

Complaints since agenda sent out:

WK/201206814

15/11/2012 15/11/2012 12:13 Marsh Green Road (2) **Factory complaint – weather is overcast**

Case Actions:

Case Comments RS visited the complainant to see if the odour could be witnessed. At the complainants nothing could be detected however, the factory could be smelt further down the road. The smell was a yard smell. The complainants said that the odour had been bad all morning.

On site the towers were all running at set points and the tower sniffer points were smelling very good.

NP conducted an investigation underway into what may have generated the complaint. The site was broken down because of a load of material containing plastic which had been tipped into the crusher. There was also a blood tanker which left site at 12.11 which may tie in with the time of the complaint.

Complaints summary:

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Total
2012	7	39	90	16	152
2011	6	22	42	24	94
2010	4	31 (+ 1 noise)	44 (+ 1 noise)	15 (+1 noise)	94 (+3 noise)
2009	4	21	70	19 (+ 1 noise)	114 (+1 noise)
2008	4	30	108	39	181
2007	17	31	24	10	82
2006	2	35	36	37	110
2005	8	40	54	8	110
2004	13	16	51	2	82
2003	6	21	198	26	251
2002	2	19	8	5	34

Number of complaints received by complainant and road (since last meeting):

	C1	C2	C3	C4	C5	C6	C7
Bagshot Avenue	22						
Feltrim Avenue	10	1	3	3	1	2	
Woodville Road	3						
Marsh Green Road	13	2					
Abbeville Close	3	1					
St Bernards Close	7						
Penleonard Close	1						
County Hall	1						
Topsham Road	1	1	1				
Rivermead Road	17	1	1	1	1	1	1
Weirfield Road	1						
Cotfield Street	1						
Glenwood Rise	1						
Willeys Avenue	1						
Barnardo Road	1	2					
Water Lane	1	3	2				
Norwood Avenue	1	1	2				
Salmonpool Lane	1	3					
Chandlers Walk	1	1					
Waterside	1						
Barrack Road	1						
Gras Lawn	2	1	1				
Fleming Way	1						
Old Mill Close	2						
Knightley Road	2	1	1				
Buckerell Avenue	1						
Bishop Westall Rd	1						
Alphington Road	1						
Trews Weir Reach	1						
Marlborough Road	2						
Radford Road	1						
Haven Road	1						

Days on which there were more than one complaint:

28/05/12	4	No obvious process problems
06/06/12	3	No problems with process
08/06/12	2	No problems with process
09/06/12	2	No problems with process
26/06/12	3	No problems with process
28/06/12	4	Tower smell not fresh but no process problems and no faults on site
29/06/12	2	No process problems at time of call
30/06/12	5	Minor breakdown. Weekend so no officer investigation at time
04/07/12	2	No problems with process
13/07/12	3	No problems with process
26/07/12	3	No problems with process
30/07/12	12	Poor quality raw material being processed. Strong tower smell, not fresh
31/07/12	2	No problems with process
01/08/12	6	No problems with process
02/08/12	6	No problems with process
06/08/12	3	No process problems at time of complaint
13/08/12	4	Strong tower smell but no process problems
21/08/12	7	Strong tower smell but no process problems
22/08/12	3	No problems with process
24/08/12	2	Occasionally strong odour, but clean
25/08/12	3	No problems with process
28/08/12	7	Various odours witnessed during off-site investigation. No problems on site
02/10/12	3	No problems with process
03/10/12	3	No problems with process
05/10/12	2	Various odours witnessed during off-site investigation. No problems on site

Other issues witnessed during inspections:

03/08/12 – A meal lorry left the factory building un-sheeted. This was caused by a problem with the type of trailer used, which has been remedied. (This incident did not contribute to a complaint).

06/08/12 – The loading shovels were parked outside uncleaned. Staff have been reminded that this should not take place. (This incident did not contribute to a complaint).

12/10/12 – A fault with one of the towers was not responded to with corrective action. Staff training has been improved and new systems put in place to ensure that alarms are reacted to, and the response is recorded. (This incident did not contribute to a complaint).