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WASTE WATER SERVICES

MINUTES OF MEETING:		LOCATION: Hayle WWTW
Hayle Odour Liaison Group		DATE: Wednesday 30 th May 2018 at 14.30
<p>ATTENDANCE: Pete Kelland (PK)(SWW), Rob Waddle (RW)(SWW), Caroline Nicholls (CN)(SWW), Ed Mitchell (EM) (SWW), Mark Pilcher (MP) (EA), Mike Matthews (MM)(Resident) Kerry Davis (KD)(Resident), Sue Peacock (SP)(Resident), Ted Taylor (TT)(Vice Chair, St Erth Parish Council), Mick Hanley (MH) (Vice Chair, St Erth Parish Council), David Cocks (DC) (Cornwall Councillor Hayle Town Council), Derek Thomas (DT) (MP), John Williams (JW)(Constituency Communications Manager, Office of Derek Thomas MP)</p> <p>APOLOGIES: Mike Galligan (MG) (SWW Chair) Guy Doble (GD) (SWW) Ricky Williams (RIW) (EHO) Peter Rylett (PR) (Clerk, St Erth Parish Council) Mr Kevin Buzza (KB) (Chair, St Erth Parish Council)</p> <p>COPIED TO:</p>		
ITEM	DETAILS	ACTION
1.	<p>WELCOME MEET IN CARPARK & APOLOGIES</p> <p>This was carried out in doors due to the weather.</p> <p>Apologies were recorded as above.</p>	
2.	<p>TOUR OF SITE – carried out by Peter Kelland</p> <p>This was carried out after the meeting due to the weather</p>	
3.	<p>UPDATE ON CUSTOMER COMPLAINTS / TEXT SYSTEM</p> <p>RW updated the group with regard to contacts that had been received through March, April and May through telephone, email and text. Figures for May have since been updated and can be seen in the table below</p>	

	<p><u>contacts</u></p> <table border="1" data-bbox="295 331 715 472"> <thead> <tr> <th>Month</th> <th>Contacts received</th> </tr> </thead> <tbody> <tr> <td>March</td> <td>11</td> </tr> <tr> <td>April</td> <td>7</td> </tr> <tr> <td>May</td> <td>2</td> </tr> </tbody> </table> <p>The residents all agreed there has been a significant improvement in the odours since last May. This was mentioned in particular by Mark Pilcher and Mike Matthews.</p> <p>Ted Taylor has noted a bad smell around 5am in the morning. KD noted recently around 2.am by the estuary. But on the whole there has been a vast change in the odours. PK to check with Gregory's on discharge to site and see if there are any trends.</p> <p>There have been 102 complaints from April 2017 – March 2018</p> <p>The text messaging service was discussed in more detail under agenda item 4, item 7</p>	Month	Contacts received	March	11	April	7	May	2	PK
Month	Contacts received									
March	11									
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4.	<p>SITE ACTIONS PROGRESS</p> <p>Item 1 -Start Pad – Odour from tankers – works suspended – new skip was trialled and not successful. New inlet works in place to be connected. Now the new inlet works is operational options to use the old inlet building for grit and screening can be further explored. Steps taken to stop flooding. In next section of action plan. (also discussed in site tour)</p> <p>Item 2 - Tankered waste – PK tried to find skips with sealed lids etc. The longer term plan is to consider options of putting the waste inside the building and not in skips.</p> <p>Item 3 - Sludge tank in poor structural condition – Working well and completed ahead of time.</p> <p>Item 4 - Sludge storage area – Odour release from CD screen – still injecting TT-OX – A dedicated odour control unit has now been scoped and costed, funding being sort.</p> <p>Item 5 - Digester and CHP plant – Roof repaired/replaced and all sealed. Scaffold removed. There was no need to vent during the process.</p> <p>Item 6 - Old inlet works and buildings – Marazion / Chyandour pipe work had some settlement cracks. The connection/repair is being made next week so the old inlet works can be decommissioned. Hopefully the system should be up and running in the next couple of weeks. Roof to be repaired or replaced on the inlet building. There should be nothing in the old building to generate any odours when the changeover takes place.</p> <p>Item 7 - Customer contact – text messaging – SWW are unable to issue a</p>	PK								

	<p>dedicated phone number as the system would not be manageable. Ted Taylor not happy that we can only provide a text service to around 20 people. Derek Thomas tried to clarify how the current system works. He agreed that if the number was issued to a wider audience the number could be miss-used and the wrong irrelevant info being fed back.</p> <p>Mark Pilcher asked why we couldn't use the current customer contact form of complaints. He also asked why the system was not adequate to be used. Derek Thomas spoke of how the system worked 12 months ago, and how it has progressed in a positive way.</p> <p>Ed Mitchell looked at how we could pick 20 people to try this as a pilot scheme and move it forward as to how it works. Kerry Davis said that it smells at the golf course, however they could attend the meetings but they haven't.</p> <p>Mark Pilcher - Permit for site – Waste management aspect of the site – he has invited anyone to contact the EA with any complaints they may have. They cannot visit on every issue but all calls are logged on the system.</p> <p>Ted Taylor is not happy with the proposal. Peter Kelland proposed a vote on the proposal. Mike Matthews is happy with the proposed system as the odours have improved. 20 people will be offered the number to use the scheme. Rob Waddle will put a plan together to issue at the next meeting. Ted is not convinced this is the way forward. Pete Kelland closed the issue for the next meeting to review.</p> <p>Item 8 - Odour management plan – Discussed below</p> <p>Item 9 - View of the works from Cledma Bank – Option 2 appears the most favourable. Mike Matthews asked a time scale. Peter Kelland will find out. Mark Pilcher pointed out that this was not a requirement of the plan and it was seen as a goodwill gesture by SWW to improve the look of the site for the local residents.</p> <p>Item 10 - Flooding at Start Pad – The plan is to divide start in half, with a sealed wall and traffic ramps. The area to the left where the skip is will remain a sealed area. Any water will be pumped back to the works. Kerry Davis stated that the drainage on site is not adequate. She has filmed when the river burst its banks.</p> <p>She also noted the skips are still not being covered, but Pete checked this morning and the skip was covered. Hopefully the wall will help with flooding issues. Pete said they will get the sewer line from Chennals Road to the manhole check.</p> <p>KD noted there are also holes in the perimeter fencing.</p> <p>Item 11 - Digester and CHP plant – Gas bag works completed.</p> <p>Item 12 - Sludge import area – Looking to see if we can enhance the odour control</p>	<p style="text-align: right;">RW</p> <p style="text-align: right;">PK</p>
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5.	<p>ODOUR MANAGEMENT PLAN</p> <p>Mark Pilcher – Permit for site has odour conditions. They need to know where the smell has come from to solve the problems. The actions taken already have made improvements. Several odour management plans have been looked at to refresh the plans. Looks at zones where odour control has been put in place. Kerry Davis requested to see a copy and Rob Waddle is checking with the legal team. It's on the EA public register. The plan needs to be kept up to date. Better odour control is in place.</p> <p>Mark Pilcher asked what item that's made the biggest change?? Seemed nothing in particular. All of the changes made have made a difference. John Williams has said the meetings have made a difference and the site has improved. Mike Matthews said the air has much improved.</p>	
6.	<p>DATE OF NEXT MEETING</p> <p>Rob Waddle to arrange and email – suggested for beginning of September</p>	