

Why are we contacting you?

Further to our previous Newsletter of 9 October 2018, we wanted to update you about the latest situation at Glazewing Waste Management Facility at West Dereham.

Glazewing stopped processing one type of waste (known as pre-incineration scrap) at the end of August 2018 to carry out routine maintenance of the plant. The work took longer than originally expected. This meant that the waste that was normally processed through the plant had been stored for longer than usual on site, and some of the waste had been attracting flies.

Background

Glazewing Ltd's site is permitted by the Environment Agency (number EPR-JP3799ND). The permit allows the site to take in a wide variety of wastes, however the site now only generally deals with metal type wastes.

What are we doing?

We have made two further visits to the site, on 10 and 18 October 2018. On both visits we have continued to see reduced numbers of flies compared to previous visits. We have not received any calls regarding flies from residents since 16 October 2018.

Glazewing informed us that the waste processing plant was back up and running as of Friday 19 October. We will continue to monitor Glazewing's progress with clearing the backlog of wastes and to check that there are no issues with flies.

We have actioned Glazewing to review and update their Fly Management Plan to improve the monitoring of flies at the site year round to ensure that any increase in fly activity is noticed as soon as possible, and steps taken to deal with this. We will require them to carry out preventative measures, rather than just reactive measures to dealing with flies on site.

There is also the issue to tackle of how the maintenance of the plant on site will be managed in the future, in light of the issue that has occurred. We will be requiring Glazewing to put in place more robust plans and procedures for this, which do not result in the stockpiling of wastes on site.

What is Glazewing doing?

Glazewing have continued spraying the waste piles with insecticides, and removing loads of stockpiled waste from site. The stockpiles are now being processed through the plant as quickly as possible.

There is still no pre-incineration scrap being brought onto site. Glazewing are currently in discussions with the EA about when they will be re-starting this.

Reporting fly nuisances

We still believe that the fly situation on Glazewing's site remains under control. If you wish to make a report regarding fly nuisance that you believe is associated with Glazewing, 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 if you require feedback, you will need to state this at the time you log the incident. Feedback will be provided in line with our Customer Charter i.e. within 10 working days.

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.