



**Exeter City Council**

To the Chair and Members  
of the J L Thomas Liaison Group

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## AGENDA FOR J L THOMAS LIAISON GROUP

The **J L Thomas Liaison Group** will meet on **WEDNESDAY 20 APRIL 2011**, commencing at **2.00 pm**, in the **Rennes Room, Civic Centre, Paris Street, Exeter** to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Jo Quinnell on **Exeter 265197**.

**Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.**

	Pages
1 Apologies	
2 Notes of meeting held on 10 November 2010	1 - 2
3 Process update	
4 Complaints received since the last meeting	3 - 4
5 Any other business	
6 Date of next meeting - Wednesday 16 November 2011 at 2pm	



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# Agenda Item 2

## EXETER CITY COUNCIL

### J L THOMAS LIAISON GROUP

Wednesday 10 November 2010

#### **Present:-**

Councillor Percy Prowse (Chair)  
Councillor Marcel Choules  
Councillor Vanessa Newcombe

Terry Green and Nick Parsons  
Mr Staddon

JL Thomas  
Resident

John Leech, Environmental Health Manager (JL)  
Alex Bulleid, Environmental Health Technician (AB)  
Howard Bassett, Member Services Officer (HB)

43

#### **APOLOGIES**

Apologies were received from Mr Cockram and Mr Henthorne.

44

#### **NOTES OF MEETING HELD ON 21 APRIL 2010**

The notes of the meeting held on 21 April 2010 were agreed as a correct record.

45

#### **PROCESS UPDATE**

Terry Green reported that there had been no significant changes to the processing plant since the last meeting.

Atomising spray equipment to spray an odour neutralising agent in the vicinity of the external effluent tanks had been installed to help neutralise any localised odour, particularly when north and north easterly winds were predominant.

The total cost of environmental control from March 2010 to the end of August 2010 (6 months) was £199,830; £66,672 spent on odour control and £133,158 on effluent treatment. The combined average monthly spend being £33,305 which represented typical expenditure for the summer period. A summary of individual costs was supplied to Members of the group. In response to a Member, Terry Green advised that greater expenditure applied at some of the company's sister plants as they were larger in scale

46

#### **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

A summary of the quarterly complaints was distributed to members of the group covering the period from 21 April 2010, the date of the previous meeting.

The number of complaints received were down on 2009 and 2008. The statistics showed that complaints were often received on the same day. There were also groupings of complaints over three or four consecutive days. It was not uncommon for complaints to be received from a number of different streets. Reference was

made too a business premises in Marsh Green Road and Mr Green confirmed that their location was in a particularly sensitive location.

The manner of complainants varied to the reasonable to those who were "livid". On one occasion an officer visiting an area from which a complaint had been received had been met by a quite large and vociferous crowd. Notifying officers and/or the plant was of value in providing early warnings of any possible problems. Mr Green suggested that on occasions the source of odours resulting in complaints may have been in part attributable to the Exeter City Council green waste re-cycling depot which was adjacent to the factory. Officers confirmed that they would identify in the report complaints which were not attributable to the factory.

The Chair stated that he had only received one complaint since the last meeting. He advised that he had cycled to the complainant's house in Bagshot Avenue and had not felt that the smell had been particularly onerous.

47

#### **CHRISTMAS BREAK**

It was anticipated that the factory would be shut down for the four day period commencing on 25 December.

48

#### **DATE OF NEXT MEETING - 20 APRIL 2011**

It was agreed to move to afternoon meetings in future. The date of the next meeting was noted - 20 April 2011 at 2.00pm.

(The meeting commenced at 5.30 pm and closed at 5.50 pm)

Chair

Complaint Date	Odour Date	Address	Details
<b>WK/201012085</b>			
04/01/2011	28/12/2010	Feltrim Avenue	Call in from complainant regarding smell.
<b>Case Actions:</b>			
Phone call made	Call to the factory about the breakdown over the Christmas period. They confirmed that they had received two calls direct to the factory around the time of our recorded complaint, one from an anonymous complainant and one call from our control centre. The factory had numerous problems with water pipes bursting over the cold period, the complaint may have coincided with the factory trying to defrost some of the pipe work however it was not processing at the time of the complaint.		
Phone call made	Call to the complainant to discuss the problems over Christmas, explained that the problems were down to the factory having issues with water pipes. The complainant said that it was what they had put it down to, however the smell was quite bad at the time.		
<b>WK/201012228</b>			
07/01/2011	07/01/2011	Trews Weir Reach	Factory Complaint - weather cloudy with rain
<b>Case Actions:</b>			
Phone call made	Complainant said the smell is not the normal factory smell and is not pleasant. RS will investigate.		
EPSU Officer Visit	RS walked the area Towers were noticeable in the area (not the cleanest but not offensive), however the wind was shifting and the odour was moving around. Some of the odour was not from the site it was from the green waste site, however the most dominant smell was the towers.		
Phone call made	Call to the factory, They are running flat out, nothing on the yard and towers are running ok. They will check the towers again. Wind in the right direction for the complaint.		
<b>WK/201012377</b>			
12/01/2011	12/01/2011	Bagshot Avenue	Factory complaint - weather mild and overcast
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory. Large parts of Exeter suffered series of brief power failures early this morning including one at 0710. Towers etc need to be restarted after this so would have been temporary loss of some abatement. Called complainant to explain situation.		
<b>WK/201012653</b>			
17/01/2011	15/01/2011	Bagshot Avenue	Factory complaint - weather wet
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory over weekend. Factory not processing at time of call - JLT tower running normally and all OK. No stock in factory. Wind SW		
<b>WK/201012773</b>			
20/01/2011	20/01/2011	Marsh Green Road North	Factory complaint - weather clear and cool
<b>Case Actions:</b>			
Case Comments	Call regarding smell which has been bad all day - described as 'acid smell' AB investigated - no odour at complainant's property, slight clean tower smell beside Exeter Power. Factory closing down at time of call, no process problems all day. Towers smelt good.		
<b>WK/201014537</b>			
11/03/2011	11/03/2011	Rivermead Road	Factory Complaint: Wind SW slight overcast and 10o c
<b>Case Actions:</b>			

<b>Complaint Date</b>	<b>Odour Date</b>	<b>Address</b>	<b>Details</b>
Phone call received			Call about the smell from the factory, complainant has come home and says that its stinking. Not the tower smell, described as just a really bad smell.
Phone call made			RS made call to TG at the factory Process all running ok at the factory at the moment, one lorry being loaded with tallow currently RS will investigate the area.
EPSU Officer Visit			RS walked the area - nothing in Rivermead Rd, walked to the Port Royal, occasional tower smell and tallow odour in Belle Isle Park.

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**WK/201014942**

**24/03/2011      24/03/2011      Knightley Road      Factory complaint - weather warm and still**

**Case Actions:**

Case Comments      Complaint made direct to factory regarding 'foul odour'.  
Factory processing at time of call, no problems and towers all on set points.  
Wind very slight and variable.  
AB investigated - no odour detectable in Knightley Road/Rivermead Road area.