



To the Chair and Members
of the SecAnim (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 SECANIM (J L THOMAS) LIAISON GROUP

The **SecAnim (J L Thomas) Liaison Group** will meet on **WEDNESDAY 2 OCTOBER 2019**, commencing at **5.30 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**.

	Pages
1 Appointment of Chair	
2 Apologies	
3 Notes of meeting held on 20 March 2019	1 - 4
4 Terms of Reference	5 - 6
5 Process update	
6 Complaints received since the last meeting	7 - 26
7 Any other business	
8 Date of next meeting - Wednesday 18 March 2020 at 5.30pm	

Office of Corporate Manager Democratic & Civic Support

Civic Centre, Paris Street, Exeter, EX1 1JN

Tel: 01392 277888

Fax: 01392 265593

www.exeter.gov.uk

This page is intentionally left blank

EXETER CITY COUNCIL

SECANIM (J L THOMAS) LIAISON GROUP

Wednesday 20 March 2019

Present:-

Councillor Luke Sills (Chair)
Councillor Natalie Vizard
Councillor Philip Bialyk

Mr J A Staddon, Residents Representative
Rod Ruffle, Residents Representative
Nigel Fitzhugh, Residents Representative
Nick Parsons, SecAnim (J L Thomas)

Alex Bulleid, Senior Environmental Technical Officer
Jonathan Knight, Environmental Technical Officer
Jo Quinnell, Assistant Democratic Services Officer

1

APPOINTMENT OF CHAIR

Councillor Kate Hannan had resigned from her role as City Councillor on 13 March 2019, and therefore Councillor Sills was appointed as Chair for this meeting.

2

APOLOGIES

No apologies were received.

3

NOTES OF MEETING HELD ON 17 OCTOBER 2018

The notes of the meeting held on 17 October 2018 were agreed as a correct record.

4

PROCESS UPDATE

Nick Parsons reported that production volumes remained stable and in line with 2019 forecasts. There had been a slight increase in tonnage over the winter months, but this was as expected.

5

COMPLAINTS RECEIVED SINCE THE LAST MEETING

The report attached to the agenda detailed complaints made since the last meeting and the results of any investigations.

A complaints summary was circulated (attached) which details comparisons for each quarter back to 2002.

It was typical to receive a low number of complaints over the winter period. Although the raw material throughput was higher over winter due to the increase in the number of fallen stock, the weather conditions were favourable.

Reference was made to the complaint on Alphington Road. The odour was noticed on 21 December but the complaint was not made until Christmas Eve, by which time the offices were closed for the Christmas period. Therefore the complaint was

not picked up until the beginning of January and it was not possible to investigate fully.

The complaint from Roberts Road was made direct to the factory giving the address of the caller, but not the area that the odour was smelt. The wind direction was different to the address so was unlikely to be from the factory, unless the complainant smelt the odour somewhere other than at home.

An enquiry was made on whether a set pattern of questions were asked to complainants to ensure that the location of the odour can be recorded. It was noted that a set number of questions were asked if any complaints were received through Exeter City Council, but Nick Parsons confirmed that he would review factory procedures.

The vehicle complaints usually received can be as a result of odour or noise. The condition of Water Lane was raised as this was the route vehicles took to the factory and there were a large number of pot holes which exacerbated the noise.

It was suggested whether an approach could be made to Devon County Council to prioritise works being undertaken in Water Lane in respect of lessening the risk of noise from vehicles.

Devon County Council have a priority order of roads to be repaired. The Portfolio Holder for Health and Wellbeing, Communities & Sport would speak to the Leader of the Council to gain an understanding of this, with a view to possibly challenging the position of Water Lane on the list. Although it is not a main thoroughfare there are consequences if potholes here are not repaired because of the number and timing of HGV movements.

It was also noted that the double yellow lines along a part of Water Lane had been painted over with grey paint and some travellers and vehicles were now parked along this stretch of road. It was requested that if any registration numbers are available to pass on to Environmental Health to investigate further.

It was agreed that a joint letter be sent to the Cabinet Member for Highways Management at Devon County Council from Councillor Sills and the Devon County Councillor for that area, Carol Whitton, on behalf of this Group to raise concerns about the road surface and obstruction by parked vehicles, highlighting the frequency and number of lorries that use Water Lane. Nick Parsons would seek advice from head office that this could be provided, but agreed in principle to provide this.

6

ANY OTHER BUSINESS

Factory Maintenance

Nick Parsons reported that some major maintenance had taken place at the factory at the start of the year to ensure continuity and reliability to key equipment.

New ward councillors

Following elections, new ward councillors would be offered a tour of the site as Members felt it was important to understand and experience how the factory operates and recognise different odours.

Councillor Natalie Vizard

Members of the Group thanked Councillor Natalie Vizard for her contribution, as she would not be standing for election again in May.

7 **DATE OF NEXT MEETING - WEDNESDAY 2 OCTOBER 2019 AT 5.30PM**

The date of the next meeting was noted.

(The meeting commenced at 5.30 pm and closed at 5.45 pm)

This page is intentionally left blank

SECANIM LTD LIAISON GROUP (FORMERLY JL THOMAS)

Terms of Reference

Purpose

- (i) To facilitate the exchange of information relating to the operation of the permitted animal by-products process operated at Canal Banks, Exeter, between management of SARIA (trading as SecAnim), Councillors & officers of Exeter City Council (the Council) and designated residents from residential areas adjoining the plant.
- (ii) To report upon and examine instances of complaints arising from the factory or the carriage of materials to and from the factory, or other relevant occurrences that come to the attention of the parties; to foster a mutual understanding of the reasons for these instances and occurrences, and the impact on residents.
- (iii) To examine reasonably practicable means of preventing or mitigating any negative impact from these instances and occurrences, and to develop an effective monitoring and reporting system concerning these matters.
- (iii) To make suggestions for the improvement of the environmental conditions relevant to the operations of the permitted process having regard to the current Sector Guidance note.

Constitution

- (i) One Councillor drawn from each of the following wards - Alphington, St Thomas and St Davids wards respectively, to represent the residents of within those wards.
- (ii) The Chair to be chosen from one of these three Councillors.
- (iii) Representatives from SecAnim Ltd.
- (iv) Up to 2 local residents from each of the wards of Alphington, St Thomas and St Davids, to be nominated by the Ward Councillors serving each of those wards (N.B. nominations may be put by all 8 ward Councillors, and no more than 6 nominated residents may sit on the Group in total). Nominated residents shall represent their ward for at least a 12 month term.
- (v) Officers from Exeter City Council Environmental Health and Licensing.
- (vi) The Portfolio Holder for Equalities, Diversity & Communities at his or her discretion
- (vii) The Group has the discretion to nominate additional members to the group, as appropriate, by a majority decision (the Chair having a casting vote).
- (viii) The Group will meet no less than twice a year, and may convene additional meetings as it deems appropriate.
- (ix) Meetings will take place at the Civic Centre unless agreed otherwise by the Group.
- (x) The Council will provide secretarial support to the Group including the timely distribution of agendas and minutes.

This page is intentionally left blank

Complaint Date **Odour Date / Time** **Address** **Details**
JL Thomas & Co. Ltd, Canal Banks, Exeter
Complaints since the last meeting

WK/201900448

23/04/2019 **08/04/2019 08:22** **Isca Road C1** **Vehicle Complaint**

Case Actions:

E-Mail email from complainant to local councillor:

You popped by earlier today and dropped off a leaflet, I was busy with the kids but would have liked to ask for your assistance. I am trying to find out who I should contact to make a formal complaint regarding the smell that is caused by the vehicles going to and from the JL Thomas plant on water lane? We are coming into the summer months when we want to spend time in the garden and have windows open and unfortunately the awful smell emanating from the lorries is sometimes unbearable.

My 3 year old was earlier "scared" of the smell when she was at the park near the Harvester and had a bit of a panic as she couldn't understand what it was! A vehicle drove past on Water Lane leaving a putrid smell in its wake that lingered for some time ??

I have read notes from a few past council meetings (2016) where they mention having addressed the smell from the plant but the delivery vehicles are in my opinion the worst culprit. Is there no alternative route to the plant through Marsh Barton avoiding what is a residential area and the quayside?

Thanks for pointing me in the right direction, I cannot be the only one who has the same issue!

Case Comments reported to site - no action possible given details available.

E-Mail email to complainant:

Please do let me know when you have further problems with these lorries. If you could let me know as soon as possible after you have smelt it please, that would help the factory to investigate. If you can get a registration number as well that is useful.

My telephone number is below.

WK/201900717

07/05/2019 **06/05/2019 11:33** **Isca Road C1** **Vehicle complaint**

Case Actions:

E-Mail Hi Alex,

One just went past and was very smelly, only caught the beginning of the plate was SV66 @11.30 heading towards water lane.

E-Mail Email reply:

Thank you, I'll pass that on and ask the factory manager to look into it.

If it is the evening or weekend and so you are not able to call me you can also call the factory directly on 258447. When I am not in the office this is often the best way of reporting problems so that they can be investigated straight away. The factory manager will call me on the next working day to let me know about the complaint. You can always follow up with a call or email to me as well if you want. (You do not need to give your name or phone number to the factory, just a location where you smelt the problem and any other helpful information to aid their investigation).

Case Comments AB spoke to site manager. Just one vehicle arrived that day, a knacker trailer (owned by the company). This would not be expected to have been an usual load but no further investigation is possible at this time.

Complaint Date	Odour Date / Time	Address	Details
WK/201901047			
22/05/2019	22/05/2019 10:00	Alphington Road C1	vehicle complaint
Case Actions:			
Case Comments	Phone call from complainant at around 10am, message taken.		
	JK called complainant at 10:20am. Complainant was crossing Alphington Street, between Riverside and Maplin at approx 9:45am. When on island in the middle, she saw a SecAnim lorry coming up Alphington Street and turning right on to Haven Road. She said the lorry was very smelly, and was driving too fast. She thinks they were trying to beat the red light, and she thought it was dangerous and reckless. Lorry described as Grey with SecAnim on the side with a red cover - no reg number taken.		
	JK made phonecall to factory at 10:30am. The vehicle speed would be checked and the driver spoken to.		
WK/201901211			
31/05/2019	31/05/2019 13:00	Feltrim Avenue C1	suspected factory complaint
Case Actions:			
E-Mail	A Report an environmental health issue form has been submitted with the following details: What type of issue are you reporting?: Unpleasant Odour Do you know the address of the location?: Haven Road, Exeter, United Kingdom, EX2 8DS What are the issue details?: Smell emanating from the glue factory into my road and back garden		
Case Comments	Report came in by email at 1pm, it was not forwarded to an officer until 3pm. Phone call to complainant at 15:10. She said there was a sickening smell in her garden and house between 12 and 12:30 - but the smell was now gone. She said they have not smelt it for months but it was bad this morning. She was convinced it was a smell from the factory having smelt it before. I explained I would contact the factory to investigate the complaint, but that I would not be coming out as the smell was no longer around.		
Case Comments	Phone call to factory 15:30, spoke to site manager. The factory was running at the time and there were no known issues. They will investigate as normal and contact us if they find anything.		
WK/201901504			
17/06/2019	17/06/2019 13:49	Canal Banks C1	Factory complaint - weather overcast
Case Actions:			
Case Comments	Call made direct to the factory and to ECC by complainant about odour along Canal.		
EPSU Officer Visit	JK walked along both sides of the canal outside the factory. Very slight SW wind and overcast. Raw material/ possibly boiler room odour could be smelt both sides of the canal. Visited factory, no issues known, one tower on. No issues apparent. Strong odour around corner of JLT tower. Odour only seemed to be in close proximity to the factory.		
Phone call made	Phonecall to complainant. He passes everyday a few times a day and he said the smell had been worse recently. We spoke about the history of complaints, complaints procedure and how the factory operates. I explained about the regulation by conditions within a permit. He could not understand why it is allowed to be there. He said he is going to explore ways to take action including complaining more, petitions and contacting councillors/MPs etc.		

Complaint Date **Odour Date / Time** **Address** **Details**

WK/201901516

18/06/2019 **17/06/2019 16:50** **Water Lane C1** **Vehicle Complaint**

Case Actions:

Case Comments The complainant rang at 16.50 to report an odorous vehicle passing his house at 16.30. He had not been able to get the registration number. AB called him back and ascertained that it had been travelling towards the factory. The complainant was also concerned about the speed the vehicle was travelling, and the fact that some lorries also smell when leaving the site empty. He questioned whether they are being cleaned properly.

Case Comments Spoke to NP. He checked the arrivals at site and identified the vehicle. It was not travelling above 30mph, but he will ask the driver to be mindful of his speed in future anyway. There was no reason why this load should be more odorous than normal. He will ask supervisors to check that lorries are washed appropriately before leaving the site.

WK/201901602

20/06/2019 **20/06/2019 12:45** **Canal Banks C1** **Factory complaint - weather sunny**

Case Actions:

Case Comments The complainant noticed the odour while passing on a boat.

AB investigated. The factory was not processing. There was a slight raw material odour from the transport yard. This is not part of the permitted site, but NP will investigate which trailer may be causing this and ensure it is cleaned again.

There was also a slight press room odour beside the factory itself. This was not strong and was localised. Given this, and the nature of the location, I did not consider that it was 'offensive'.

Tried to call the complainant but no answer and no facility to leave a message.

WK/201901863

04/07/2019 **03/07/2019 10:51** **Marsh Green Road North C1** **Factory complaint**

Case Actions:

E-Mail A Report an environmental health issue form has been submitted with the following details:
What type of issue are you reporting?: Unpleasant Odour
What are the issue details?: Our office is at Marsh Green Road north and we are really struggling with the smell whilst it's hot. We are stuck between keeping the doors and windows closed or smelling a really foul odour. It seems to be every morning around 10am but also often happens in the afternoon as well.

Case Comments AB rang complainant and asked her to call when the problem is next occurring so that we can visit. She said there had been no smell at all today.

Details passed to site, but no detailed investigation possible as no specific date or time provided.

WK/201901908

04/07/2019 **03/07/2019 21:28** **Marsh Green Road North C2** **Factory complaint - weather warm**

Case Actions:

E-Mail An email was sent to the Environmental Protection/environmental health inbox overnight. The issue reported is unpleasant odour. Details are - Overpowering odour from rendering works. No further details were included in the form sent.

E-Mail Thank you for reporting this problem to us. Please could I check where you were when you noticed the smell? The form generated by the website says Marsh Green Road but I wasn't sure if that was where you were, or where the website thought you meant the smell was coming from.

Complaint Date Odour Date / Time Address**Details**

Please could I also ask you to call us to report odour from this site in future if possible? This avoids confusion from the website form and more importantly allows us to investigate as soon as possible. The number to use is 265147. If it is the evening or weekend you can call the site directly. They will not take your name, only the location you are calling from, and they will start an investigation of the process conditions at the factory straight away. They will let me know the next working day that there has been a complaint.

Case Comments The site was processing at the time of the complaint, and the systems were all within the set points. No further investigation is possible retrospectively.

WK/201902229

10/07/2019 10/07/2019 14:17 Canal Banks C1 Weather slight breeze, cloudy but warm. Factory complaint

Case Actions:

Case Comments AB had passed the site at 10.50 and noted that there was no odour along the road between the factory and the canal.

Phone call received The complainant is travelling along the canal and states that the smell is awful and has been for most of the day.

Case Comments Investigation by site found no process problems. A lorry had arrived at about the time of the call, but this would not explain any odour noticed by the complainant earlier in the day.

EPSU Officer Visit Further officer visit to area, slight and localised odour detected beside the canal in the area closest to the factory.

WK/201902266

11/07/2019 11/07/2019 11:50 Canal Banks C1 factory complaint - overcast, little wind

Case Actions:

Case Comments Phone message taken reporting strong smell coming from factory, smelt from canal ferry as going past.

Phone call to factory, factory running, two towers on. No problems known.

EPSU Officer Visit JK visit to area. Overcast, very little wind - Walked along both sides of the canal outside the factory. Little odour detected on canal path opposite the factory. Some odour when walking on the factory side, but not strong and not overly offensive.

WK/201902443

17/07/2019 17/07/2019 10:17 Marsh Green Road North C1 factory complaint - overcast, humid, little wind

Case Actions:

Case Comments Call from complainant to report odour currently.

Phone call to factory - no issues known, recently stopped running.

Visit to complainant - no odour along Marsh Green Road North and outside complainants. A different member of staff spoke to me outside and agreed the smell had gone, it does come inside the building but they had closed the doors and windows. He said it comes and goes normally for around 30 minutes/an hour. He said it had been fine for a couple of weeks. I asked them to phone us again when it is next an issue.

Visit to factory - no issues found, large flakt tower on and smelt good.

WK/201902495

18/07/2019 16/07/2019 14:45 Alphington Road C2 Vehicle complaint

Case Actions:

E-Mail A Report an environmental health issue form has been submitted with the following details

Complaint Date **Odour Date / Time** **Address** **Details**

What type of issue are you reporting?: Unpleasant Odour
Do you know the address of the location?: Alphington Road

What are the issue details?: We keep getting a horrible smell from outside our house and along our street, the only way I can't describe the smell is a dying rat but ten times worse and has been consistent for a few weeks now.

E-Mail Thank you for reporting this problem to us. Might it be caused by a vehicle do you think? If you think not, and that it is from a premises, then please could you call me next time it is a problem? We can then identify from the wind direction what might be the source of the problem.

WK/201902535

18/07/2019 **18/07/2019 11:30** **Canal Banks C1** **Factory complaint - weather overcast and humid**

Case Actions:

Case Comments Gentleman rang to complain about the odour coming from JLT as he was walking along the canal path.

AB had passed site about 1 hour before the call and had noticed a fairly strong, but localised, process-type odour beside the factory. The factory was not running and there were no doors open etc. AB had asked site to investigate. No clear cause could be found for this odour.

Case Comments AB called complainant to explain and discuss regulation of the site.

WK/201902609

23/07/2019 **19/07/2019 10:16** **Water Lane C2** **Factory complaint**

Case Actions:

E-Mail text of email sent to Saria (SecAnim) directly:

I am a resident at River Meadows, Water Lane.

An outpost of Saria called SecAnim is based in the industrial unit opposite my residence. I have discovered you process Category 1 and Category 2 waste. I would like to lodge a formal complaint about the smell coming from their vans and from their premises and ask how such a high-risk industry can be located next to residential properties?

Is there any way at all the smell of SecAnim plant can be reduced or eliminated - it's so strong that it enters our properties and it's impractical to ask residents to have their windows closed all day during the summer months. It's really very anti-social.

Case Comments Discussed email with NP. He will reply, asking the complainant to call the factory office or Env Health to report odours at the time they occur.

WK/201902649

23/07/2019 **22/07/2019 12:34** **Alphington Road C3** **Vehicle complaint**

Case Actions:

E-Mail A Report an environmental health issue form has been submitted with the following details

What type of issue are you reporting?: Unpleasant Odour
Do you know the address of the location?: Alphington Road

What are the issue details?: Regularly, multiple times a day - throughout the working week, SecAnim lorries pass our property along Alphington Road on their way to their disposal plant on by the canal.

The smell is horrendous, a thick blanket of odour rolls out from the top of the high sided curtain covered trailers into our garden and through open windows, ruining the enjoyment of our house / garden and whatever we happen to be doing for 5-10mins until it has dissipated.

Complaint Date	Odour Date / Time	Address	Details
E-Mail			Thank you for reporting this problem to us. Although Environmental Health have no legislative control over odour from vehicles on the road we do liaise with the factory to try to deal with any vehicles that cause a particular problem. In order to identify these we need to know either a registration number, or the time that they passed your house. Ideally, please could you report these to us at the time you notice the smell on 01392 265147? Please ask for myself or Jon Knight. Hopefully we can then pass the information on to the factory management who can identify the vehicle as it arrives at the site.

WK/201902702

24/07/2019	24/07/2019 12:47	Canal Banks C1	factory complaint - weather sunny and breezy
-------------------	-------------------------	-----------------------	---

Case Actions:

Phone call received Complainant called to say that the smell is especially bad on Canal Banks at the moment

Case Comments AB and JK were at the factory earlier in the morning between 10:30 and 12. No issues with odour control during visit.

Phone call to Factory 13:10 - no issues known.

Visit to area 13:20 - Walked around the area of the canal near the factory. When I first arrived there was a raw material smell downwind of the factory near the boat building shed. Further along beside the factory there was no smell. Walked back towards the boat sheds a few minutes later and the raw material smell had gone. There were vehicle movements so this could not have been the cause for the earlier smell I had noticed.

There was two deliveries during the period the complaint referred to.
JLT tower on, factory not running.

WK/201902710

24/07/2019	24/07/2019 16:14	Canal Banks C2	Factory complaint - weather hot
-------------------	-------------------------	-----------------------	--

Case Actions:

Case Comments Call from complainant who was walking along canal beside factory and noticed odour.

The site is not processing and the JLT tower was not running (the SF was running instead) because of a fault with one of the seals. Once this is fixed they will start processing.

No deliveries at the time of the complaint or in the period immediately before.

WK/201902740

25/07/2019	25/07/2019 13:00	Cecil Road C1	factory complaint - very hot and sunny
-------------------	-------------------------	----------------------	---

Case Actions:

Phone call received Phonecall received regarding JL Thomas factory to say that the smell was very bad last night and better this morning but bad again now so wanted to make a complaint.

Further two weeks ago last Thursday they went (the family) to Belle Isle Park but had to leave because the smell was so disgusting.

She went to a forum in St Thomas last night and there were many complainants saying this has been a problem since the 1980's and is wondering what the long term plan by the Council might be?
Is there a long term lease they have etc. She may be raising a residents petition about it.

She would appreciate a telephone call regarding this.

Case Comments JK phone call to factory 13:15 - no problems known, weather very hot.

JK visit to Cecil Road 13:25 - walked down the road and area around complainants property. No offensive smell. There was an occasional, very faint odour, but this was very short lived and not obviously from JLT.

Complaint Date	Odour Date / Time	Address	Details
			Tried to contact complainant to but no answer. Message left to say I will ring back about other points she raised.
			JK visit to factory 13:55 - no issues known other than they are dealing with very hot weather. Towers smelt strong but clean, small flakt smell was not normal but not offensive. No other problems reported.
Phone call made			Phoned complainant but no answer, message left

WK/201902783

26/07/2019 26/07/2019 12:00 Canal Banks C1 factory complaint - hot humid weather

Case Actions:

Phone call received phone call from complainant - smell had been very bad this morning along the stretch of canal outside the factory. He was going past while on the phone and he said it was still bad.

He also said it had been bad during the previous weekend. He said he saw vehicles waiting in the yard and that's what he thought the smell was coming from.

Case Comments Phone call to factory - no problems known, no vehicles in yard with raw material (empty trailers only)

JK visit to area, hot/humid, slight easterly wind - there was a strong cooking odour when walking past the factory, but localised.

WK/201902784

26/07/2019 25/07/2019 18:00 Water Lane C3 factory complaint for previous two days - weather hot and humid

Case Actions:

E-Mail Complaint received online at 18:00 on 25/07:

Bad smell emanating from SecAnim from the 24-25th July, which is particularly unpleasant during the hot weather with windows open to cool down and when spending more time outside. I would expect there to be restrictions on their activity when it is so hot - or in general considering their proximity to the city and housing.

Complaint forwarded to officer afternoon of 26th, factory informed. No process problems at time of complaint.

Phone call made Phone call made to complainant but no answer, message left.

WK/201902791

26/07/2019 26/07/2019 10:35 Isca Road C3 Vehicle complaint - weather hot, humid and still

Case Actions:

E-Mail from complainant:
I have not been in touch for a while but this is still an ongoing issue. Around 10.35 I have just been subjected to the most offensive smell i have ever experienced walking along haven road. I did not get a registration as I was too busy trying to soothe my gagging toddler..

E-Mail to complainant:
Thank you for letting me know. I passed this on to the factory on Friday so that they could try to work out what vehicle this may have been and why it was especially smelly.

E-Mail from complainant:
Thanks for that, I really should try and communicate more often as it is almost a daily occurrence but I am not always in a position to email or record the times. I do not always see the vehicle but smell it from the garden.

I presume there is realistically very little that they will do about this unless there are more complaints from other residents? I cannot be the only one that this bothers!!

Just another note, is there not alternative access via Marsh Barton to Water Lane? I have seen buses and trucks using a cut through at Tan lane?

Email

To complainant:

Frustratingly, the bridge beside the Energy from Waste site is not strong enough for lorries, and the bridge under the railway at Tan Lane is too low. It would certainly be better to use one of these if possible, but not currently I'm afraid.

WK/201902863

29/07/2019 29/07/2019 12:32 Cowick Lane C1 odour

Case Actions:

E-Mail

A Report an environmental health issue form has been submitted with the following details:

What type of issue are you reporting?: Unpleasant Odour

Do you know the address of the location?: J L Thomas And Co LTD

What are the issue details?: Between the hours of 11am and 2pm on weekdays, the disgusting smell of diseased animal corpses being destroyed is potent from this disgusting business.

Its' lorries also use the corridor of Alphington Street and Road: there are normally 3-5 lorries transporting these corpses DAILY. It is questionable that some lorries are even properly covered at the top.

Such a business should not be operating within the city, but on the outskirts: this is causing problems for local residents and owners of businesses, such as cafés, pubs and restaurants. Local residents are unable to sell their houses due to that factory - and most of the houses were there before the factory!

E-Mail

to complainant:

Thank you for reporting your concerns to us. For our records, please could you let me know the address where you notice the smell (is this at home, or when you are out)?

We try to come out to reported problems at the time they are taking place. This gives us the best opportunity of investigating thoroughly. To enable us to do this, please could you call to report any odour which you feel to be unacceptable? The best number is 01392 265147.

E-Mail

from complainant:

This smell has been particularly noticeable due to its' potency over the last several days when I have been at home and out of the home, therefore it is constantly present since my first complaint to yourselves.

E-Mail

To complainant:

Requesting address again.

E-Mail

From complainant:

I have already given it in a previous message, but it is Cowick Lane

I do not want my address shared with a third party, therefore I am not giving consent for this to happen. This address is to be kept on your records and strictly for the ECC Environment Department only*

I would like to make it clear the odour was also present on Sunday from 12pm to 9pm, and again yesterday, 29th July 2019, from 3pm-6pm. This really should not be happening. Unless the coolers and fans at SecAnime are working properly, they should not be incinerating the corpses: it is a breach of the environmental policy affecting residents in a close proximity - but I do not really need to tell you that.

I do not feel that ECC are taking this issue seriously enough because if you were, you would have taken them to Court by now and fined them under the HSE directive. Perhaps the H & S Executive Council should be involved also - I am sure they would be more interested and would actually investigate them at the times suggested as well as outside of these hours just to see, or rather smell, the disgusting issue at hand.

I must advise you that I am extremely close to involving the local Labour Councillor for Exeter, Ben Bradshaw MP, as this is a really serious issue that is not being dealt with robustly enough. SecAnime (formerly J L Thomas & Co) have been doing this and getting away with it for years - is it because they have been granted a Special Licence for their disgusting practices? It seems like it to me.

Realistically, their factory should not be in the locality that it is in - it is too near to residential areas. It ought to be moved to Sowton or even the one outside Tiverton.

Case Comments

Visited complainant to try to discuss issues raised in email. However it was not convenient for her to talk so

Complaint Date	Odour Date / Time	Address	Details
			arranged to call tomorrow at 3.30.
E-Mail			<p>from complainant: Dear Mrs Bulleid,</p> <p>Unfortunately, I am having to work until 4pm today due to staff shortages.</p> <p>I am not really sure that I can answer your questions.</p> <p>Perhaps you could look at the recent posts on the St Thomas Community Facebook page, in particular a post made over the weekend by somebody else.</p>
E-Mail			<p>From complainant: Unfortunately, I will not be able to take the call due to other commitments.</p> <p>Secondly, I am not really sure if I can help further or answer your questions.</p> <p>Thirdly, there was a post over the weekend about the 'odour problem' on the St. Thomas Community Facebook page - perhaps that would be more of a help than I. It was a post raised by somebody else, and was put up on Saturday or Sunday.</p>
E-Mail			<p>To complainant: Thank you for letting me know. I wanted to speak to you to discuss the issues raised in your email to me. If you would like to talk about these please call me at a convenient time. Please do also call me when you feel the odour is unacceptable so that we can come out and investigate.</p>
E-Mail			<p>From complainant: I feel that your team should be investigating this disgusting odour everyday, and at different times of the day, especially from 11am-2pm and again from 17.15-22:00.</p> <p>The odour is particularly potent and completely unacceptable to ALL residents in St. Thomas, on the Quay, and in the Trews Weir / Salmon Pool Lane areas. It is really bad for the local businesses such as On The Waterfront, Bar Venezia, Samuel Jones, Puerto Lounge, Lutzys Ice Cream Parlour, The Jolly Roger café, The Port Royal, The Prospect Inn and Rockfish, as they are all in the immediate vicinity of this dreadful factory. Such a factory which is distributing these noxious odours really ought to be moved.</p> <p>How can the above businesses survive with such a disgusting odour preventing them from keeping their custom especially during the Summer months?</p> <p>A factory like SecAnime has no real place within a residential area and next to the canal.</p>

WK/201902866

29/07/2019 26/07/2019 13:14 Ebrington Road C1 factory complaint

Case Actions:

Case Comments	<p>Complaint came through online on a Saturday:</p> <p>Smell from the rendering plant was stomach-turning yesterday 26th caused us to come inside, close all windows, and re-wash the washing hung outside. This seems to be increasing - whilst we have been here 6 years and previously smelt things on the odd day, it's more frequent and more smelly recently</p>
E-Mail	<p>Thank you for reporting your concerns to us. The complaint has been logged and process conditions at the factory at the time will be checked to make sure that it was operating correctly. However I'm afraid it is not possible to make any further investigation retrospectively.</p> <p>Ideally, we like to go out to reported problems at the time they are taking place. This gives us the best opportunity of investigating thoroughly. To enable us to do this, please could you call to report any odour which you feel to be unacceptable in future? The best number is 01392 265147.</p>

Complaint Date	Odour Date / Time	Address	Details
WK/201902874			
29/07/2019	29/07/2019 14:00	Queens Road C1	factory complaint - weather overcast, warm

Case Actions:

Case Comments Complaint reported online. Details: a strong unpleased smell from dead animals around 2pm today
JK tried call but no answer. Emailed at 15:10 asking for details of address and whether smell was still noticeable.
Phone call to factory at 15:15. Factory running with no process problems.

E-Mail Email from complainant:

Thanks for getting back to me so soon. I live at Queens Road St Thomas Exeter EX2 9EP.
It's still in the air but a lot less pungent than earlier. When i had to shut all the windows and doors to my house!.

Such a shame that this keeps happening especially when the weather is good and you want to enjoy the garden and maybe grab a late lunch outside!!!!

Case Comments AB visited complainant, there was a slight but noticeable treated air smell. This seemed likely by its nature to be from the small flakt.

On site, the factory is running, with two un-tipped lorries of chicken inside the factory. There is a national surplus of dead chickens because of the hot weather and this material is hard to process. However, the process is currently running reasonably well, and the towers smelt good considering the odour load inside the factory.

WK/201902877			
29/07/2019	28/07/2019 15:50	Isca Road C2	vehicle complaint

Case Actions:

Case Comments Complaint reported online:

I would like to make a complaint about a hazardous waste material leak and offensive odour at 3.30pm on Sunday 28th July. A SecAnim truck was transporting animal waste along Haven Road. Waste material (liquid) was leaking from the overloaded truck and spilled on to the road. Both my husband and I witnessed this as this was outside of our flat. I am very concerned about any risk to human or animal health from this incident, and any other similar incidents that may follow.

Factory informed. Material cat 2 not cat 1 so not hazardous although clearly still not acceptable.

Phone call made Phone call made to complainant. She said there quite a lot coming off of the lorry as it travelled down Haven Road. She said the rain cleared it up eventually. She tried phoning the factory around 4pm on the Saturday but the phone was not picked up (she had got the number from google). I said the factory have been informed to investigate and explained that the material is non-hazardous. I said I will tell the factory about the phone and asked the complainant to contact us with any further issues.

WK/201902882			
29/07/2019	29/07/2019 15:00	Alphington Road C3	Vehicle Complaint

Case Actions:

E-Mail Dear Mrs Bulleid,

Thank you kindly for your offer to liaise with the factory on my behalf. I note with interest that there is an advertised committee (SecAnim (J L Thomas) Liaison Group) which appears to account reported complaints at every meeting.
Can I confirm that complaints raised with you will appear on the official record for this committee?

I will attempt to get in the habit of calling you up to report the barrage of smells as I am enduring them (3 separate

Complaint Date **Odour Date / Time** **Address****Details**

occasions of near vomit inducing odor today already), and will aim to fashion a method of recording the registration numbers also.

E-Mail to complainant:

Yes, all complaints made to us or to the factory directly are reported to the Liaison Committee (having been suitably anonymised).

I will record a further complaint for today and thank you for trying to give us as much information as you can. This is not essential, but does help the investigation.

Currently there is a lot of raw material coming to the factory because the hot weather has increased mortality on the farms. The factory would prefer that this material comes to them as fresh as possible (older, more degraded material is harder to process), but this is not always within their control.

WK/201902883

30/07/2019 **29/07/2019 17:30** **Alphington Road C2** **Factory complaint**

Case Actions:

E-Mail Hi there,

I tried to give you a call today regarding the smell. We thought we would give it a bit longer but it hasn't gotten better, it just keeps getting worse. I don't think it can be caused by a vehicle. It smells really bad of it outside the front of our house and along the street!

E-Mail Thank you for calling.

I recorded your call yesterday as a separate complaint to your previous one to make it clear that the problem was bad again. Given the wind direction yesterday it seems likely that the odour was from the animal rendering factory at the end of Water Lane.

Please do call again if you need to. The number below is best during office hours. If it is the evening or weekend you can also call the factory directly on 258445. You do not need to give them your name, just the road name where you noticed the smell. They will call me the next working day to let me know that they have had a complaint, and will start an investigation on site straight away.

Case Comments AB had been in the area in the afternoon before the complaint.

There was a slight but noticeable treated air smell. This seemed likely by its nature to be from the small flakt.

On site, the factory is running, with two un-tipped lorries of chicken inside the factory. There is a national surplus of dead chickens because of the hot weather and this material is hard to process. However, the process is currently running reasonably well, and the towers smelt good considering the odour load inside the factory.

WK/201902884

30/07/2019 **29/07/2019 18:50** **Ebrington Road C1** **Factory complaint**

Case Actions:

E-Mail Hi Mrs Bulleid,

Many thanks for your response and I understand the reasons you may not be able to take it further retrospectively. I've just logged in to my emails to try to find the previous response, as the smell is also very bad now and has been for at least the last hour. We have just decided to leave St Thomas tonight to go to a friend's instead of having them here as we were going to be doing something outside but the smell is making my friends feel ill. Could you please accept this as a separate complaint as the phone number is not being answered out of hours. Many thanks

Case Comments AB had been in the area in the afternoon before the complaint.

There was a slight but noticeable treated air smell. This seemed likely by its nature to be from the small flakt.

Complaint Date	Odour Date / Time	Address	Details
			On site, the factory is running, with two un-tipped lorries of chicken inside the factory. There is a national surplus of dead chickens because of the hot weather and this material is hard to process. However, the process is currently running reasonably well, and the towers smelt good considering the odour load inside the factory.

E-Mail to complainant:
Thank you for letting us know and yes, this email will be recorded as a separate complaint to your previous one.

E-Mail from complainant:
I was hoping for a conversation regarding the above regarding existing vehicle's and any proposed actions regarding this as an issue. I will be able to explain much better in person.

E-Mail To complainant:
We always ask people to call us if they feel that the odour is unreasonable. When we investigate we check the nature of the odour, and the strength. This is part of how we try to work out what has caused it and what action is appropriate as a result.

Hopefully we will manage to come out next time.

WK/201902896

30/07/2019	28/07/2019 12:00	Cowick Lane C1	Factory complaint, odour from 10 until 9pm
-------------------	-------------------------	-----------------------	---

Case Actions:

E-Mail complainant sent email recording several incidents of odour (see WK/201902863)

Case Comments complaint reported on Tuesday 30th. Details passed to the factory, no problems with the process, but raw material stocks were high and the weather hot.

WK/201902897

30/07/2019	29/07/2019 15:00	Cowick Lane C1	Factory complaint, odour from 15:00 to 18:00
-------------------	-------------------------	-----------------------	---

Case Actions:

E-Mail complaint by email listing several incidents of odour (see WK/201902863)

E-Mail AB had been in the Alphington Road, Queen's Road and Water Lane area in the afternoon before the complaint. This complaint is however from significantly further away and not in the same direction. The complainant has been asked to call us at the time that it is happening so that we can investigate more fully.

There was a slight but noticeable treated air smell in the areas checked. This seemed likely by its nature to be from the small flakt.

On site, the factory is running, with two un-tipped lorries of chicken inside the factory. There is a national surplus of dead chickens because of the hot weather and this material is hard to process. However, the process is currently running reasonably well, and the towers smelt good considering the odour load inside the factory.

WK/201902908

30/07/2019	29/07/2019 17:00	Ebrington Road C2	factory complaint
-------------------	-------------------------	--------------------------	--------------------------

Case Actions:

Case Comments Complaint came through online:

I wish to complain about a disgusting smell that keeps wafting over St Thomas from the Marsh Barton area. Today (29th July) it is particularly awful and is preventing me using my garden and forcing me to stay indoors either windows closed - not nice on a hot day!

Forwarded to an officer the next day at 14:30.

E-Mail to complainant:

Complaint Date	Odour Date / Time	Address	Details
20/08/2019	05/08/2019 15:00	Rivermead Road C1	Factory complaint

Case Actions:

Case Comments Call made direct to the factory.
The site was not processing at the time of the call. The JLT tower was operating normally.

WK/201903521

21/08/2019	21/08/2019 14:30	Bagshot Avenue C1	Factory complaint - weather sunny
------------	------------------	-------------------	-----------------------------------

Case Actions:

Case Comments The complainant reported that there was a short but very intense odour, which was so strong they had to come inside.
AB investigated. There was a noticeable smell along Topsham Road, mainly clean chemical but at times it was less fresh.
The factory is running and there were no deliveries at the time of the complaint. The LF and JLT towers smelt good. The SF was very strongly chemical but within set points.

WK/201903622

27/08/2019	22/08/2019 20:00	Canal Banks C3	Factory complaint, odour detected while walking past factory
------------	------------------	----------------	--

Case Actions:

Case Comments The complainant called the factory directly to report an odour that he noticed while walking past the factory beside the canal.
The factory was running at the time, with all systems operating within the set parameters.

WK/201903623

27/08/2019	27/08/2019 12:59	Alphington Road C3	Vehicle Complaint
------------	------------------	--------------------	-------------------

Case Actions:

E-Mail email received:
Another stinky lorry just went by. 2nd lorry of the day but I have been (and am) on the phone.
Case Comments The vehicle was checked when it entered the site. It was carrying knacker from Somerset and there was some odour associated with it. The factory has no control over the age of the material from this supplier.

WK/201903668

28/08/2019	28/08/2019 09:50	Trews Weir Reach C1	factory complaint - humid/overcast
------------	------------------	---------------------	------------------------------------

Case Actions:

Case Comments complaint reported online:
Location details: SecAnim is the source of this complaint of air pollution.
Details of the incident: Reporting another case of air pollution from SecAnim, today the smell is so bad we cannot open our windows - we live on Trews Weir Reach.
Phonecall to factory 10:30 - no issues known, no deliveries that morning, stock levels normal.
Visit to area 10:40 - no odour around Trews Weir Reach or St Bernards Close. Little wind while there, lightly spitting rain.

Complaint Date	Odour Date / Time	Address	Details
E-Mail	to complainant:		
			<p>Thank you for reporting the below incident of odour coming from SecAnim. Your complaint has been logged.</p> <p>The factory were informed shortly after I received your complaint and asked to investigate whether there were any issues on site - none were found.</p> <p>I visited Trews Weir Reach at 10:40am, at this time there was no odour I could identify as being from the SecAnim site (or any offensive odour for that matter). I don't know if this was also the case for you by this time, but this could be due to a change in the weather/wind direction in the time between your complaint and my visit.</p> <p>If you experience problems again in the future please call us on 01392 268147. This gives us the best chance to come out to you quickly and investigate. Otherwise you can still report incidents online, the best site to use is https://exeter.gov.uk/clean-safe-city/environmental-health/pollution-control/report-an-environmental-health-issue/.</p> <p>Feel free to contact me if you have any questions or queries.</p>

WK/201903671

28/08/2019 28/08/2019 11:00 Canal Banks C4 factory complaint - humid/overcast

Case Actions:

Case Comments Complainant rang to report odour at 11am. JK called them back at 11:05am. The smell had been there all morning but had started to go away since they had phoned. It had started raining but the smell was still around. They do not often smell it there, customers were complaining.

Factory informed, no problems known, nothing found from checks done after previous complaint that morning either.

Visit to complainant 11:30am - no odour in the area, weather very humid, overcast and starting to rain. Complainant said it had now gone but it had been bad since 8:30am. I asked them to phone again when next an issue.

WK/201903711

29/08/2019 29/08/2019 14:30 Canal Banks C5 Factory complaint - complainant was passing site beside canal

Case Actions:

Case Comments The factory was not running at the time the telephone message was taken and there were no deliveries at that time.

AB tried to call complainant to discuss, but the number given kept terminating before ringing.

WK/201903733

30/08/2019 30/08/2019 16:04 St Bernards Close C1 Factory complaint - weather warm and sunny

Case Actions:

Case Comments Complaint rang to report odour all day yesterday and today.

AB had been downwind of the site shortly before the complaint and noticed a chemical tower smell.

The factory was processing at the time of the call and all systems were operating within their set parameters.

WK/201903771

03/09/2019 02/09/2019 21:53 River Meadows C1 Every night there is a loud alarm going off at the Secanim industrial plant

Case Actions:

Attachment email from complainant:

Every night there is a loud alarm going off at the Secanim industrial plant (i believe, its hard to pinpoint). Address is on Water Lane. Alarm only goes off at night and its hard to pinpoint where it is coming from. Stays on all night.

Complaint Date	Odour Date / Time	Address	Details
			There's no office or point of contact to go to.
E-Mail			To complainant: Thank you for reporting your noise complaint to us. In order to help check the location it is coming from, please could you let me know what time the alarm normally starts and how long it goes on for? Can you describe the noise at all (eg beeping, siren, spoken alarm etc)? There is a security guard at the SecAnim site all night so next time you are disturbed it would be worth calling them on 258447 to check whether it is indeed from that site. I will let the factory manager know that we have had a complaint as well so that he can make sure the security guard knows that alarms must not be left to sound at night.
Case Comments			Called site. They think it is unlikely that they have an alarm sounding at either site at night because they have 24 hour security guard, but will check. He will ask the security guard if he has any idea where else might be causing the problem.
E-Mail			from complainant: Hi Alex, It usually starts at around 9pm and is still going by the time I go to sleep at around 11pm - I have to use headphones to drown it out. Its happened before for the odd night, but recently over the last week it has been every night. It could well be from another site beyond the SecAnim site in that direction - I honestly can't tell for sure. Its a continuous siren that is on for hours. It did not occur last night however so that is good news!
E-Mail			To complainant: OK, thank you. That's good news about last night at least. I am working this Friday night so I'll take a walk around the area then and see if I can hear anything.
EPSU Officer Visit	21:45 Friday 6th September,		noticeable high pitched tone audible from site, it is possible that this could be mistaken for an alarm
Case Comments			AB spoke to site. The team leader had reported a whine from the air condenser on Friday night which has resolved and did not recur last night (Monday). It seems unlikely that this is connected to the compliant after all. Agreed to wait to hear from complainant if problem recurred.

WK/201903782

03/09/2019 03/09/2019 09:00 Water Lane C2 **Factory complaint - made direct to factory but no details given by complainant. SW wind**

Case Actions:

Case Comments The complainant called the factory directly but would not give any details of where she noticed the odour.

The factory was running at the time of the call, with all systems operating within the set parameters.

WK/201903813

03/09/2019 03/09/2019 14:30 St Bernards Close C1 **Factory complaint - weather warm and fairly still**

Case Actions:

Case Comments AB in area at time of complaint.

There was a noticeable chlorine chemical smell at the time I arrived at the complainant's property. While I was there this became much less noticeable until it could barely be detected.

The factory was running and the towers all smelt good.

Complaint Date	Odour Date / Time	Address	Details
WK/201903819			
03/09/2019	03/09/2019 17:22	Barrack Road C1	Factory complaint - weather warm and overcast

Case Actions:

E-Mail What type of issue are you reporting?: Unpleasant Odour
Do you know the address of the location?: Water Lane, Exeter, United Kingdom, EX2 8DX
What are the issue details?: The stench odour has been around all day Tuesday 3rd Sept 2019. You can smell this from the hospital and area around Marsh Barton.

Case Comments The factory was processing at the time of the call. No process problems were reported and the towers all smelt good.

Case Comments called and left message for complainant to ring me back

WK/201903887

06/09/2019	05/09/2019 19:55	Salmonpool Lane C1	Factory complaint, weather windy
------------	------------------	--------------------	----------------------------------

Case Actions:

E-Mail From complainant:
I just phoned the site to report an odour this evening.

18:40pm this evening (maybe just before that) - I was running in the field at Ducks Meadows (far end, near the railway track more than 1km away from Secanim, but directly downwind) and caught a super strong odour 5/6 which I think is from the rendering plant; could have been waste being delivered to the Energy from waste plant but seemed too putrid) The smell caught me and made me feel sick but it was only around briefly.

I rode back towards the plant and odour was pretty bad all the way. On my way back I called the plant; about 19:15 to tell them. I also cycled past a putrid-smelling lorry that was parked outside of the ferry fabrication building (which may have been the culprit). That must have been a very old, smelly one.... i.e. that needed a quicker changeover...

Anyway, to be honest, it's been pretty smelly lately.... not sure if there's something up; but I haven't reported anything as it has never quite been significant enough to bother. Sometimes its outside the houses (probably vehicles parked opposite) but most of the time I just notice it being pretty strong around the canal path. Tonight it was exceptionally bad, hopefully something to address (e.g. identify the origin of stinky lorry parked outside at 7.15pm this evening and change thier container over more frequently?)

Case Comments The factory was running at the time of the call. All systems were operating as expected.

E-Mail to complainant:
I have put your email last week down as two complaints, one about vehicles and one about the factory.

The stationary lorry belongs to a separate company and had delivered to the site. The driver had stopped to have his break after tipping. The site manager will remind drivers that they should take breaks on the site if they have very little time left on their 'clock', or otherwise well away from the area. (They have no control over drivers who are not employed by them but will do their best to ensure that this does not happen again).

The lorry arriving at site was from Cremtor. This is a fallen stock contractor / knacker yard and so not in the control of the site either unfortunately.

The factory was running at the time of your complaint, with no problems identified on the site's SCADA system or when the team leader made the normal checks after a complaint. I will be doing some evening work in the next few weeks so I'll make a point of doing some downwind odour checks outside our normal office hours to see how things are.

Thanks for your report.

E-Mail Thanks for getting back to me so quickly; really appreciate it. Yes, after I spoke to you, Secanim and a colleague at Animal Health about the seagulls, things have been pretty good our side and I haven't seen another incident like it; so that was a great outcome.

Although as I wrote, the factory itself has been a little more pungent recently, but it doesn't really affect us as light southerly winds are rare; but it can be quite overpowering on the cycle track. I will keep my nose on it, but going into winter it usually isn't too bad.

It's a shame that Waste Duty of Care legislation does not include release of odour; that would be easy enough to enforce. However it does include any spillage from the vehicle, so I can keep my eye out for it if/when I come across another particularly smelly vehicle. ABPR does not seem to cover odour at all, let alone during transport.

I think it's just worthwhile keeping a note of these companies, because if it is just one or two particularly offensive waste producers then it's easier to deal with/accept - Alphington road would definitely appreciate it!

Great response, thanks :)

WK/201903889

06/09/2019 05/09/2019 19:55 Water Lane C4 Vehicle complaint

Case Actions:

E-Mail

From complainant:
I just phoned the site to report an odour this evening.

18:40pm this evening (maybe just before that) - I was running in the field at Ducks Meadows (far end, near the railway track more than 1km away from Secanim, but directly downwind) and caught a super strong odour 5/6 which I think is from the rendering plant; could have been waste being delivered to the Energy from waste plant but seemed too putrid) The smell caught me and made me feel sick but it was only around briefly.

I rode back towards the plant and odour was pretty bad all the way. On my way back I called the plant; about 19:15 to tell them. I also cycled past a putrid-smelling lorry that was parked outside of the ferry fabrication building (which may have been the culprit). That must have been a very old, smelly one.... i.e. that needed a quicker changeover...

Anyway, to be honest, it's been pretty smelly lately.... not sure if there's something up; but I haven't reported anything as it has never quite been significant enough to bother. Sometimes it's outside the houses (probably vehicles parked opposite) but most of the time I just notice it being pretty strong around the canal path. Tonight it was exceptionally bad, hopefully something to address (e.g. identify the origin of stinky lorry parked outside at 7.15pm this evening and change their container over more frequently?)

E-Mail

From the complainant:
Further to the above; I think the reg of the vehicle parked outside the fabrication yard was EF66VOT (or similar, I couldn't see it very well).

I also passed another very smelly lorry driving towards the plant on water lane at 20:25; I only caught the first two letters of the vehicle WA; I am sure they will be able to work out which ones I was referring to.

Case Comments

AB spoke to site. The stationary lorry belongs to a separate company. The driver stopped to have his break. The site manager will remind drivers that they should take breaks on the site if they have very little time left on their 'clock', or otherwise away from the site. They have no control over drivers who are not employed by them but will do their best to ensure that this does not happen again.
The second vehicle reported was from Cremtor. This fallen stock contractor's vehicles are not in the control of the site.

E-Mail

Hello,

I have put your email last week down as two complaints, one about vehicles and one about the factory.

The stationary lorry belongs to a separate company and had delivered to the site. The driver had stopped to have his break after tipping. The site manager will remind drivers that they should take breaks on the site if they have very little time left on their 'clock', or otherwise well away from the area. (They have no control over drivers who are not employed by them but will do their best to ensure that this does not happen again).

The lorry arriving at site was from Cremtor. This is a fallen stock contractor / knacker yard and so not in the control of the site either unfortunately.

The factory was running at the time of your complaint, with no problems identified on the site's SCADA system or when the team leader made the normal checks after a complaint. I will be doing some evening work in the next few weeks so I'll make a point of doing some downwind odour checks outside our normal office hours to see how things are.

Thanks for your report.

E-Mail

from complainant:

Thanks for getting back to me so quickly; really appreciate it. Yes, after I spoke to you, Secanim and a colleague at Animal Health about the seagulls, things have been pretty good our side and I haven't seen another incident like it; so that was a great outcome.

Although as I wrote, the factory itself has been a little more pungent recently, but it doesn't really affect us as light southerly winds are rare; but it can be quite overpowering on the cycle track. I will keep my nose on it, but going into winter it usually isn't too bad.

It's a shame that Waste Duty of Care legislation does not include release of odour; that would be easy enough to enforce. However it does include any spillage from the vehicle, so I can keep my eye out for it if/when I come across another particularly smelly vehicle. ABPR does not seem to cover odour at all, let alone during transport.

I think it's just worthwhile keeping a note of these companies, because if it is just one or two particularly offensive waste producers then it's easier to deal with/accept - Alphington road would definitely appreciate it!

Great response, thanks :)

WK/201904031

11/09/2019 11/09/2019 10:30 Knightley Road C1 Factory complaint - weather overcast and muggy

Case Actions:

Case Comments The complainant reported that the the smell this morning is one of the worst she can recall.

Neither AB nor JK available to attend immediately because of other duties but the complaint was phoned through to the site for their checks to be completed. These showed that the site was running, with all systems operating correctly. There had been no recent deliveries.

The small flakt tower had higher chlorine levels than normal (but still within set limits).

AB tried to speak to complainant to find out more about the nature of the smell she witnessed, but the number given did not work and there was no answer at the door.

WK/201904138

17/09/2019 17/09/2019 15:10 Marsh Green Road North C1 Factory complaint - weather warm sunny and breezy

Case Actions:

Case Comments Call from complainant to say that the smell was bad currently.

AB investigated - there was a noticeable treated air smell at the complainant's property. This was at times strong, usually clean chemical.

Three lorries had arrived at the site just before the complaint. These could not all fit into the factory straight away so had been parked outside at the time of the call. There were high raw material stocks inside because of a breakdown the previous night and material had already been diverted to other factories. The site manager would not have room to fit the third lorry into the factory until this evening when they had processed some of the material inside.

This page is intentionally left blank