



Exeter City Council

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

Please ask for: Jo Quinnell
Direct Dial: 01392 265197
Email: jo.quinnell@exeter.gov.uk
Our ref:
Your ref:

AGENDA FOR
J L THOMAS LIAISON GROUP

The **J L Thomas Liaison Group** will meet on **WEDNESDAY 18 APRIL 2012**, commencing at **2.00 pm**, in the **Bad Homburg 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.

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Office of Corporate Manager Democratic & Civic Support

Civic Centre, Paris Street, Exeter, EX1 1JN

Tel: 01392 277888

Fax: 01392 265593

www.exeter.gov.uk

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Agenda Item 2

EXETER CITY COUNCIL

J L THOMAS LIAISON GROUP

Wednesday 16 November 2011

Present:-

Councillor Percy Prowse (Chair)
Councillor Vanessa Newcombe
Mr J A Staddon, Residents Representative
Mr N Parsons, J L Thomas
Rob Sargent, J L Thomas

Alex Bulleid, Environmental Health Technician (AB)
Richard Shears, Environmental Health Technician
Jo Quinnell, Assistant Member Services Officer

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APOLOGIES

Apologies were received from Councillor Choules and John Leech.

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MR TERRY GREEN

The Chair expressed his condolences on behalf of the Group on the passing of Terry Green since the last meeting, and recognised all the excellent work that he had achieved over the years for this Group and the factory. The Group stood in silence to pay tribute to Terry.

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NOTES OF MEETING HELD ON 20 APRIL 2011

The notes of the meeting held on 20 April 2011 were agreed as a correct record.

With reference to the green waste recycling depot which was suggested at the last meeting as being a possible source of odour, it was thought that this had now closed.

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RESIDENTS REPRESENTATIVE

The Group noted that one of the residents representatives, Mr Henthorne, had decided to stand down from the Group.

It was felt that monitoring of the factory was important through this Group, as was the views of residents. Mr Staddon confirmed that he was happy to continue as residents representative. With reference to a member of the public who recently wanted to make contact with a residents representative, Mr Staddon confirmed that he had replied and suggested the factory is contacted with any complaints and also that they could contact the factory for a visit to see first hand how the factory works. Nick Parsons supported that view, and confirmed that input from a residents representative was much valued.

PROCESS UPDATE

Nick Parsons referred to the last meeting where it was reported that there had been a reduction of raw material receipts at the Exeter operation of around 400 tonnes. The impact of this reduction was felt through the four months of April to July.

August through to October has seen tonnages return to near normal levels. There are two main reasons for this:

- The factory re-gained one of their major customers which resulted in an extra 150 tonnes per week gain.
- In October 2011 another PDM Plant at the Nuneaton site ceased processing Category 1 material (for disposal only and cannot be used for human or animal consumption) and entered a “clean down” protocol in order to start processing Category 3 material (not for human consumption but can be used in petfoods). The Nuneaton plant was processing 1,500 tonnes a week of Category 1 material, and the majority of this raw material was re-diverted to the Widnes site leaving around 300 tonnes a week directed to the Exeter operation.

The plant is now operating at levels that are similar to previous years. It is anticipated for this to continue through to 2012.

There were no other significant process changes carried out during this period.

COMPLAINTS RECEIVED SINCE THE LAST MEETING

Alex Bulleid circulated two additional complaints which had been received since the agenda had been circulated.

The overall number of complaints received was very similar to last year.

Alex advised that when the wind is in a south westerly direction, it blows across the factory site across all three towers and potentially creates a wider band of odour.

From some of the incidents recorded, no problems had been identified. Occasionally a slight tweak was required at the factory.

Six complaints were received on one day (3 August). Alex advised that she did go out to investigate and found a strong processing odour across the Valley Park. However, following further investigation with the factory, no process problems were identified.

The Chair referred to both City Council staff and the factory acting quickly when complaints are made, and it was felt there was very good dialogue between the two.

The Chair reported on the St Leonards newsletter which had recently been distributed. It contained a small article about the factory and how to complain. This may result in more reporting.

Nick Parsons advised that the factory had recently met with the City Council regarding renewal of their permit, and discussions were held on improvements to be done in the future.

John Staddon asked if in future the number of different people complaining could be identified, so it would be easier to recognise how many times the same people are reporting odours. It would also be useful to record the time of the complaint to see if

odours were occurring over a condensed period of time. Alex Bulleid would include this for the next meeting.

Reference was made to the complaint made this week on 14 November. Unfortunately the factory had received unexpected deliveries on the Saturday which resulted in them shutting down with high stock levels. In addition to this, a fault had been identified with the JLT tower which needed investigating. Due to the circumstances, it was unfortunately difficult to avoid in this instance.

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ANY OTHER BUSINESS

Nick Parsons introduced Rob Sargent, the new Transport Manager.

He referred to an article in the Express & Echo that Alphington Road would be closed during the evenings in January. Concern was expressed as deliveries to the factory are taken at this time. Councillor Newcombe advised that the road would only be closed for short periods at a time and would not fully close. It was agreed that Nick Parsons would email her in order to obtain the name of the Highways Officer at Devon County Council dealing with this to obtain more information.

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DATE OF NEXT MEETING - 18 APRIL 2012 AT 2PM

The date of the next meeting was noted.

(The meeting commenced at 2.00 pm and closed at 2.37 pm)

Chair

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Complaint Date	Odour Date / Time	Address	Details
WK/201110102			
17/11/2011	17/11/2011 10:17	Marsh Green Road C1	Factory Complaint / weather - mild, no wind.
Case Actions:			
Phone call received	Phone call received about 'a smell of dead animals' which started at 9 this morning.		
EPSU Officer Visit	RS investigated:		
	No noticeable odour in Marsh Green Road. Could pick up the JLT tower in Water Lane, but very faint and clean.		
	The complainant became very agitated about the odour. RS explained that the council took all complaints about the factory seriously and investigated them as soon as we could (we had received the complaint and responded within 15 minutes on this occasion). However the complainants said that every time they make a complaint the odour has gone by the time we arrive.		
	They reported that the smell this morning was the worst that they had ever experienced and became quite aggressive and abusive. RS explained the factory process to the complainant.		
	RS visited the site and discovered that they had received 4 lorries from Pointon's factory all within an hour this morning. These were all quite odourous which may have generated the complaint. All had now been tipped. The factory was not processing and only the JLT tower was running.		
	Detailed observation of the JLT tower parameters showed that the tower operating within the limits and with very little fluctuation in the levels over the morning. This suggests that the odour may indeed have been generated from the lorries.		

WK/201110191			
21/11/2011	21/11/2011 09:26	Marsh Green Road C1	Factory Complaint - Overcast
Case Actions:			
Phone call received	Phone call received complaining about the strong smell. It started at 08:45am.		
Case Comments	AB and RS investigated - noticeable process-type odour at complainant's property. Not strong. Factory not processing. JLT tower shut down for maintenance but LF running. No obvious odour sources on site. Not possible to identify source of odour detected off site.		

WK/201110221			
21/11/2011	21/11/2011 14:30	Marsh Green Road C1	Factory complaint overcast
Case Actions:			
Phone call made	The factory is not processing, the LF is running because there is ongoing maintenance being done on the JLT tower. Slight odour on Marsh Green Road.		

WK/201110304			
23/11/2011	23/11/2011 11:30	Magdalen Road C1	Factory complaint - weather clear and warm
Case Actions:			
Case Comments	Complaint made direct to factory. AB visited Magdalen Road - no odour detectable there.		

WK/201110355			
25/11/2011	24/11/2011 08:00	Barnardo Road C1	Factory complaint - weather mild
Case Actions:			
Case Comments	Complaint received in afternoon regarding odour in morning. No process problems at factory, towers all operating normally.		

Complaint Date	Odour Date / Time	Address	Details
WK/201110416			
28/11/2011	28/11/2011 12:28	Barnfield Hill C1	Overcast, slight breeze, quite cold.
Case Actions:			
Phone call received	Call regarding a strong odour which has been ongoing for the last 4 or 5 days. Complainant stated they have reported this issue 20 times or more and that the wind is blowing the odour towards town.		
Case Comments	AB investigated - barely noticeable clean tower smell on Southernhay. Not offensive. Factory not processing, JLT tower running all OK.		
WK/201110423			
28/11/2011	25/11/2011 17:50	Bagshot Avenue C1	Factory complaint - weather mild
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory was processing at time of call, no problems with process or towers.		
WK/201110504			
01/12/2011	29/11/2011 22:30	Rivermead Road C1	Factory complaint - weather wet and windy
Case Actions:			
Case Comments	Complaint made direct to factory out of hours - described as 'bad smell'. No process problems, towers all on set points.		
WK/201110522			
01/12/2011	30/11/2011 23:10	Rivermead Road C1	Factory complaint - weather wet and windy
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory was processing at time of call - no problems. Towers all on set points and free chlorine levels within parameters.		
WK/201110523			
01/12/2011	01/12/2011 09:30	Rivermead Road C1	Factory complaint - weather mild and overcast
Case Actions:			
Case Comments	Complaint made direct to factory. All operating normally at factory, towers all on set points and smelling good. AB investigated - Treated air smell - fairly strong but localised.		
WK/201111446			
11/01/2012	10/01/2012 22:25	Rivermead Road C1	Factory Complaint - weather cool and still
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory was running at time of complaint, towers all good. One lorry was parked on yard with raw material due to high stock levels nationally. This was tipped soon after the complaint was received. No lorries on yard at start of next day.		
WK/201111587			
16/01/2012	14/01/2012 15:36	Cowick Street C1	Factory complaint - weather cold
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Complainant wished to record fact that he was able to detect the odour from the factory (no description of nature of odour) whilst shopping at Exe Bridges retail centre. Factory processing well at time of call, no problems and towers all on set points.		

Complaint Date	Odour Date / Time	Address	Details
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WK/201112658

20/02/2012	17/02/2012 21:35	Rivermead Road C2	Factory complaint - weather overcast
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Case Actions:

Case Comments Complaint made direct to factory out of hours.
Wind NW at time of call - ie blowing in opposite direction to Rivermead Road. Therefore extremely unlikely to have been factory odour that caused complaint.
Unable to investigate other potential sources because complaint was made out of hours and no contact tel. no. provided for complainant.
Towers all operating normally at time of call.

WK/201112672

20/02/2012	20/02/2012 16:45	Bagshot Avenue C1	Factory Complaint - Cold
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Case Actions:

Phone call made Phone call received complaining about bad smell. Been ongoing since 11:00am. Smells like dead animals

Factory not running at time of call.

Have problem with the effluent treatment plant - BOC are coming out tomorrow to repair the system.

EPSU Officer Visit Wind SSW

RS walked the Rivermead Rd, Salmonpool Lane, Bagshot Ave, Feltrim Ave and Norwood Ave area.

Very strong odour in Rivermead Rd/ Bagshot Ave – effluent-type odour, not very pleasant.

RS contacted AB to inform her of the situation and will discuss findings with the site tomorrow.

Case Comments AB spoke to NP at factory:

The broken O2 line is being repaired by BOC this morning. It is a difficult repair but factory staff are providing all the support they need.

As soon as it is fixed (2 hrs ish), they will put maximum O2 onto the effluent plant.

NP carried out an assessment this morning along Topsham Road and could detect an effluent odour in the area.

NP assured AB that they are doing all they can to resolve the problem.

AB undertook further assessment of odour – wind more NE, effluent type odour detectable on bottom of Salmonpool Lane and in Riverside Valley Park.

Case Comments Call from NP to report that the break down on site has now been fixed – 21/02/2012

AB wrote to NP to request that the Odour Management Plan be updated to describe how this situation would be handled in future.

WK/201112912

24/02/2012	20/02/2012 23:00	Rivermead Road C1	Factory complaint
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
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Case Comments	Complaint made direct to factory out of hours. Factory was suffering from fault with effluent treatment plant at time of call. Engineer had been called out for specialist repair. (see details above)		
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WK/201113232

05/03/2012	03/03/2012 08:30	Bagshot Avenue C1	Factory complaint - weather clear and mild
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Case Actions:

Case Comments	Complaint made direct to factory out of hours. Wind SW. Towers all OK. Incinerator running as in process was shutting down at time of call.		
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WK/201113899

26/03/2012	24/03/2012 09:20	Rivermead Road C1	Factory complaint – weather sunny and clear
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Case Actions:

Case Comments	Call made direct to factory out of hours. Odour described as 'slight'. Factory was operating at time of call. All towers were on set points and the process was running well.		
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