

EXETER CITY COUNCIL

J L THOMAS LIAISON GROUP

Wednesday 12 March 2008

Present:-

Councillor John Winterbottom
Mr T Green, J L Thomas & Co Ltd
Steve Cockram, J L Thomas & Co Ltd
Mr J A Staddon, Residents' Representative
John Leech, Principal Environmental Health officer
Alex Bullied, Environmental Health Technician
Sarah Prior, Assistant Member Services Officer

12 **APOLOGIES**

Apologies were received from Councillor Choules and Councillor Newcombe.

13 **NOTES OF MEETING HELD ON 15 NOVEMBER 2007**

The notes of the meeting held on 15th November 2007 were agreed as a correct record.

14 **PROCESS UPDATE**

Mr. Terry Green provided an update on the process control PLC upgrade which commenced as planned in January 2008. The programme of works is making good progress and is all on target.

A purpose-built IT room situated in the dryer control room has been completed. A new control room is currently being built in the press room from where the Team Leaders will have operational control of the processing plant. It will also be possible to have a visual overview of the plant status from any computer connected to the common network.

The planned replacement of the dryer is unlikely to be ready to install in spring as previously planned. The rotor is ready but the shell is still being manufactured. A bank holiday weekend is needed to install it, so the August bank holiday is the new target date to carry out this switchover.

The new press fume scrubbing system is still in the process of being manufactured and is due to be installed in June 2008 as planned.

15 **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

An updated list of complaints received and the quarterly complaint figures were circulated to members.

The number of complaints received has been exceptionally low; this may be attributable to improvements made in the factory processes. The weather has been similar to previous years.

Improvements made at the factory have had a positive impact on the number of complaints, for example, the improvement of fume extraction from the press room – the air is now significantly cleaner in this department. The new raw material pump system and enclosed pipe work have eliminated input of air pressurising the dryer, and as a result, fume in the dryer room has also greatly improved

Several roofing sheets were lost due to high winds in December and January and emergency repair, followed by permanent repair, was carried out. However, no complaints had been received that were directly attributable to this problem.

Mr John Staddon stated that he had not received any complaints directly from residents. Less complaints have been received from residents in general. Two of the complaints occurred when the No.2 boiler malfunctioned.

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ANY OTHER BUSINESS

Mr Terry Green gave an update following a meeting held in January with Viridor and Cyclerval with regard to the possible supply of steam to the factory from the proposed Energy from Waste (EfW) incinerator. Mr Green reported that the Company remains interested in a suitable proposal but emphasised that discussions remain at a very early stage. The distance from the EfW to the factory is approximately 800 metres.

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DATE OF NEXT MEETING

The next meeting was arranged to be held on Wednesday 8th October in Rennes Room, Civic Centre.

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

Chair

Minute Item 15

JL Thomas & Co. Ltd, Canal Banks, Exeter Complaints since the last meeting

Complaint Date	Odour Date	Address	Details
WK/200716706 30/11/2007	30/11/2007	Feltrim Avenue	Factory complaint - weather wet and breezy

Case Actions:

Case Comments Complaint of smell at 0900 and again at 1400 today.
Wind predominantly NW but variable and gusty.
JLT processing normally at time of call but had suffered 4 hour breakdown over night and were therefore highly stocked. No material being stored outside factory however.
AB investigated - was occasional clean chemical smell on Feltrim Avenue and beside Belle Isle.

WK/200716785 03/12/2007	03/12/2007	Rivermead Road	strong smell on sat am. Strong SW winds
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Case Actions:

Phone call received Complaint to the factory on saturday morning. Terry rang first thing Monday to inform us about the complaint, The towers were running within the set limits.

On sunday night the factory did have a few corrugated sheet come off the roof of the fallen stock area a tempory repair has been a roofing compony are coming out to see what they can do.

Phone call made Phone call made message left

Phone call made Phone call made to discus the complaint at the weekend.The complaint said that he could smell the towers at the weekend and that he was just letting them know. He described the smell as not to strong but apparent.

WK/200716965 06/12/2007	05/12/2007	Salmonpool Lane	Factory complaint - weather wet and windy
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Case Actions:

Case Comments Complaint of strong chemical smell on-and-off since Monday. RS confirmed that he had smelt a clean tower smell on Burnthouse Lane as well.
Factory processing normally, towers all on set points and smelling good. Factory had suffered damage to roof on Sunday becasue of strong winds however this would not cause this type of smell.

WK/200717735 17/12/2007	17/12/2007	Marsh Green Road	Factory complaint - weather cold and clear
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Case Actions:

Case Comments Complaint of foul smell all day.
Factory not processing at time of complaint. Work started today to repair damage to roof so hole in roof was uncovered, which may be cause of complaint. AB investigated and was occasional localised tallow smell on Marsh Green Road. JLT agreed that hole would be covered by tarpaulin again when workers finished. The job should be completed by the end of tomorrow.
Wind very slight NE.

**JL Thomas & Co. Ltd, Canal Banks, Exeter
Complaints since the last meeting**

Complaint Date	Odour Date	Address	Details
WK/200719417 25/01/2008	25/01/2008	Feltrim Avenue	Factory complaint. Weather sunny and mild with gentle breeze.
Case Actions:			
Phone call received EPSU Officer Visit	Phone call from complainant saying that the smell at 7.45 was obnoxious, 8.30 not as bad and getting better now. RS walked the Belle Isle, Rivermead Road, Feltrim Av and Norwood Av areas. Clean chemical treated air smell in the Belle Isle and Rivermead Road. No odour detectable on Feltrim Avenue, but wind very variable. RS visited the site 10.50 - towers running within the set limits and all smelling clean. Wind SW/W but variable.		
Phone call made	Rang the complaint in order to explain the findings of the investigation, She was very pleased with the fact that it had been looked into, however she will now collate all her previous findings and be writing in as this has been going on for years.		

WK/200721455 03/03/2008	01/03/2008	Rivermead Road	Factory complaint - weather windy but fairly mild
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Case Actions:

Case Comments	Complaint made direct to factory on Saturday evening. Factory processing at time and towers all OK. Was fault with boiler at approximately the time of the complaint however the stand-by incinerator was started to maintain odour abatement. Wind SW
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WK/200721457 03/03/2008	03/03/2008	Lower Wear Road	Factory complaint - weather warm and sunny
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Case Actions:

Case Comments	Complaint about smell this morning in Riverside VP, but also on many previous occasions in Topsham Road, Rivermead Road area and Marsh Barton. Factory not processing this morning, but JLT tower running. Wind slight and variable. Agreed with complainant that would call at time when smell witnessed if possible in future to allow full investigation.
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WK/200721850 10/03/2008	08/03/2008	St Bernards Close	Factory complaint - weather mild and breezy with sunny spells
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Case Actions:

Case Comments	Complaint made direct to factory out-of-hours. Complainant reported that smell first noticed at 0930, when rang. Smell then faded away during day and could not detect odour later in day. Wind ~SW Factory processing normally and towers all on set points.
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Quarterly Complaint Figures

October – December

No. Of Complaints	2004	2005	2006	2007
	2	8	37	10

January-March

No. Of Complaints	2005	2006	2007	2008
	8	2	17	4

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