

**EXETER CITY COUNCIL**  
**SOUTH WEST WATER LIAISON GROUP**

Wednesday 14 September 2016

**Present:-**

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

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**APOLOGIES**

Apologies were received from Councillor Hannaford.

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**MINUTES OF THE MEETING HELD ON 29 JUNE 2016**

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

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**MATTERS ARISING**

There were no matters arising.

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**OPERATIONAL UPDATE**

An update was provided as follows:

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

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**COMPLAINTS**

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **ANY OTHER BUSINESS**

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

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**DATE OF NEXT MEETING**

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

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**SITE VISIT**

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

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

Chair

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Complaint Dat	Odour Date	Address	Details
South West Water Sewage Treatment Works			
Complaints 31 August to 13 September			

**WK/201604567**  
**31/08/2016**      **30/08/2016**      **Newport Park**      **Sewage odour noted on Bridge Road & Lower Wear Road at 20:00.**

**Case Actions:**

**WK/201604645**  
**01/09/2016**      **01/09/2016**      **Countess Wear Road**      **Complaint regarding South West Labs**

**Case Actions:**

Phone call received      Call regarding smell from SW Labs - the smell isn't bad today but she wanted to make us aware that it was very bad yesterday and has been noticeable for the last 3/4 weeks. I advised I would pass onto an officer who would contact her. (non urgent so wait for SR return)

**WK/201604651**  
**01/09/2016**      **01/09/2016**      **Newport Park**      **Sewage smell**

**Case Actions:**

Phone call received      Call received from complainant regarding extremely bad sewage smell on 30/08/2016 evening and 31/08/2016. Complainant explained he arrived home yesterday at 10pm and the smell was extremely strong he went out at 11:30pm and it was even worse, he is going to see what the smell is like tonight and if it is bad he will give us a call. Complainant said SWW might have found another pump but the council has ownership, not sure if this is true or if this is causing problem. Please call Complainant back.

**WK/201604688**  
**02/09/2016**      **02/09/2016**      **Reed Walk**      **Smell from sewage works**

**Case Actions:**

E-Mail      Report details: -  
                          Offender : -  
                          Issue type : - Unpleasant Odour  
                          Issue location: - Countess wear  
                          Issue details : - Sewage smell  
                          Issue time : - 12:00  
                          Issue date : - All time  
                          Witness : -  
                          Comments: - Stinky sewage smell in countess wear

E-Mail

**WK/201604695**  
**02/09/2016**      **02/09/2016**      **Newport Park**      **Sewage smell**

**Case Actions:**

Phone call received      Bad odour over the last 3 nights. Complainant has had to keep all windows closed over the past 3 nights, on Tuesday it started at approx. 8pm, he isn't sure about Wednesday evening but yesterday it started at 5:30pm.

**WK/201604779**  
**05/09/2016**      **05/09/2016**      **Newport Lodge**      **Sewage odour on Friday afternoon (2nd September), Saturday (3rd September) & Monday 5 September (has returned home now (16.00) & odour is blowing up through Newport park.**

**Case Actions:**

**WK/201604887**  
**07/09/2016**      **06/09/2016**      **Locksley Close**      **Odour noticed upon return home at 15:00. SWW say Clearflow are working on pipes but there hasn't been a text from the proactive team.**

Complaint Dat	Odour Date	Address	Details
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<b>WK/201604902</b>			
<b>08/09/2016</b>	<b>08/09/2016</b>	<b>Newport Park</b>	<b>Sewage smell</b>

**Case Actions:**

Case Comments	Spoke to complainant. Odour was very bad last night (Wed 7 September) at 21.45.
	This morning it's coming from the pumping station opposite Plants Galore AND the works (both sites). She hasn't noticed whether the pumping station has been emptied today.
	Has lived on Moonridge for 3 years; constant issue (but more noticeable in the summer). Gets into her property.
EPSU Officer Visit	Visited site approx. 13:00. Odour apparent on Topsham Road in vicinity of Plants Galore nursery. Wind gusty. No odour from Bloor sewage pumping station.
	Called on complainant but not at home.
E-Mail	

<b>WK/201604917</b>			
<b>08/09/2016</b>	<b>08/09/2016</b>	<b>Newport Park</b>	<b>Smell from sewage works.</b>

**Case Actions:**

EPSU Officer Visit	Visited site approx. 13.00. Sewage odour apparent on Topsham Road (in vicinity of the nursery). Wind gusty.
	Spoke to complainant - advised that SWW Liaison Group is next week; odour survey of site commissioned.
	Complainant says that odour has been an issue for the past 3 years. Investment in plant (early 2014) has, in his opinion, not alleviated the problem.
Phone call received	Tuesday approx. 9.30am on bus going in to Higher Wear Road - especially by shops, last night 10-11pm and this morning - smell bad at all times especially Tues around the shops.

<b>WK/201604943</b>			
<b>09/09/2016</b>	<b>08/09/2016</b>	<b>Wear Barton Road</b>	<b>Odour this morning (10.30) &amp; now (14:15)</b>

**Case Actions:**

EPSU Officer Visit	Odour monitoring along Topsham Road (in response to complaints from Newport Park). Odour apparent in the vicinity of Plants Galore. Wind gusty.
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