



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 29 JUNE 2016**, commencing at **2.30 pm**, at 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 Election of Chair	
2 Apologies	
3 Terms of Reference	1 - 2
4 Minutes of the meeting held on 13 April 2016	3 - 4
5 Matters Arising	
6 Operational Update	
7 Complaints	5 - 8
8 Any other business	
9 Date of next meeting	

This page is intentionally left blank

SOUTH WEST WATER LIAISON GROUP

TERMS OF REFERENCE

Purpose

- (i) To facilitate the exchange of information relating to the operation of the permitted waste water treatment works operated by South West Water at Countess Wear, Exeter, between management of South West Water, Councillors & officers of Exeter City Council (the Council), designated residents from residential areas adjoining the plant and the Environment Agency (Regulator)
- (ii) To report upon and examine instances of complaints arising from the site or the carriage of materials to and from the site, 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 – Priory and Topsham wards respectively, to represent the residents of within those wards.
- (ii) The Chair to be chosen from one of these two Councillors.
- (iii) Representatives from South West Water
- (iv) Up to 2 local residents from each of the wards of Priory and Topsham, to be nominated by the Ward Councillors serving each of those wards (N.B. nominations may be put by all ward Councillors, and no more than 4 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 Environmental Health and Licensing of Exeter City Council.
- (vi) Officers from the Environment Agency who are the regulator of the site
- (vii) The Portfolio Holder for Place at his or her discretion
- (viii) The Group has the discretion to nominate additional members to the group, as appropriate, by a majority decision (the Chair having a casting vote).
- (ix) The Group will meet no less than twice a year, and may convene additional meetings as it deems appropriate.
- (x) Meetings will take place at Countess Wear waste water treatment works unless agreed otherwise by the Group.
- (xi) The Council will provide secretarial support to the Group including the timely distribution of agendas and minutes.

This page is intentionally left blank

EXETER CITY COUNCIL
SOUTH WEST WATER LIAISON GROUP

Wednesday 13 April 2016

Present:-

Councillor Lesley Robson (Chair)
Councillor Rob Newby

Nick Murch, South West Water
Kevin Bingham, Residents Representative
James Wolfe, Balfour Beatty Construction Services UK
Simon Ruddy, Exeter City Council
Jo Quinnell, Exeter City Council

1 **APOLOGIES**

Apologies were received from Councillor Owen, Nigel Thomas-Childs (Environment Agency) and Mary Evans (Residents Representative).

2 **MINUTES OF THE MEETING HELD ON 18 NOVEMBER 2015**

The minutes of the meeting held on 18 November 2015 were agreed.

3 **MATTERS ARISING**

Minute No. 23 – Any other business

Nigel Thomas-Childs had advised by email that unfortunately the Environment Agency are no longer able to attend all incidents due to resources. Whilst they appreciate all reports from members of the public, they use a risk-based approach and only guarantee to attend where there may be a serious or significant impact. The issue reported (green sludge accumulating on the public right of way in the Newport Park area) relates to river silt deposited following high water levels and flood events. Nigel acknowledges that although silt and sediment may be classified as a pollutant if it leaves fields due to poor land management practices, it is unlikely that they would be able to determine a single source in the River Exe catchment area which includes the Rivers Creedy, Culm and Clyst. It was also acknowledged that there will be a natural background of river silts, which may wash over the footpath during flood conditions. Exeter City Council manage the clean up. Following the last meeting, the notification was classed as low-risk to the environment and Nigel phoned the complainant and made him aware of this. If circumstances change however, he would welcome a report via the Environment Agency hotline number on 0800 80 70 60. The notification in its own right would act as intelligence, and again would be assessed during a risk-based approach.

4 **CAPITAL WORK UPDATE**

Nick Murch introduced James Wolfe, Project Manager from Balfour Beatty Construction Services to the meeting to provide an update on works at the site.

Piling works would be taking place during the day between 7.30am and 7pm. However, the air hammer which creates a loud banging noise will not start until 9am and will finish at 5pm, with one exception until 6.30pm the following evening. The sheet piling activity is part of the flood resilience programme. Works will not take place over any weekend period.

The contractor is now in week 3 of a 7-week programme, with a return visit at the end of May to complete areas they cannot access at this time.

Proactive text notifications will be sent out as part of communication to residents. James also circulated his contact details in the event of complaints received direct to the City Council.

5

OPERATIONAL UPDATE

Nick Murch reported on the following:

- Works were taking place on the coarse inlet screen. The mechanical fit-out and landscaping will be tied in to the piling works. The works will require removal of some trees, and there would be an opportunity in the future to discuss replanting of trees to create a screen in terms of odour and noise complaints, if an increase in complaints resulted from the removal of the existing trees.
- Primary Tank 3 would be shut down to replace one of the scraper wires. This would take place in approximately three weeks time and would take a maximum of two days. The sludge tanks would be peak loaded to reduce any possibility of odours. SWW will advise when a date has been confirmed.

6

COMPLAINTS

The complaints report was noted. The complaint on 22 March was in relation to odours from tankers from sewage being taken in from another site where the plant had broken down.

Concern was expressed over issues being experienced with the Proactive Team in responding to complaints. Nick Murch would investigate.

7

ANY OTHER BUSINESS

There was no other business.

8

DATE OF NEXT MEETING

The date of the next meeting would be arranged in due course.

(The meeting commenced at 10.35 am and closed at 11.00 am)

Chair

Agenda Item 7

Complaint Date Odour Date Address Details
South West Water Sewage Treatment Works
Complaints since the last meeting (13 April 2016)

WK/201600860
05/05/2016 01/05/2016 Wear Barton Road Sewage odour Sunday 1 & Monday 2 May (Bank Holiday weekend).

Case Actions:

E-Mail Email to Nick Murch

Hello Nick

Wear Barton Road complainant called yesterday to complain about sewage odour all day Sunday and Monday. Any issues on site? Fairly sure that the wind changed direction from a North Westerly on Saturday to a Southerly by Sunday.

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

Phone call made Phone call to complainant; voice mail message left to contact me.
Phone call received Complainant called. Odour had been bad on Sunday 1 May - had noticed it in his house. Also noticed odour on & off on Monday 2 May. Hadn't heard anything from Proactive Team.
Phone call made Phone call to Nick Murch. No issues on site over Bank Holiday weekend. There wouldn't have been any deliveries on the Sunday.

WK/201601123
17/05/2016 17/05/2016 Wear Barton Road Sewage odour noticed this morning, 9.00 onwards.

Case Actions:

Case Comments Telephone call to Nick Murch SWW. Not on site at present; would investigate on his return.

WK/201601228
20/05/2016 20/05/2016 Wear Barton Road Odour on and off all day today (Friday 20 May). Texted Proactive team but no reply.

Case Actions:

Case Comments Nick Murch says sewage being received at site (by screens) is quite odorous right now (15:00); will turn on the sprayers to mask the odour.

WK/201601274
23/05/2016 21/05/2016 Newport Road Complaint via Cllr Robson. Odour on Saturday night 'extremely horrible'.

Case Actions:

Case Comments Good evening

I am just writing to inform you that once again we are experiencing unpleasant odour, starting last week and extremely horrible tonight, once again having a meal becomes unpleasant. I certainly hope that this is not a precedent of what we can expect now and through the summer. After all the money spent on the sewage works this is not acceptable.

I am informing you of this as I understand you are on the committee.

I have not heard from the proactive team about any new developments and would welcome any explanation that you can gain for me.

Complaint Date	Odour Date	Address	Details
WK/201601335 25/05/2016	21/05/2016	Wear Barton Road	Odour on Saturday 21 May, evening. 19:30 to 21:00. Text to Proactive team; no response.
WK/201601337 25/05/2016	24/05/2016	Glasshouse Lane	Told of smells at the bottom end of Glasshouse Lane last night (Tuesday 24 May), plus complaints that advanced notice had not been given of trouble.
WK/201601730 06/06/2016	26/05/2016	Glasshouse Lane	Smell bad (6/10). Wind SW. Mild, sunny.
WK/201601731 06/06/2016	05/06/2016	Glasshouse Lane	Smell 4/10. Wind light, SW.
WK/201602100 16/06/2016	10/06/2016	Newport Road	'Horrific' smell. Had to get the washing in.

Hello Nick

We've received a couple of odour complaints from Glasshouse Lane recently. Specifically:

- 24 May, evening
- 26 May 14:13
- 5 June 15:30
- 6 June 09:45
- 6 June 20:20

Those latter two were witnessed by my EH colleague on his way to work in the morning and by me out for a run last night. The odour appears in a fairly narrow band, at the very bottom of Glasshouse Lane, by the thatched property adjacent to the footpath into the Sheep Field. There is a clear line of sight to the works here and I suspect the wind is carrying the odour from the works directly across the river. I am aware of a small pumping station in this location – do you think this could contribute to the odour in any way?

By the time I'd got a little further west along Glasshouse Lane (running towards Bridge Road) the odour had gone, although I thought I could detect a slightly sweeter smell & wondered whether you were running the odour-masking sprayers last night?

Can I suggest the proactive team pay a visit to this area and have a sniff at some point over the next few days (assuming the wind stays southerly)?

Regards

Simon Ruddy

Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

Hi Simon

I know that the proactive team have been in discussion with some of the complainants already, there were no apparent issues related to the odours on the 5th and 6th June, all the odour machines are fully operational and we are doing all we can to minimise any issues.

There is some light on the horizon in that I have just had some funding approved for an improved misting system along the fence line rather than the individual sprayers we currently have, I should be in a better position in a week or so to give you some timescales for the instillation.

With regards to the pumping station you mentioned, I can't see anything on our mapping system, I can only presume it's a private one, can you point me in the direction of where it is?

In the meantime if I get any more information regarding these latest complaints I'll be in touch.

Complaint Date	Odour Date	Address	Details
----------------	------------	---------	---------

Hello Nick

The pumping station in question is just to the left of the gates in this photo. The Streetview image is too old to show it but there's now a green cabinet there. Jay always told me it was a small pumping station, built to serve one or two properties in the vicinity. I do think, however, that the odours noted here are coming straight from the works, which is in clear line of sight.

We had an odour complaint - 14:00, Friday 10th June, Newport Road. Other than that, nothing else to report. I had a run round the estate last night (Glasshouse Lane – Wear Barton Road, Newport Road) – all clear.

Cllr Robson has raised the issue of a smelly road gulley, Lower Wear Road (near the turn into the school) but I assume that's more down to the trap drying out in the absence of rain and so won't be an issue at the moment.

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

Thanks Simon

I'll have a look at the station, all good in here at the moment, nothing to report.

Hopefully it will stay that way.

Regards
Nick

This page is intentionally left blank