

2nd Liaison Meeting between SCDC Environmental Health, Milton Air Quality Working Party  
of Milton Parish Council, Anglian Water and Cambridge Sport Lakes Trust

Monday 27 February 2017, 6pm, Cambridge Water Recycling Centre, Cowley Road, CB4 0AP

**Minutes**

1.	<p><b>Welcome &amp; statement of objective for this meeting</b>          The objectives were to receive updates from AW on</p> <ul style="list-style-type: none"> <li>- Report on the gas holder and related infrastructure</li> <li>- Improvements to the hotline service and customer contact centre</li> <li>-</li> </ul>
2.	<p><b>Attendees:</b>          Emma Knight South Cambs District Council (SCDC)          Ceri Williams AW - treatment manager for the Cambridge area &amp; Milton site manager          Steve Boulton AW - tactical support manager for Essex &amp; Cambridge          Jane Coston Chair of the Milton Parish Council          Hazel Smith District Councillor and Milton resident          Anna Bradnam District Councillor and Milton resident          Kay White Milton resident (MAQWP)</p>
3.	<p><b>Apologies had been received from:</b>          Sarah Harris Cambridge Sport Lakes Trust – Project Manager (CSLT)          Suzanne Webster Milton resident (MAQWP)</p> <p>SW had asked for clarification of the Minutes (p2). That “...hydrogen sulphide is also present .....which is not harmful to health.”          CW confirmed that hydrogen sulphide is not harmful to health at detectable concentrations. It is harmful at very high concentrations, when it is odourless. However, the treatment plant does not generate that level of hydrogen sulphide and any gas emitted at lower concentrations would be dissipated and diluted by normal air movements.</p>
4.	<p><b>Minutes of the 1st meeting 16 January 2017</b> – were agreed and signed.  <b>Action</b> – CW to establish a Cambridge Water Recycling Centre web page to which these Minutes could be uploaded.  <b>Action</b> – Any redactions (for reasons of commercial sensitivity) to be agreed with MAQWP.</p>
5a.	<p><b>Anglian Water – brief update on the gas holder inspection report.</b></p> <ul style="list-style-type: none"> <li>- The gas holder is damaged beyond repair. The internal rubber bag has split.</li> <li>- A new bag has been ordered but will take 16 weeks to be made/delivered.</li> <li>- Once received, it will take some weeks to install, purge with nitrogen and re-connect the relevant pipework. Plumbing the pipework for this is a significant task and is likely to take until the end of the summer 2017.</li> <li>- Initially AW did not connect the flare to the temporary gas holder – while they awaited the inspection report.</li> </ul>

	<ul style="list-style-type: none"> <li>- Now it is clear the main gas holder cannot be repaired quickly, EA has required AW to connect the flare to the temporary gas holder. This should be complete by end of March 2017.</li> <li>- EA issues AW with permits relating to Sustainable Drainage Systems, Combined Heat and Power Units (2) (which burn sewage sludge and generate power for use on site), Final Effluent Discharge and their function as an Effluent Treatment Centre.</li> <li>- AW do their own regulatory sampling and testing, the results of which are reported to the EA.</li> <li>- AW had informed EA about the damaged gas holder during an EA inspection in November 2016.</li> <li>- The gas holder had a life expectancy of 20 years but had failed at 15 years.</li> <li>- AW (or Cambridge site?) had purchased a temporary gas holder, so that if needed in future, it can be deployed more quickly. All the necessary 'emergency' pipework is now in place, so could be connected more quickly if necessary in future.</li> </ul>
5b.	<p><b>Q &amp; A - Infrastructure</b></p> <p>Q – Will you need to review your renewal schedule?</p> <ul style="list-style-type: none"> <li>- Whilst funds for replacing the gas holder had been budgeted for year 20, this work was essential to do now. AW are reviewing their repair programme, which has to be sent to Ofwat for consideration and approval (because it uses public money).</li> </ul> <p>Q – When considering priorities for spending, what weight is afforded to matters most likely to affect neighbours?</p> <ul style="list-style-type: none"> <li>- AW uses risk calculations to determine priorities for investment. These calculations use a Service Incentive Mechanism (SIM) score (which assesses customer satisfaction – because it is in their interest to keep customers happy.)</li> </ul> <p>Q – Does the SIM include customer complaints reported via the Hotline system?</p> <ul style="list-style-type: none"> <li>- Yes. The SIM takes account of customer complaints received via the hotline and by any customer contact, each of which are allocated a job number. SIM gathers all customer contacts received in four different SIM weeks each year and reports the data to Ofwat, who examine the data.</li> </ul> <p>Q – Do you include all open jobs?</p> <ul style="list-style-type: none"> <li>- Until a few years ago SIM only looked at closed jobs. Now it includes all closed and open jobs.</li> <li>- AW's performance is determined by Outcome Delivery Incentives (ODIs) which include (targets for) SIM, pollution, bathing water and drinking water, measured over AW as a whole.</li> <li>- If the Water Recycling Centre is performing well against its Outcome Delivery Incentives, it is allocated more investment in infrastructure. If it is performing badly on its ODIs, it is penalised.</li> <li>- Day-to-day maintenance and repair is covered by a local budget but they have to apply for funding for capital works.</li> <li>- Essential works approved outside of the planned budget mean that other works must be re-scheduled.</li> </ul>

	<p><b>Commercially sensitive matters were discussed here, which are reported in confidential minutes.</b></p> <p>Q – Is the Cambridge Water Recycling Centre’s SIM score published?</p> <ul style="list-style-type: none"> <li>- Yes. It is on the AW website.</li> </ul> <p><b>Action</b> - CW will send AB a link to this page on the website.</p>
5c.	<p><b>Anglian Water – CW - update on Customer Handling Unit, Lincoln.</b></p> <ul style="list-style-type: none"> <li>- Following our requests and those from six other sites, AW met have drafted a new response plan (script) which enables customers to quote the site short code (CAMBST) which diverts to a locally relevant script.</li> <li>- They aim to have the new script in place by end of March 2017.</li> </ul> <p>Q – What if the caller doesn’t know the site short code?</p> <p><b>Action</b> – CW would</p> <ol style="list-style-type: none"> <li>1) explain how to complain and the site short code on the AW website</li> <li>2) ensure that instructions on how to complain, including about odour, with the short code for CAMBST are put on water bills issued by Cambridge Water Company (now South Staffs Water) on behalf of Anglian Water.</li> </ol> <p><i>NB - Currently the following statement is printed on Cambridge Water Company bills: “Emergencies can be reported via our website or by calling 01223 706050”</i></p>
6.	<p><b>Residents and CSLT</b> - brief update on air quality incidents</p> <p>KW – Fewer odour incidents had been reported to the Village Log after the first Liaison meeting 16 January 2017 than before. Since mid-January, four odour incidents had been logged, of which 3 related to CAMBST.</p> <ul style="list-style-type: none"> <li>- During the meeting SB checked if all 3 had been contacted. (See point x below)</li> <li>- AW reported that transient odours have been venting from the temporary gas holder because it has limited capacity.</li> <li>- AW normally use the gas in onsite boilers and one of the combined heat and power (CHP) units. In the past the excess gas has been vented but now they will bring the second CHP unit into use.</li> <li>- Once the flare is connected (end March), no odour should be released.</li> </ul> <p>SH (CSLT) had submitted a written report:</p> <ul style="list-style-type: none"> <li>- Smells are being noted in the diary and are less frequent than before 16/01.</li> <li>- Sunday 26<sup>th</sup> Feb – odour was bad, reaching northern end of the Park.</li> <li>- Ceri had not visited SH.</li> </ul> <p>CW will be away 03/03/2017 until return on 20/03/2017. An Assistant will monitor.</p> <ul style="list-style-type: none"> <li>- Event dates (which depend on fresh air for their success) are:</li> <li>- Parklife Event – Sunday 25 June 2017</li> <li>- Autumn Festival – Sunday 24 September</li> </ul> <p><b>Action:</b> CW would email SH to arrange a meeting / obtain diary records.</p> <p><b>Action:</b> CW would email EK when the flare is reconnected</p>

7.	<p><b>Detailed review of the Action points a) to l)</b></p> <p><b>a) Hotline</b>  <b>Action</b> - CW will</p> <ul style="list-style-type: none"> <li>- let us know when the new Hotline script is 'live'</li> <li>- find out if the CAMBST short code can be put on Cambridge Water Co bills</li> <li>- if not if a flyer could be included with the water bill explaining 'How to complain' about matters relating to sewage or treatment (odour)</li> </ul> <p><b>Action</b> - Milton PC would ensure this information is publicised in Village View with relevant telephone numbers.</p> <p><b>b) Analysis of village log data</b>  <b>Action</b> - AW would establish a Community web page (similar to the one set up by FCC Environment, where Minutes of Liaison meetings could be lodged, once approved by all parties.</p> <p><b>c) Reporting system</b> – (reported under 5c)</p> <p><b>d) Map of pumping stations in Milton</b>  <b>Action</b> - SB will email a map of pumping stations in Milton to AB/MAQWP.</p> <p><b>e) Gas holder inspection report</b> (reported under 5a)</p> <p><b>f) Shortcuts for the telephone reporting process</b> – (reported under 5c)</p> <p><b>g) Publicising the hotline number</b> (reported under 7a)</p> <p><b>h) Reporting system for Milton Country Park</b>  <b>Action</b> – CW to email SH to arrange a meeting to discuss</p> <p><b>i) Update on regular meetings SH/CW</b> (reported under 7h)</p> <p><b>j) List of key dates for events in Milton</b> (those at CSLT reported under 6.)  Formal Opening of North Lodge Park Pavilion – Saturday 22 April 2017.</p> <p><b>k) AW reporting data</b>  AW were aware of one report, whereas the Village Log had attributed 3 incidents to the AW site since our last meeting. SB interrogated their customer contact log via the job numbers. CW shared the non-personal information about customer odour reports with this meeting.</p> <p><b>l) Outcome of local investigations</b>  CW had visited and walked around Milton Country Park on a number of occasions but had not detected any odour incidents.</p>
8	<p><b>Review of recent Customer Complaints</b></p> <p>17 Jan – caused by problems with a previously private pumping station that had been newly adopted by AW (CACLSP).  Adoption of some 1-2,000 private pumping stations in the AW region is an extension of the adoption of shared sewers, which happened in 2011.</p> <p>17 Feb – a chemical smell was reported, which was not identified as sewage. No action taken. However AB recalled having smelled a strong chemical smell when driving into Milton around this date.</p> <p>26 Jan – insufficient detail to report here – it had been directed to the Customer Liaison Manager.</p> <p><b>Action</b> – CW find out the detail of this complaint.</p>
9	<p><b>Lead Authority - South Cambs District Council (Environmental Health Authority)</b></p>

	<p>EK - reported that she had not invited the EHO from Cambridge City to this Liaison meeting because she felt the meeting might risk losing focus.</p> <p><b>Action</b> - However, even if City have not received odour complaints to date, since a planning application will soon be made for neighbouring land, EK would invite Mr Alex Nix (EHO) to the next meeting.</p> <p>It was noted that Scott ?, Environment Agency might also wish to be involved.</p>
10	<p><b>Any further questions</b></p> <p>a) Major projects usually go into a five-year capital plan. In 2007 HS had applied to have a mains sewage pipe connection laid to Fen Road Chesterton. This would have required a change in law because caravans were not counted as buildings and thus did not weigh in the calculation of need. Since then, the law relating to caravans has been changed in Wales and we hope England will follow suit soon. In 2007 the cost of providing such a connection was estimated at £2 million. If the connection were to be approved, how would it be paid for?</p> <ul style="list-style-type: none"> <li>- Ofwat – approve for AW to spend money on specific projects but money is AW’s from the water rate. For example, if the EA want to change the discharge consent, and work is required to make the site compliant, Ofwat have to provide funding to do the work.</li> </ul> <p>b) There are two large potholes in the cycle path as it crosses the Mick George/AW access drive, which HS has reported. When will they be mended?</p> <ul style="list-style-type: none"> <li>- Mick George will repair the holes asap but they need approval from Cambridgeshire County Council.</li> <li>- SB – AW can be contacted via Twitter and Facebook. This might be a quick way for CSLT to report odour incidents – but contacts via these routes are not given a job number, which is how complaints are tracked.</li> </ul> <p><b>Action</b> - KW to add CW and SB to Village Log incident alert email list.</p>
11	<p><b>Summary of Action points:</b></p>
4 and 7b	<p><b>Action</b> - AW would establish a Community web page for the Cambridge Water and Recycling Centre (similar to the one set up by FCC Environment) to which the Minutes of Liaison meetings could be lodged, once approved by all parties.</p> <p><b>Action</b> – Any redactions (for reasons of commercial sensitivity) to be agreed with MAQWP.</p>
5b	<p><b>Action</b> - CW will send AB a link to the page on the AW website where the SIM score is published.</p>
5c and 7a	<p><b>Action</b> – CW would</p> <ol style="list-style-type: none"> <li>1) ensure that instructions on how to complain about sewage or odour incidents , with a short code are put on the AW website</li> <li>2) ensure that instructions on how to complain about sewage or odour incidents, with the short code for CAMBST, are put on water bills issued by Cambridge Water Company (now South Staffs Water) on behalf of Anglian Water.</li> <li>3) if not, if a flyer could be included with the water bill explaining ‘How to complain’ about matters relating to sewage or odour incidents.</li> </ol>

	<i>NB - Currently the following statement is printed on Cambridge Water Company bills: "Emergencies can be reported via our website or by calling 01223 706050"</i>
6 and 7h	<b>Action:</b> CW would email SH, CSLT to arrange a meeting / obtain diary records and to discuss a reporting system for Milton Country Park. <b>Action:</b> CW would email EK when the flare is reconnected.
7a	<b>Action</b> - Milton PC would ensure this information is publicised in Village View with relevant telephone numbers.
7d	<b>Action</b> - SB will email a map of pumping stations in Milton to AB/MAQWP.
8	<b>Action</b> – CW would find out the non-personal detail of the customer complaint he had not received.
9	<b>Action</b> - EK would invite Cambridge City EHO and possibly also Environment Agency staff to the next meeting.
10	<b>Action</b> – KW to consider adding CW and SB to a village log incident alert email list.
12	<b>Date of next meeting</b> - Tuesday 4 April, 5pm at Cowley Road. The meeting ended at 7pm.
	<b>Confidential Minutes (not to be published on the website)</b>
	Anticipated costs of the repair to the permanent gas holder: Temporary gas holder (TGH) - £140,000 Connection of TGH to flare stack - £50,000 New gas bag for permanent gas holder and works to install - £150,000
	<a href="mailto:cwilliams3@anglianwater.co.uk">cwilliams3@anglianwater.co.uk</a> <a href="mailto:sboulton@anglianwater.co.uk">sboulton@anglianwater.co.uk</a>

AB 01/02/2017