

Fleetwood area forum

Tuesday 5 August 2008

Fleetwood Wastewater Treatment Works

Background

The Environment Agency took over the regulation of the site from Wyre Borough Council (WBC) in November 2007. WBC have an ongoing interest in statutory nuisance of odour at the site. We were already aware and concerned about the odour problems experienced by local residents and we took over monitoring the improvement plan set up by WBC. We are now monitoring United Utilities (UU) to ensure they are using Best Available Techniques (BAT) at the site to control odour.

What do we regulate at the site?

We regulate the quality of treated wastewater coming out of the site. We also monitor how the company treat the sludge. Our monitoring work covers leaks and spills and odour.

How often do we inspect the site?

We inspect the site on average once every two weeks to ensure UU are complying with their permit.

We also carry out joint inspections with the council who have a duty to investigate issues of statutory nuisance including odour.

UU current work commitments

We have requested UU to fully review their odour control equipment and to conduct a full review of their odour management plan. We are awaiting the results of these reviews which we have brought forward because of the problems experienced by local residents.

These reviews will consider what action is required to further reduce odour.

When will the site be brought up to standard?

UU are currently carrying out a £70m investment programme to the sewerage network that we expect will help to reduce odour from the site. These improvements being the inlet works, the new sludge handling system and the proposed primary treatment of wastewater.

Odour treatment is a very technical and complex process. UU need to ensure that they have the right solutions in place for the long term. We appreciate that this issue cannot be resolved overnight, but if UU fail to start reducing odours by not complying with their permit we will take this very seriously. If we reach this situation we will consider what enforcement action we can take in line with our Enforcement and Prosecution Policy.

How you report odour

You can contact the United Utilities customer care helpline on 0845 3094098 if you are experiencing problems.

Alternatively, you can contact us on our 24 hour incident hotline, 0800 807060, to make a complaint.

We will investigate all the complaints we receive, but during times of high call volumes we may not be able to give people personal feedback.