

Amenity issues briefing – March 2025

Introduction

The Environment Agency and Warwick District Council (WDC) have been working in partnership to investigate reports of flies and odour in the Heathcote and Whitnash area. For WDC updates please see links to their website within our communication section below.

Environment Agency Update

The Environment Agency have continued with our regulatory work. We have conducted unannounced site inspections to Plasgran Limited (PL), we have completed odour assessments and have started the process of updating the permit.

It is our role to assess compliance with environmental permits and to take appropriate regulatory action if we identify any breaches. Our officers conducted site inspections at PL on 29 Jan 2025 and on 18 Feb 2025. No breach of the permit was identified on either occasion. We continued investigating all odour reports received. Following intermittent reports of odours over weekends, an out-of-hours odour assessment was carried out on Saturday, 1 March 2025. Officers assessed multiple locations within the Tachbrook area. The assessment identified faint and sporadic odours, including those resembling food being cooked and musty water. However, these odours were not detected at the PL site boundary. We continue to report potential drainage concerns in the area to Severn Trent to investigate.

Our regulation of the permitted facilities continues to ensure the sites are compliant with their environmental permits and are not adversely affecting the community. Any issues identified during our inspections, along with any reported concerns such as odours and flies linked to a permitted site, will be promptly addressed.

Incident reporting

We acknowledge that odour and fly issues are notoriously difficult to quantify and address at regulated sites. Therefore, we urge residents to continue reporting any odour and fly issues they experience, providing as much detail as possible. For example, a description of the odour and why you believe it is coming from a regulated site.

You can report any fly issues, odour, or noise linked to Environment Agency permitted sites to the 24-hour Environment Agency incident hotline on 0800 80 70 60. We encourage you to report any issues as soon as possible.

We are not responsible for investigating amenity issues from sites not regulated by the Environment Agency. Warwick District Council (WDC) is the lead authority for investigating complaints about issues that could be considered a '[statutory nuisance](#)' from other potential sources. We continue to work in partnership with WDC to understand, and respond to, the concerns raised.

Communication

Environment Agency

As of 31 March 2025, you will no longer be able to access the Citizen Space 'Leamington Spa fly issues' information page.

We will instead produce a quarterly briefing to share our findings. If you wish to receive these updates directly, please send us an email, referenced 'Amenity Issues mailing list', including your full name and email address to enquiries_westmids@environment-agency.gov.uk

WDC

The latest updates and information from WDC can currently be found here: [Pests and nuisance - Warwick District Council](#).

We will soon be publishing a dedicated area on our website. This will include a number of FAQs where residents can check whether there is already an answer to a question. Once this is available a link will be provided on the above webpage.