

**WASTE WATER SERVICES**

<b>MINUTES OF MEETING:</b>		<b>LOCATION:</b>	The Vestry Rooms, St Erth						
Hayle Odour Liaison Group		<b>DATE:</b>	Wednesday 23 <sup>rd</sup> January 2019 10:30 – 12:00						
<p><b>ATTENDANCE:</b> Pete Kelland (PK)(SWW), Rob Waddle (RW)(SWW), Caroline Nicholls (CN) (SWW) Mark Pilcher (MP) (EA) Hester Jackson (HJ) (EA) Mike Matthews (MM)(Resident) Kerry Davis (KD)(Resident), Mick Hanley (MH) (Vice Ch Ricky Williams air St Erth Parish Council), Harry Blakeroy (Hayle Town Council), Peter Rylett (PR) (Clerk St Erth Parish Council), John Williams (JW)(Constituency Communications Manager, Office of Derek Thomas MP)</p> <p><b>APOLOGIES:</b> Sue Peacock (SP)(Resident) Ted Taylor (TT)(St Erth Parish Councillor), Mr Kevin Buzza (Chair – St Erth Parish Council), David Cocks (DC) (Cornwall Councillor Hayle Town Council), Ricky Williams (RW) (EA -EHO)</p> <p>Sam Ibbotson (SI) (SWW – Waste Water Treatment and Recovery Manager)</p>									
<b>COPIED TO:</b>									
<b>ITEM</b>	<b>DETAILS</b>		<b>ACTION</b>						
1.	<p><b>WELCOME &amp; APOLOGIES</b></p> <p>PK introduced and chaired the meeting. Apologies made and recorded as above.</p>								
2.	<p><b>UPDATE ON CUSTOMER COMPLAINTS / TEXT SYSTEM</b></p> <p>RW gave an update on customer complaints relating to Hayle STW over the past few months since the previous Odour Liaison Group (OLG) meeting. The table below shows the total number of contacts that were received throughout November and December. These have considerably reduced for the time being.</p> <table border="1" data-bbox="293 1648 981 1760"> <thead> <tr> <th>Month</th> <th>Total contacts received</th> </tr> </thead> <tbody> <tr> <td>November</td> <td>4</td> </tr> <tr> <td>December</td> <td>None</td> </tr> </tbody> </table> <p>There was a noise complaint in October. This appears to have been resolved. MM mentioned there was a lot of talk about it on the social media sites at the time.</p> <p>MP and HJ agreed the figures in relation to odour contacts were the same as the EA figures.</p> <p>It was discussed that the drop in complaints is very positive and KD and MM agreed it was a positive move and the odour situation has definitely improved. However PK</p>		Month	Total contacts received	November	4	December	None	RW / PK
Month	Total contacts received								
November	4								
December	None								

	<p>mentioned that complaints may have reduced due to winter weather and colder conditions, but everyone was pleased with the progress on the issue.</p> <p>RW – customer contact – Text service will continue to be used at this stage. Following concerns of it not being continued from the last meeting. PK needs to work on reconciling the text system with SWW systems. MP said how valuable the text system has been and MM agreed it's a lifeline for the residents. MP can add regulatory weight to the system to conform with part of the odour management system if it looks likely it will not be able to continue.</p> <p>.</p>	
<p><b>3.</b></p>	<p><b>SITE ACTIONS PROGRESS</b></p> <p>Item 1 -Start Pad – Odour from tankers – works still suspended – PK informed everyone that sand was placed on start pad last night (22.01.19), but will be moved from there today and put into a skip to be removed from site. PK confirmed that it was clean sand. It was not sewage material.</p> <p>Item 2 - Start Pad, Tankered waste – As per item 1 PK advised that the unit to collect tankered waste was not successful and that his aim was now to utilize the old inlet building, taking this practice away from the Start Pad. PK advised that SWW are now using Viridor to remove the screenings from site within the skip on start pad and that this was still happening frequently. A question was raised to ask what happens to the waste within the skip once it leaves site. PK confirmed that the Dry waste from screenings gets compacted and goes to landfill or incineration sites. HB suggested if the waste could be used to pack mining shafts as a way of disposal. MP said this would not be considered as any products from a waste site need to be disposed of within regulations.</p> <p>Item 3 – Sludge Storage Area. Installation of an odour control system. PK advised that funding has been approved. PK confirmed that SWW are awaiting a start date however advised that it is moving forward and stated that he wants it in situ by Easter. MP asked for the level of investment. PK didn't have an exact figure but believed the figure to be in the region of £80-100k. He will find out exactly.</p> <p>Item 4 – Old Inlet works and building. PK advised that the new inlet works is commissioned and fully operational. PK advised that repairs to the old inlet building are being progressed. There is scaffolding onsite and repairs being carried out. This can then be used productively in the future. The building has odour extraction in place and roller shutter doors to contain the building.</p> <p>Item 5 - Whole Site – customer contacts. Discussed during item 2.</p> <p>Item 6 - Odour Management Plan (OMP). PK advised that the plan is now active.</p> <p>Item 7 – Whole site, View of Cledma Bank – The camouflage netting has been put in situ. However MM said there are gaps in the camouflage. It's an improvement. PK will</p>	<p><b>PK</b></p> <p><b>PK</b></p>



	<p>Item 17 – NEW ASP plant. Screening of bridge from Cledma Bank. PK to review and get photos.</p> <p>Item 18 – Recent increase in contacts. PK undertook a walk around survey after a number of weeks out of the business. No major issues but further small improvements have been identified. PK added minor issues to the plan and the majority have been resolved. To be added and highlighted for the next meeting. PK plans to carry out regular site audits. MP suggested recording these as part of the odour management plan. Recording of all the information is important to the ‘site environmental management plan’. Actions can be taken from this.</p> <p>Item 19 - ASP area. Potential noise issue reported by Cledma Bank Residents. This was referred to within Item 2. Noise from this equipment does not appear to have been causing an issue at this point however SWW will continue to monitor this and will remain in discussion over this point.</p> <p>Completed Actions – This documents all the items/actions that SWW have invested in to improve the site.</p> <p>RW said that the following are now the most import actions moving forward :-</p> <ul style="list-style-type: none"> <li>*Odour control sludge storage</li> <li>* Utilization of the old inlet building</li> </ul> <p>PK to talk to Network team to discuss/check if any external issues that could be having any impact on the works. There is nothing at the moment we are aware of.</p>	<b>PK</b>
<b>4</b>	<p><b>AOB</b></p> <p>HUB works: - Shouldn't be any impact on the works at this time.</p> <p>Tanker to Inlet – Should not be going to Start Pad, everything should be going to the discharge point in the new inlet.</p> <p>New ASP (Activated Sludge Plant) - HB queried whether the uplift in population with new housing had been accounted for. PK confirmed that design for the new ASP plant had taken into account the new builds in the area for supply and demand. PK confirmed that the plant currently takes a third of the flows that come into the site. Flow has been split between ASP and filter bed system, so there is more room if needed in the future.</p> <p>PK introduced Sam Ibbotson's role to the business as Sam was unable to attend the meeting. PK will continue to chair the meeting but Sam will be present in the future as the site manager for Hayle STW.</p> <p>Flooding on road into Treloweth Lane reported by St Erth Parish Council. RW arranged for Drinking Water Services to investigate this and this confirmed that the issue was not connected with SWW clean water assets. RW &amp; PR confirmed that Wills Bros had</p>	

	<p>responded to them and were resolving the matter which was connected with land drainage within this location. .</p> <p>Conversations surrounding the Multi HUB work. MH stated May 22<sup>nd</sup> is the latest completion date for the park and ride. Highways and County Council meeting to discuss the round about/traffic light situation on the road layout.</p> <p>MM asked for an investment in helping to eliminate the birds on and around the site. MP asked what issue the Seagulls were causing. PK stated they are not causing a process issue. MM said they are causing mess on cars and houses in the area.</p>	
5	<p><b>DATE OF NEXT MEETING &amp; VENUE</b></p> <p>Thanks were passed to MH &amp; PR of St Erth PC for allowing the meeting to take place at the Vestry Rooms, It was agreed by all members that the Vestry rooms was more practical than the meeting room at Hayle STW as the room was larger and more comfortable. Agreed that the next meeting would also take place here. PK confirmed that he would be happy to arrange a further site tour in addition to this meeting at a suitable time.</p> <p>Rob Waddle advised that he will look to confirm the next meeting date via group e-mail and the group confirmed that the next meeting should be held mid May after the Easter period allowing us to monitor the changes in the seasons.</p>	RW