

## Minutes

<b>Date:</b> 21st August 2019	10am - 11.21am	<b>CC:</b>
<b>Attendees:</b> <ul style="list-style-type: none"> <li>● 1 representative from Veolia</li> <li>● 4 representative from KAG</li> <li>● 1 representative from NCC Planning</li> <li>● 1 representative from NCC Waste</li> <li>● 1 representative from the EA</li> <li>● 3 Councillors</li> <li>● 2 representatives from ADC</li>   <li>● Veolia - Notetaker</li> </ul>		<b>Apologies:</b> <ul style="list-style-type: none"> <li>● 1 representative from Veolia</li> <li>● 1 representative from KAG</li> </ul>
<b>Name of meeting:</b> Welshcroft Close Community Liaison Group		

**1. Welcome, Introductions and Apologies**

- a. Round the table introductions

**2. Election of meeting chair**

KAG and Veolia representatives volunteered for being chair. KAG member elected by a majority show of hands. New chair will lead starting from the next meeting.

**3. Review of the minutes (3rd December 2018)**

Minutes accepted by the group.  
Minutes proposed (Veolia), Seconded (EA).

**Actions from the last minutes**

*ACTION VEOLIA: a range of dates and times be circulated and that a venue location in Kirkby to be considered. Action complete, a wide range of dates circulated, the date and time chosen allowed the greatest number of CLG interested parties to attend. Meeting venue changed to Ashfield District Council.*

**4. 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 the Non recyclable waste inputs have totalled 44,520 Tonnes. Glass from May 2019 has totalled 214.76 Tonnes All waste has been transferred for treatment and glass sent for recycling.
- b. The carbon filter has been operating normally following the last recharge on 1st June 2019. We continue to monitor via the service contract and meter readings that suggest the next recharge will be towards the end of 2019.
- c. *KAG question was asked about how long the Carbon Filters last: Depends on demand for the filtration system, roughly 6 months.*



- d. **Review of observations received since last meeting (3rd December 2018)**
  - i. 10 observations from 5 addresses have been received regarding odour since the last meeting to date, with 5 observations coming from one address.
  - ii. An observation was made about the sound of glass breaking on the 3rd June, the facility did not take any deliveries but it was confirmed that ADC were doing a kerbside collection in the area.
  - iii. Veolia's site odour and noise inspections have not indicated that the facility is the source of the odour or noise.

## 5. Regulatory Agency Reports

### a. Environment Agency

- i. 1 formal visit to site
- ii. 2 complaints received, one regarding odour and one regarding noise. Both responded to.
- iii. The complaints have dwindled, the amount of observations have demonstrated the improvements made to the site.

### b. Nottinghamshire County Council, Planning Group, Monitoring and Enforcement

- i. 9 visits to site, (6 notified, 1 formal arranged visit)
- ii. 2 complaints received, visits were made in response and offsite monitoring takes place. On one occasion a transient odour was noted.

## 6. Enquiries from local interested parties / 7. Discussion

- a. *KAG comment: People have stopped complaining as its viewed that they still get a generic response that everything is working fine. We would be reporting the odour every day in the garden, it has diminished but it's still there every day.* Veolia response: The responses have been updated and as well as the facility operating information now detail information about the times of odour checks in the area along with responses to any questions asked via the observation report.
- b. *KAG comment: There is no evidence that people have been to inspect the area as no one has been to visit their garden.* Veolia response - daily site monitoring checks take place, around the site and around the local area. Any visitor to the site is also asked to complete a local area walk and odour check. *Cllr Comment: If the people monitoring it work for the company will they spot the odour if they are doing the odour checks.*
- c. *Cllr comment: The situation is a consequence of the permission of the planning and the permit. As a consequence of this facility there will be an effect, is not an excuse as planning was granted by NCC not ADC. What will be done to mitigate the smell down our local streets?* EA response - The facility has been given legal permission to be where it is and operate how it does, as discussed at previous meetings, there will be a level of fugitive odour



from this type of facility. None of the odour abatement will be 100%.

- d. *KAG comment - Why are sites like these put where they are near residents? EA response - It is the role of the EA to regulate to the optimum that is possible. The EA cannot comment on government policy. A lot has been spent by the company to put additional odour abatement measures in place. This facility is as good as it can be, by the nature of what is handled it will never be perfect.*
- e. *KAG comment - These meetings will always be highlighting the same issue. The small amount of people that are here are representing all the people living in the local area. Further action is requested, it will not be accepted that other things cannot be done. The ultimate goal is for this meeting to not be required, but they are needed because of the odour is intruding into their lives.*
- f. *KAG further clarification of the situation: The odour could be smelled at roughly 9.30am, and on those occasions the resident has driven around to the site to see what's going on. Veolia potential explanation offered that 9.30 is often when the District vehicles are in the area. KAG comment: It doesn't make a difference as to whether the lorries are driving into the site.*
- g. *KAG question: Seagulls - where have the seagulls come from? Have they come from the site as they've never been there before. EA & NCC response - Seagulls would need a food source. At a similar facility seagulls were only there because the waste was outside, there is no waste kept outside, it is all inside a building.*
- h. *Further question asked: Are seagulls drawn to the smell rather than the actual waste? Or is this a coincidence? EA & NCC response: Seagulls will roam in an area where there are a few food sources, rather than to an odour.*
- i. *Cllr comment: Despite the authorities being happy with the facility, the residents aren't, there have been things improved such as the dispersal funnel, odour abatement, fly traps, febreze curtain but these aren't working. Veolia counter question to ask how the conclusion has been drawn that these abatement measures are not working. Cllr response reiterated the comments made by the KAG*
- j. *Cllr question asked: What further methods will be put in as a solution. KAG additional question: The odour seems to be going higher and into the garden, is there extra monitoring that can be done by staff that aren't from the site? Further Cllr Comment: Proactivity is requested for further mitigation as the odour seems to be working around the site.*
- k. *KAG question: The facility doors are opening when a vehicle is over a sensor inside the facility which could be holding the door open. Can this be logged? Veolia response ACTION: Limiters on the doors can be investigated to see if it is possible to reduce the height they have to open.*
- l. *KAG question: From the December minutes, further clarification for the second action explanation.  
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  
Further question asked: What was explored and who deemed it appropriate? Veolia response: CCTV is onsite but it is for security monitoring when the site is unmanned.*



*KAG comment: The doors have been seen to be opened on a Sunday. Veolia response: This will be explored as there are no deliveries on a Sunday.*

Veolia response to the comment and question: ACTION: The CCTV possibility will be re-explored..

- m. *KAG comment: We would prefer to not have these meetings, there wasn't a problem before Veolia came, it's acknowledged that there have been things done to improve it, but although raised and responded to in previous meetings, it was requested that the following be reconsidered. ACTION*
  - i. *Double carbon filtration system requested to be explored*
  - ii. *Airlock system requested to be explored*
  
- n. *NCC comment - two things have been highlighted at this meeting regarding odours. There will be a difference in odour from the one coming from the filter (as it's a sweet smell) rather than the smell from the doors. NCC request the opportunity to identify what the odour in the back garden is and then it can be explored further. KAG response confirmed that the same odour can be smelled in the front and back garden, NCC offered to knock on the door when in the area. ACTION*

*NCC comment - When monitoring for hours the doors usually work properly, there are odd occasions where a lorry sits in the doors for longer than may be necessary.*
  
- o. *Cllr question: Is there any alarm system on the odour filtration system, to tell the staff that the odour abatement is nearly full? Veolia response: Confirmed that the system is regularly checked and if there was any occasion where it's not working it would be reported to the planning department. The carbon is tested regularly and replaced before it had become spent.*
  
- p. *KAG expressed an interest in visiting the site*
  
- q. *KAG commented: There is a concern about what is in the waste, and that whatever is in the bins will come out as odour through the doors. Veolia response: There is odour suppression around the doors which sprays when the doors are opened.*
  
- r. *Cllr comment - Would like to mirror the request for more explanation to the previous meeting actions. Concerns were also raised that there has been a concern about glass noise (response to this detailed earlier in the minutes). Further concern raised that the local Councillor involved in the initial planning for this facility is not in attendance.*
  
- s. *Cllr question regarding the options to revoke the licence for this facility. NCC response: the conditions of the licence have not been broken. There have been changes made and Veolia have been proactive. Confirmed that there are no concerns about this facility.*
  
- t. *KAG comment: Observations have been reported to the group of noise from residents in Abbey Road and Buckingham Close.*
  
- u. *KAG comment: Reports have been made of a loud droning fan noise, most prominently, but it's there during the day. NCC response: a colleague (from NCC) heard this too and it is suggested that this is from a local company. KAG Invitation offered for NCC to visit the*



*resident's house to hear this fan sound.*

- v. *EA comments: The EA have been involved to garner improvements to this facility, significant improvement to this facility have been made as agreed by all. ACTION The EA will carry out a period of surveillance in the area of this facility to address the concerns raised. EA further comment: This is an industrial area and the nature of the local businesses will have an impact on residents.*
- w. *KAG question: Is there an EA officer for Nottinghamshire? Why is there a Leicestershire officer looking at this? EA response: Experience of the EA officer is why the officer was appointed to this case and covers the East Midlands.*
- x. *KAG question: At other sites, from your experience, does this odour ever go away? Do these meetings still take place at other sites? EA response: The meetings do tend to dissipate, there are other businesses that are around this site, the parameters of intrusion for residents in properties never fully diminishes. There is always a level of impact.*
- y. *Cllr and KAG comment: Concerns again raised about the planning approval for sites in residential areas.*
- z. *KAG question: Are there any plans to extend the site as the ROMO site is up for sale. If the factory comes down concerns are there that this additional barrier will be gone. Veolia response: There are no plans to purchase this factory.*
- aa. *Veolia comment: The operation will change from January, currently there are 2 additional processes in place as the waste is exported (baled and wrapped), from January the waste will be staying within the UK and the material will only be shredded, it will then be put into vehicles and will be taken quicker to an Energy Recovery Facility within the UK.*
- bb. *KAG question: How will it be moved from the site if not wrapped? Veolia response: It will instead be loaded into vehicles (inside the building as for all the operation) The waste will be onsite for less time.*
- cc. *KAG question: Will there be less vehicle movements happening at the site? Veolia response: The same amount of vehicles will be coming in and out. The process changes are purely because the end destination is changing as it is staying in the UK rather than being exported.*
- dd. *KAG question: Will there be more tonnage coming in? Veolia response: Not at this point as the facility is there to primarily service ADC / MDC Waste, but the facility is permitted to receive other wastes, which may go to the facility.*
- ee. *KAG comment: Vehicle parked on Oddicroft Lane that is believed to be from the site - reported as KAG member works in the area. ACTION KAG to clarify further details (Branding / Vehicle reg/ Dates and Times) about the vehicle for this to be investigated*

Comments welcomed and encouraged from other meetings attendees.

- ff. *ADC comment: Representative are here to listen and address anything in an operational capacity with regard to the District involvement- such as to ensure that the vehicles do not*



*wait on there.* ACTION Re-iterate the site rules to the staff. This would be appreciated.  
ACTION Veolia to review the site rules. ACTION Veolia to consider whether a sound sensor could be put on the doors to alert the drivers that they have been opened. ACTION Veolia to consider whether a box can be painted around the sensor for the doors.

gg. *KAG question: Could the sensors be looked at with the potential of them being fob operated on Sundays to ensure that vehicle movements inside do not trigger the doors.* Veolia ACTION to explore, checking the risk assessment for feasibility.

hh. *NCC Waste comments: Induction loop recording system needs to be explored. NCC Request.* Veolia response: This will be explored (linked to CCTV action). Observations made would need to be time specific to correlate with any footage.

## 8. AOB

- a. *NCC Waste comments: Seagull issues for example need to be kept note of. A request was made to all to be looking wider and keep an open mind as other factors can be an influence. It may be coincidental that things happened around the same time the facility was built. Steps need to be taken to rule out that Veolia isn't the problem, without CCTV and external validation it will always come back as Veolia being the problem.*
- b. NCC Planning and The EA will increase the frequency of their monitoring as will EA.
- c. *KAG Question asked about when another meeting could take place.* Veolia response: It is the decision of the Committee how often these meetings take place. After 10 - 12 weeks suggested at least by EA. The summer months are the times when this becomes sharper in focus.

## 9. Date of next meeting

- a. Next meeting requested to be early mid November 2019. A range of dates and times to be circulated, with the aim of finding a date and time that a representative from each interested party can attend. Request for the meeting to be held at ADC again.
- b. Request for all: As the next meeting will be at an offsite location please can attendance / non attendance be confirmed ahead of the meeting.

## Meeting Action Points

ACTION Veolia: Limiters on the doors can be investigated to see if it is possible to reduce the height they have to open.

ACTION Veolia: The CCTV / Induction loop possibility will be re-explored as if the doors are opening when there are no vehicle movements in and out of them, it is not acceptable.



ACTION Veolia: although raised and responded to in previous meetings, it was requested that the following be reconsidered.

- i. Double carbon filtration system
- ii. Airlock system

ACTION NCC: Opportunity requested to identify what the odour in the back garden is and then it can be explored further. NCC offered to knock on the door when in the area.

ACTION KAG: Clarify further details about the vehicle parked on Oddicroft Lane (Branding / Vehicle reg/ Dates and Times) about the vehicle for this to be investigated.

ACTION ADC Re-issue the site rules to the staff visiting the site

ACTION Veolia to review the site rules.

ACTION Veolia to consider whether a sound sensor could be put on the doors to alert the drivers that they have been opened.

ACTION Veolia to consider whether a box can be painted around the sensor for the doors.

ACTION Veolia to explore, checking the risk assessment for feasibility as to whether the facility door sensors could be fob operated on Sundays to ensure that vehicle movements inside do not trigger the doors.