

Minutes

Date: 3rd December 2018	CC:
Attendees: <ul style="list-style-type: none"> • 2 representatives from Veolia • 1 representative from KAG • 1 representative from NCC Planning • 1 representative from the EA • 1 Councillor • Veolia - Notetaker 	Apologies:
Name of meeting: Welshcroft Close Community Liaison Group	

Agenda Items:-

1. **Welcome and Introductions**
 - a. Round the table introductions

2. **Review of the minutes (6th September 2018)**
 - a. Requested amend to April Minutes accepted.

 - b. September Minutes accepted

ACTION VEOLIA: A request was made to explore the ability for a copy of the observation response form submitted to be sent as an email to the person completing the observation report for a digital paper trail. *Complete shortly after the September meeting took place.*

ACTION VEOLIA: A request was asked for a monitoring mechanism to be explored for the opening of the doors to track how long and when they are open - either CCTV or data monitoring. *Explored and the current set up is appropriate*

3. **Welshcroft Close Operational Report (Veolia)**
 - a. Waste inputs have been received from:-
Ashfield District Council, Mansfield District Council, Nottinghamshire Recycling Centres , Commercial inputs. Since January these have totaled 44,520 Tonnes. All waste has been transferred for treatment.

 - b. The carbon filter has been operating normally following the last recharged on 23rd July 2018. We continue to monitor via the service contract and meter readings that suggest the next recharge will be towards the end of January.



The manufacturers' guidelines are that replacement is recommended when 80% of the carbon has been utilised.

- c. 1 EA visit and inspection
- d. Waste Planning Authority - no inspections since last meeting, they have been on site but visits are only recorded if there are any significant issues.
- e. Glass visit took place, attended by 2 residents and NCC Planners.
- f. Members of the Community Liaison Group visited Workop transfer station to view the tipping of glass in an external bay on Monday 15th October 2018. Veolia's planning application was considered by Nottinghamshire County Council's Planning and Licencing Committee on Tuesday 23rd October, a full and extensive debate took place during which Veolia agreed to a reduction in operating hours on Sundays and Bank Holidays. The Planning and Licencing Committee approved the application to accept glass for recycling. The Environment Agency has given permission to vary the conditions of our operating permit to include external glass bays following a consultation exercise.

4. Review of complaints received since last meeting (6th September)

- a. 2 complaints have been received during the period above, both regarding odour. Veolia's site odour inspections have not indicated that the facility is the source of the odour.
- b. 1 complaint received via the EA regarding Odour
- c. Waste Planning Authority have received no complaints, little to add from the operational report, waste returns completed on time, carbon refresh is the most important part, facility is operating well, happy with what is taking place. On visits they have not noticed any odours, on the doors - occasional triggers hit when a vehicle runs over the sensors inside, doors operating well.

5. Enquiries from local interested parties

- a. *KAG Question: How far along are the bay construction for the glass bays?* - Veolia: They are not up as of yet
- b. *KAG Question: At the glass planning committee there was an implementation clause that the Planning Officer talked about - that there are 60 days allowed for a response from Veolia to any sound mitigation measures required. How many complaints does it take for the issue to require mitigation?* Planners: If there is an issue then just one justified complaint, if this is the case and that the glass being tipped can be heard from the location then it will be taken into consideration. Sound can be effectively measured with the appropriate equipment; the readings will demonstrate if the planning condition has been breached.
- c. *KAG Questions were asked about seemingly standard responses to odour complaints.* Veolia: This was raised at the last meeting, a new response system is now in place. If the complaint is historic there will be a response based on the daily site data, if the observation is in real time Veolia will endeavour to visit the surrounding area. Formal apology was made

that due to a new member of staff joining the team, a standard response was sent by accident since this new procedure was put in place. This was notified to the planners.
Response from KAG: It's good that residents get a tailored response, but we don't want to have to be complaining, I will praise that the company have made improvements, but the liaison with residents and preventative issues need to be improved.

- d. *KAG question: If glass pollution is more definitive than subjective, and if there are more agreed complaints what happens?* EA: the noise has to be at an escalated level and duration, industrial estates create an element of background noise, this is not illegal, the noise intrusion has to be significant and prolonged. If required we would seek for the company to incept a noise management plan to mitigate this down to a manageable level. Similar planning conditions are in place at other waste and recycling facilities.
- e. *KAG question: Was an independent noise assessment taken before the planning was put in?* Planners: Yes, and this used similar site data too, As part of the application a noise assessment is included, this takes into account buildings / ground etc. This is compared with similar locations and compared against the scale.
- f. *KAG Question asked about how it is comparable with sitting in a back garden that isn't next to Lowmoor road?* EA: The noise would decrease the further away you were, and this would affect the background noise level.
- g. *Cllr question: At the planning meeting it was hoped that the site would take glass from ADC, could an update be given?* Veolia are in discussion with MDC and ADC, the planning sought isn't solely for District kerbside collected, glass inputs will also be from the Recycling Centres.
- h. *KAG ask: that Veolia please act in the locals best interest so resident don't know that the facility is there, and that there is screening for the properties near Lowmoor Road but not the new properties in the opposite direction, has this been addressed during planning?* EA: Would like the plant to exist in a neutral way, on occasion there will be a minimal level of intrusion over a variety of parameters, It is recognised that Veolia have been upgrading and improving their procedures very swiftly which we are sure would also happen if there is a requirement for any extra mitigation due to noise intrusion.
- i. *A KAG question was again asked about the proximity of the site to housing?* As answered in past meetings, this is one of hundreds that has been placed in built up areas, these facilities cannot operate with zero impact but the EA seek for them to operate with minimal intrusion. Cllr response: This is a reasonable request, residents know that there will never be no background odour or noise.
- j. *KAG question: How many times a day are the site logging their odour detection checklist?* Veolia: 3 to 4 times a day, any visitor to the site is also asked to do a site odour check,

6. Discussion

- a. Discussion continued around the responses from the EA not being able to witness the odour on site at the time of a report. If there is a noise complaint the EA can deploy officers with sound monitoring equipment to monitor the sound levels.



- b. It was added that the site is operating as it should be, this was reflected in the fact that during the hottest summer the complaint levels have dramatically reduced.

7. Date of next meeting

- a. Meeting date and time were discussed.
- b. Previous meeting dates, times and location requested by KAG and venue agreed at the first meeting. **ACTION VEOLIA:** a range of dates and times be circulated and that a venue location in Kirkby to be considered. ADC Offices suggested.
- c. Next meeting requested to be early March or after May.
- d. As the next meeting will be at an offsite location please can attendance / non attendance be confirmed ahead of the meeting.

8. AOB

- a. [Terms of Reference](#) to be re circulated at the start of the year along with meeting dates for consideration.

Meeting Action Points

ACTION VEOLIA: a range of dates and times be circulated and that a venue location in Kirkby to be considered