

Peninsula House, Rydon Lane, Exeter, Devon, England EX2 7HR. Tel: 01392 446688 Fax 01392 434966. southwestwater.co.uk

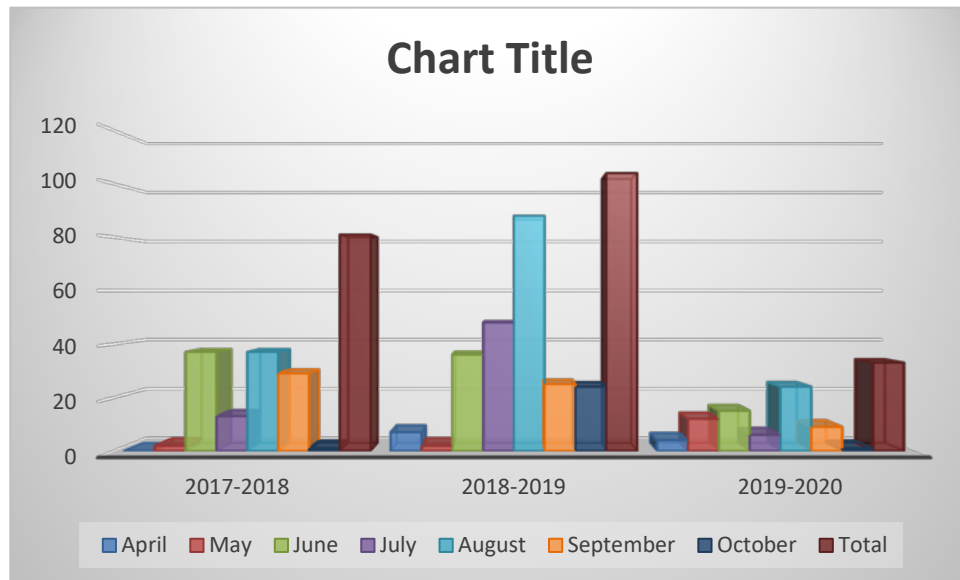
W A S T E W A T E R S E R V I C E S

MINUTES OF MEETING:		LOCATION:	The Vestry Rooms, St Erth												
Hayle Odour Liaison Group		DATE:	Friday 18 th October 2019 10:30am												
<p>ATTENDANCE: Pete Kelland (PK)(SWW), Rob Waddle (RW)(SWW), Nichola Thompson (NT) (SWW), Caroline Nicholls (CN) (SWW) Peter Rylett (PR) (Clerk St Erth Parish Council), Sue Peacock (SP)(Resident), Mike Matthews (MM)(Resident), Ted Taylor (TT)(Vice Chairman, St Erth Parish Council), Mark Pilcher (MP) (EA Team Leader), Deborah Reep (DR) (EA)</p> <p>APOLOGIES: Harry Blakeley (Hayle Town Council) Mr Kevin Buzza (Chair – St Erth Parish Council) Ricky Williams (RW) (EA -EHO) John Williams (JW)(Constituency Communications Manager, Office of Derek Thomas MP) David Cocks (DC) (Cornwall Councillor, Hayle Town Council) Kerry Davis (KD)(Resident)</p> <p>COPIED TO:</p>															
ITEM	DETAILS		ACTION												
1.	<p>WELCOME & APOLOGIES</p> <p>PK Introduced and Chaired the meeting. Apologies made and recorded as above. Deborah Reep from the EA was introduced to the meeting along with Nichola Thompson from SWW (customer representative).</p>														
2.	<p>UPDATE ON CUSTOMER COMPLAINTS / TEXT SYSTEM</p> <p>The number of texts and customer complaints increased over August. PK said it has improved but there is still room for further improvement.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Total contacts received</th> </tr> </thead> <tbody> <tr> <td>June</td> <td>15</td> </tr> <tr> <td>July</td> <td>6</td> </tr> <tr> <td>August</td> <td>24</td> </tr> <tr> <td>September</td> <td>9</td> </tr> <tr> <td>October</td> <td>1</td> </tr> </tbody> </table>		Month	Total contacts received	June	15	July	6	August	24	September	9	October	1	
Month	Total contacts received														
June	15														
July	6														
August	24														
September	9														
October	1														

**RW
Completed
15/11/19**

MP asked for the total year to date. Is it better or worse? RW advised that he would add up the total contacts and show this as a graph. It was discussed that this would need to be checked first as some of the figures are duplicates. He will try to produce a graph from 2017 to see how the figures look.

This has now been completed and the results are shown in the graph below.



There were 5 days in August that 24 complaints came in. MP asked if we could look closely at operations to see what had spiked at that time.

07/08/19 - 5 contacts were made – There were gas pump issues in the CHP. MM had reported issues that day and 11/08/19. MP asked if the issue with the CHP unit was fed back to residents. But it was not. This response service could be improved and MP said that SWW could be more proactive. MM said it would be nice to know if there is a reason for the smells, being told puts your mind at rest. If the EA get a duplicate call and they have had feedback from SWW they can then pass this on to the resident. If the customer is acknowledged it provides peace of mind. There is not always a reason for smells that are reported.

Easter this year had improved on last year.

PK Explained to the group that there has been a change of structure and a lack of consistency in the management for running the Hayle site. SP noted she was happy with dealing with Andy Willshee. PK said he has left the business due to personal reasons but he would like to regain some consistency.

MP said its SWW's place to resolve and regulate the site appropriately and that it is not fair on local residents. SP rarely gets a call back from customer services. The despatch team should call back and RW will check this. TT suggested feedback could be put on the Face book page so updates can be seen by everyone and they can pick up on any issue. SP said she does inform the group when RW feeds anything back to her. She said everyone is then aware.

PK said that feedback to residents needs to be improved. This will be added to the action plan to improve.

RW

PK

MP

	<p>MP was trying to clarify the specific areas affected. Chennals Road seems to be the biggest affected area. MM & SP say it seems very isolated to their properties and by the time you get to the pitch and putt access the smell can be gone. MM said the smell was horrendous on 11/08 and 18/09.</p> <p>Treloweth is another area affected. TT said he can sometimes smell it in the front garden and not the back gardens and vice versa.</p> <p>Charts will show any change that RW will produce. MP suggested plotting the complaints on an area map to focus on the specific areas to try to make improvements.</p> <p>The Old Quay House was mentioned but RW said that we've not heard from them in a while. SP & MM said they had also spoken with Paradise Park who've had smell issues. However SWW have not heard from them direct. RW asked MP if it would be possible to get the customer feedback from the EA I/E address and locations to help plot the area. MP to see if this can be provided.</p>	
<p>3.</p>	<p>SITE ACTIONS PROGRESS</p> <p>Start Pad – Area no longer used</p> <p>Old Inlet Building – New roof works – completed. PK looking at new equipment so tanker off loading can be done internally to help odour issues. 200k has been requested for this investment.</p> <p>Sludge Storage Area – Import screen – delivery of odour control unit has been delayed. Hopefully more news on a delivery date in the next 6 weeks.</p> <p>Odour Control 3 – The thickener building will have its own odour control unit installed before the end of December. A further 180k has been obtained to fund this. PK explained this provide more vacuum availability to reduce odour.</p> <p>Routine monitoring has showed odour control 3 media was deteriorating and will be replaced in Mid November. This will mean that the odour control unit will be switched off for approximately 4 days. PK/RW will confirm that exact date once known. This will expect to create further smell complaints dependant on conditions. Back up plans have been made. But PK wanted everyone to be aware of what may happen.</p> <p>Cledma Bank Screening – Netting damaged already and PK is in talks with the supplier to get this rectified.</p> <p>Start Pad – Defence wall has been built to reduce flooding. No further reports have come thorough and MP confirmed the water table has risen.</p> <p>Sludge Plant – The Monitors service contract has been renewed and they were serviced in September.</p> <p>ASP (Activated Sludge Plant) – Final tank centre column had an issue with rising sludge. Spray bars are to be installed to reduce this. MP said he'd been directly above the plant to have a look and there were no odours at all so the plant works very well.</p>	<p>PK</p> <p>PK/RW</p>

	<p>Surge Vessel – ‘Blow off valve’ adjustments were made and SP & MM have not heard any obvious noises lately. But PK will keep this on the plan in case any further problems arise.</p> <p>Manhole – Chennals Road – SP said it still floods/rises in heavy rain. RW to check if it’s been reported. SP says it overflows – Tissue and debris etc. SP reported that the operator didn’t have any cleaning materials/fluid to clean up after the last external flooding. RW has asked NT to check into this and report what happened. This was about 6 weeks ago. PK said pumps are being replaced/upgraded to assist in pumping back to the works. MP asked if these incidents could be reported to the EA as it is an unpermitted discharge. PK agreed.</p> <p>Start Pad Fence – Funding was requested for a new fence. It will not be funded this financial year. MP said it was SWW primary adjective to keep people off the site.</p> <p>ASP screening Bridge – Not yet progressed.</p> <p>Tree planting Initiative – currently happening in Launceston – PK to see if this can be done at Hayle.</p> <p>MP asked PK if there was any chance that we could work out and provide how much money has gone through the Action Plan Investment. 1.5 Million has been estimated. A large investment being in the new ASP (activated sludge plant). It takes one third of the flows from Hayle and has the ability to increase.</p> <p>PR asked if it would be possible to get a percentage of the spend from SWW with regard to sites that have an Odour Management Plan in place. A high percentage of it has been spent at Hayle. Funding will likely come to a standstill from now until April, when a new 5 year period of funding will be put in place.</p>	<p>RW NT</p> <p>PK</p> <p>PK</p>
<p>4</p>	<p>AOB</p> <p>MP would like to work towards a long term aim to stop the meetings as the odour becomes under control. The odour action plan and management plan should help to bring the odour under control.</p> <p>MP – Reiterated the communication process – To include when there are pre-planned works/issues onsite that the EA are informed so they have the relevant information to hand and can update any complaints that come through. This was felt it would improve the liaison process.</p> <p>PK ended the meeting stating that improvements have been made and we are still moving forward to keep the focus. RW said that hopefully with NT joining the customer service team, this will also improve client liaison and communication.</p>	<p>PK</p>

5	DATE OF NEXT MEETING To be confirmed around April/May time, unless any issues arise a meeting can be called before then.	RW
---	--	-----------