

### Why are we contacting you?

We have received in excess of 50 complaints about flies from residents in the vicinity of the Glazewing Waste Management Facility at West Dereham.

Glazewing stopped processing one type of waste (known as pre-incineration scrap) at the end of August to carry out routine maintenance of the plant. The work is taking longer than originally expected. This means that the waste that is normally processed through the plant has been stored for longer than usual on site, and some of the waste has been attracting flies.

### Background

We regulate the site through an environmental permit (number EPR-JP3799ND). The permit allows the site to take in a wide variety of wastes.

Glazewing have been restructuring their business over the last few months, and at the end of July 2018 they stopped taking in mixed municipal wastes and animal feed. These were the two waste types in which flies were breeding and causing issues in Summer 2017. The site now only generally deals with metal type wastes.

The site is not allowed to take in and does not take in dog poo, despite some comments received from residents.

### What are we doing?

We visited site on Monday 17 September 2018 and noted that there were flies present at a level that could potentially cause annoyance off site. We also witnessed significant levels of flies at some nearby properties. It is important to note that we did not see any evidence of flies breeding at the site, unlike last year.

We visited the site again on Monday 24 and Friday 28 September. And we have visited some residents most affected by the flies.

We requested an action plan from Glazewing as soon as we first confirmed there was an issue on site. A plan has been provided and approved.

We visited site on Friday 5 October and saw reduced numbers of flies compared to the previous week. We will continue to monitor the situation and Glazewing's progress with the actions detailed within their action plan. We will continue to investigate sources away from the site where the flies may be breeding.

### What is Glazewing doing?

Glazewing stopped bringing in any more of the pre-incineration scrap on Friday 21 September.

They have covered all the existing stockpiles (excluding scrap metal which isn't causing an issue), and are spraying with insecticides 3 times a day.

Week commencing 1 October they began moving some of the stockpiled waste off site; this will continue through the week commencing 8 October. It is hoped that the plant will be up and running again shortly.

### Reporting fly nuisances

We feel that the fly situation on Glazewing's site is now under control. We would expect any impacts on the local area to reduce as a consequence. If you wish to make a report regarding fly nuisance please contact our 24-hour hotline: **0800 80 70 60**.

If you need to call the hotline, please do so as soon as possible. Please note that due to the volume of calls we are receiving we will be providing feedback to all reporters through regular newsletter updates.

Once a report has been logged with our hotline as an incident, it is passed through to an officer who is tasked with responding to the incident. There is no need to contact officers or teams directly to report the same incident. We deal with incidents on the basis of environmental impact. Time spent responding to duplicate reports is time that could be spent dealing with the incident itself.