



To the Chair and Members
of the South West Water Liaison Group

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

AGENDA FOR
SOUTH WEST WATER LIAISON GROUP

The **South West Water Liaison Group** will meet on **WEDNESDAY 30 NOVEMBER 2016**, commencing at **1.00 pm**, in the South West Water Offices, Countess Wear to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Jo Quinnell on **Exeter 265197**.

	Pages
1 Apologies	
2 Minutes of the meeting held on 14 September 2016	1 - 4
3 Matters Arising	
4 Operational Update	
5 Complaints	5 - 6
6 Any other business	
7 Date of next meeting	

This page is intentionally left blank

EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Wednesday 14 September 2016

Present:-

Councillor Rob Newby (Chair)
Nick Murch, South West Water
Charlotte Quantick, South West Water
Tracey Hill, South West Water
Mary Evans, Residents Representative
Kevin Bingham, Residents Representative
John Orr, Residents Representative
Nigel Thomas-Childs, Environment Agency
Simon Ruddy, Exeter City Council
Jo Quinnell, Exeter City Council

18

APOLOGIES

Apologies were received from Councillor Hannaford.

19

MINUTES OF THE MEETING HELD ON 29 JUNE 2016

The minutes of the meeting held on 29 June 2016 were agreed.

20

MATTERS ARISING

There were no matters arising.

21

OPERATIONAL UPDATE

An update was provided as follows:

- The piling works were now complete.
- The fine screen plant refurbishment was due for completion in October.
- The Asset Management Plan submission now needed revisiting. This was based on the current compliance of the site and the consent on discharge – the end of pipe water quality. The submission can identify any repairs or replacements required, and no major schemes were planned in the next 2.5 years. There is, however, a reactive emergency fund if required.

22

COMPLAINTS

An additional report was circulated detailing complaints made after the agenda had been published between 31 August and 13 September (attached). The complaints report was noted. More complaints had been received this year to date than the whole of 2015 or 2014 for the period up to 20 September 2014.

There had been no scraper breakdowns since 21 July 2016. The process at the site is fully automated so does not change and odours could be as a result of atmospheric conditions.

A resident advised that there had only been two weeks without any odours since the beginning of June. There had been no problems over the last five days. It was noted that the sludge barn was currently empty which may be a source of odour and there could be an opportunity to make improvements similar to the liming plant roof installation.

An odour survey had been completed at the beginning of August and a full report was expected by the end of September. The survey is taken over a snapshot of 2 days only.

The Odour Survey carried out by Cornwall College in 2014 only recommended the planting of trees.

The spray curtain reported at the last meeting had been installed and 'sea breeze' was the preferred odour spray. More than double the budget for odour control works had been spent at the site this year.

The site needed to demonstrate they have used the best practical means to minimise any odour taking into account conditions and financial implications.

With regards capacity on site, SWW have no influence on planning applications as they are not a statutory consultee. The Chair and Simon Ruddy would arrange to meet with Exeter City Council Planning Department to discuss.

Residents were of the general opinion that odours had worsened since the development of the Rydons, although the pumping station issues reported to previous meetings had now been resolved.

Reference was also made to issues with the failure of the pumping station at Reed Walk. This station will not be adopted by SWW as the permissions were not available to connect to the SWW system and any pumps built before a specific date cannot be adopted. However, it does need to be maintained and Exeter City Council Housing Department had been advised.

As only a few houses were occupied in the first Phase of Seabrook Orchards, there is a need for the pump station to operate at a lower level until all houses were occupied. At present, the sewage is being removed by tanker as the site had not yet been connected to the SWW system.

The new Aldi development would have its own treatment plant which would be discharged to ground with a treated soak away under the car park. This would require desludging once a year.

Following approaches by residents, it was requested that any SWW staff or contractors checking manholes in Countess Wear playing field could identify themselves as concerns had been raised that these were being lifted by youths and not replaced correctly which could become a source of odour.

23

ANY OTHER BUSINESS

A meeting would be held with SWW, the Chair and Environmental Health to discuss the results of the odour survey. A copy of the odour management plan would be sent to the Environment Agency.

24

DATE OF NEXT MEETING

The date of the next meeting was arranged for Wednesday 30 November at 1pm at SWW Offices, Countess Wear.

25

SITE VISIT

A site visit was undertaken for some members following the meeting.

(The meeting commenced at 2.30 pm and closed at 3.28 pm)

Chair

This page is intentionally left blank

Complaint Date	Odour Date	Address	Details
WK/201606668			
31/10/2016	31/10/2016	Glasshouse Lane	Received a complaint about the smell from SWW at 8am today 31/10/2016.

Case Actions:

Phone call made	Spoke to complainant. Lives on Glasshouse Lane, property backs onto the Sheep Field. Noticed smell at 09.00 this morning, upon return from walk. Could detect in house & garden. Bad enough to give her a headache.
Phone call made	Telephone call to Nick Murch (SWW) to check if anything unusual going on at the works. Voicemail message to call me.
Phone call received	Received a complaint about the smell from SWW at 8am today. The resident went to George V Field to walk the dog. She could smell it just a few doors away from her home. She says it gives her a headache.

WK/201606814			
03/11/2016	02/11/2016	Glasshouse Lane	Sudden gassy odour 23.00. Has noticed odour 4 times since returning to UK at end of September. Always 23.00 - 00.00. Gets into property via chimney. Kier are working on sewer in the field behind his property.

Case Actions:

Case Comments	Has called SWW's Proactive Team (mobile number) but no response. Kier has told him that the line being constructed is an overflow sewer as the existing sewer is 'operating to capacity'. Question - is odour from the works or the sewer? Bloor planning to link up Seabrook Meadows' pumping station with sewer sometime in November.
Case Comments	Nick Murch called; out of the office presently; will call back tomorrow when he has more information.
EPSU Officer Visit	Visited The Sheep Field around midday. no odour from works. Spoke to contractors laying an overflow sewer across the field. This will take excess sewage from the existing main - it runs from an inspection chamber in the NE corner of the field, parallel to the existing sewer, and then back into the main line near the footpath adjacent to the river. Contractors mentioned that this line was particularly odourous when they opened the inspection chamber - gas monitors went off quickly. Contractors also mentioned that odour from the site is apparent when wind is in a certain direction.

This page is intentionally left blank