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W A S T E W A T E R S E R V I C E S

MINUTES OF MEETING:	LOCATION:	Hayle WWTW
Hayle Odour Liaison Group	DATE:	Thursday 18 th October 2018 10:00 – 12:00
ATTENDANCE:	Pete Kelland (PK)(SWW), Rob Waddle (RW)(SWW), Mike Matthews (MM)(Resident) Kerry Davis (KD)(Resident), Sue Peacock (SP)(Resident), Ted Taylor (TT)(St Erth Parish Councillor), David Cocks (DC) (Cornwall Councillor Hayle Town Council), , John Williams (JW)(Constituency Communications Manager, Office of Derek Thomas MP), Harry Blakeroy (Hayle Town Council), Ben Savory (BS) (SWW)	
APOLOGIES:	Mark Pilcher (MP) (EA), Hester Jackson (HJ) (EA), Mick Hanley (MH) (Vice Chair St Erth Parish Council), Peter Rylett (PR) (Clerk St Erth Parish Council)	
COPIED TO:		
ITEM	DETAILS	ACTION
1.	<p>WELCOME & APOLOGIES</p> <p>PK Introduced and Chaired the meeting. New attendee, HB was welcomed to the group and introductions were provided by all attendees. PK explained the changes in Area 1 and the new role he will be in. PK explained MG has now left his previous role on a secondment and will not be involved in the process at this time.</p> <p>Apologies were recorded as above.</p>	
2.	<p>UPDATE ON CUSTOMER COMPLAINTS / TEXT SYSTEM</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. RW explained that this period included the role out of the text system and covered a period of exceptionally dry and warm weather. RW explained that the number of text, written and telephone complaints had increased on last year. There had been an increase in the complaints over the previous months which coincided with the hot, dry summer we have recently experienced. RW explained that although numbers were up on last year SWW still felt that positive steps had been made and that SWW would continue to work with the</p>	RW / PK

group and continue to reduce odours emitted from the STW. RW in addition produced data and a map highlighting the text contact locations and where the texts had been received from. The table below shows the total number of contacts that were received throughout June, July, August, September and October.

Month	Total contacts received
June	36
July	48
August	88
September	25
October	24

It was highlighted that the text system would finish on the 23rd October 2018. The group highlighted their concerns with this and PK/RW to take this away and highlight this concern to their colleagues. JW informed the meeting that he would be feeding this back and the local MP would likely be highlighting this issue in written documentation to Southwest Water.

3.

SITE ACTIONS PROGRESS

Item 1 -Start Pad – Odour from tankers – works suspended – new skip was trialled and not successful. PK explained the new inlet works was now active and the decommissioning of the old inlet works was under way. PK advised that the old inlet works building is odour controlled and SWW are looking to reuse this building. PK confirmed that steps had now been taken to prevent flooding from the operational area of the Start Pad. PK advised that the work completed will be reviewed to ensure it is effective. KD advised that she still had concerns relating to seagulls feeding in this area and also that there were holes within our security fence in which animals could access. PK advised that he would pass this on to the maintenance team however advised that it would be very difficult to prevent all animals from accessing the site.

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. TT highlighted that he believed the odours where linked to tankers operating on the site and he had witnessed himself whilst being at the Recycling centre.

Item 3 – Sludge Storage Area. Installation of an odour control system. PK advised that funding has been approved and SWW are waiting for a start date which is dependent on our suppliers.

Item 4 – Old Inlet works and building. PK advised that the new inlet works is commissioned and fully operational however there were a number of snagging items to be resolved. PK advised that repairs to the old inlet building are being progressed.

PK

<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 and KD advised that she has received a copy of this from the EA.</p> <p>Item 7 – Whole site, View of Cledma Bank. PK confirmed that funding has been secured and that work was due to start 22nd October. Further update to be provided.</p> <p>Item 8 - Start Pad, Flooding risks due to high water table. PK confirmed that the area has now been divided off with a low wall to prevent flood water mixing with any residue sewer related debris. A long term solution will be reviewed one the grit and screening processing issue has been resolved.</p> <p>Item 9 – Sludge Import Area. PK advised that as part of continued monitoring and improvement a specialist has been asked to look at potential enhanced optimisation of Odour Control Unit (OCU) 3. PK confirmed that OCU has been inspected and is operating effectively. The addition of a dedicated OCU for the CDE screen will reduce the draw on OCU 3 giving it a greater vacuum draw for the remaining assets connected.</p> <p>Item 10 – Sludge Plant. This is in relation to servicing of the odour monitoring equipment. PK confirmed that this is service every 3 months and most recent service was completed in October 2018.</p> <p>Item 11 - New Activated Sludge Plant (ASP). PK confirmed that this is now on line and operating well.</p> <p>Item 12 – Final Effluent (FE) surge vessel blow off. This noise has been detected by residents. PK advised that due to his time away from work this hadn't been progressed but that he would now investigate a solution to resolve this.</p> <p>Item 13 – Old Inlet works & building, decommissioning of old screening plant. PK advised that this is in progress.</p> <p>Item 14 – Old Inlet works & building, Assessment of the building roof. PK advised that repairs are now part of decommissioning the old inlet and building.</p> <p>Item 15 – Incoming sewer to Start Pump Station. This is in connection with reports of a manhole overflowing during heavy rainfall. PK has advised that no significant issues were found, some minor defects that will not affect sewer performance. Sewer surcharged in-between pump cycles – PK to review start and stop levels to see if capacity can be increased.</p> <p>Item 16 – Start Area. Start perimeter fence damaged. PK advised that funding was being applied for to replace the lower fence.</p>	
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	<p>Item 17 – NEW ASP plant. Screening of bridge from Cledma Bank. PK to review</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 to review.</p> <p>Item 19 - ASP area. Potential noise issue reported by Cledma Bank Residents during. This was highlighted at this meeting. PK advised that he would investigate this further.</p>	
<p>4</p>	<p>AOB</p> <p>KD raised the issue of SWW applying some funding to something for the local community as a gesture of good will an apology. RW advised that SWW would be happy to consider this and that we would be happy to discuss this further.</p> <p>The question of Salt water in our catchment was raised and answered by PK. The question asked how much was getting into the system, what damage it causes.</p> <p>PK explained why we chemically dose the system with TT-OX to help control odours. This was a question raised by Hayle Town Council</p> <p>St Erth Parish Council advised that they were looking to run a Plastic free event in St Erth and questioned whether SWW would like to be a part of this. RW advised that he would discuss this with them further.</p>	
<p>5</p>	<p>DATE OF NEXT MEETING</p> <p>Rob Waddle to arrange and email – suggested for January 2019</p>	<p>RW</p>