

Omega Proteins Community Update

14 August 2024

We are aware that Omega Proteins continues to be a source of concern for the Penrith community and surrounding areas. The Environment Agency continue to regulate the site in accordance with the permit and monitor the odour reports received.

Reporting Odours

The Environment Agency encourage you to continue to report odour complaints directly to the operator in the first instance as this will enable a timely investigation which is particularly important with intermittent problems. You can contact them on 07976 857 435 or email PenrithEnvironmental@omegaproteins.co.uk. All staff receiving calls have been trained to log calls. As a permitted site, the operator is expected to log and investigate all complaints.

You can also continue to log odour complaints using our 24-hour incident hotline on 0800 80 70 60. We do ask that you report as accurately as possible in terms of time and location noticed, duration and intensity; this will help with our monitoring. Residents can now also report to us on the following email address: incident_communication_service@environment-agency.gov.uk

This email may be useful to residents who don't want to report to us on the usual hotline number.

Recent Odour Reports

Odour reports suggesting Omega Proteins as the source in 2024:

Month	Reports
Jan 2024	62
Feb 2024	112
Mar 2024	55
Apr 2024	62
May 2024	48
Jun 2024	106
Jul 2024	87
Aug 2024 (to 12th)	185

Please be assured that reports are all logged and sent through to the regulatory team. We use the information to map any key times and locations where any odour occurs and help target our efforts in verifying the reports.



We are currently investigating the reason for the spike in odour reports in August, including 90 reports over 8-9th August. The source of odours is not yet clear to us and we are also investigating sources other than Omega Proteins.

Local Councils

We are aware that Westmorland and Furness Council are conducting a statutory nuisance investigation, and we have provided them with information to help them do this. This does not affect the regulation work we conduct, and we continue to address matters relating to odour directly with the company.

In February, we were invited to attend a meeting with Penrith Town Council and separately with Westmorland and Furness Council to discuss our regulation and residents' concerns. A common theme from these meetings, and from queries received directly to the Environment Agency, are concerns on the potential health impacts the site may be having on residents affected by odour. The Environment Agency are not health experts and we would encourage anyone with health concerns to contact their GP or the NHS on 111.

Recent Regulation

We inspected Omega Proteins in January, April and August. We have also carried out an 'operator monitoring assessment' to better understand if emissions are fully compliant with permit limits on the gas thermal oxidiser.

Further inspections of the site are to be arranged and audits of operating procedures are ongoing.

Omega Proteins remains one of our top priorities and we are utilising as much of our available resource as we can, including using national experts where applicable.

