

3rd Liaison Meeting between SCDC Environmental Health, Milton Parish, Anglian Water,  
Cambridge Sport Lakes Trust, Cambridge City Council

Tuesday 4 April 2017, 5pm, Cambridge Water Recycling Centre, Cowley Road, CB4 0AP

**Minutes**

1	<p><b>Attendees:</b> Emma Knight Operational Manager, Envir. Services, SC District Council (SCDC) Ceri Williams Anglia Water - Treatment manager for the Cambridge area &amp; Milton site manager Jane Coston Chair, Milton Parish Council Hazel Smith District Councillor, Milton PC and MAQWP Anna Bradnam District Councillor, Milton pc, Chair MAQWP (notes) Kay White Milton resident (MAQWP) Alex Nix Senior Technical Officer, Cambridge City Council</p>
	<p><b>Apologies:</b> Suzanne Webster, Steve Boulton, Jane Coston and Scott Cunnington, Environment Agency. (SC advised that he covered emissions from the Combined Heat and Power (CHP) unit on site but otherwise odour was outside his remit)</p>
3	<p><b>Minutes of the meeting 27 February 2017</b> – SB had submitted amendments 30/03/2017 by email which were accepted.</p>
4	<p><b>Matters arising not elsewhere on the agenda</b> – all covered by agenda points</p>
5	<p><b>Reports from Residents, CSLT and the City (Alex Nix)</b></p> <ul style="list-style-type: none"><li>a) KW reported one report on the Village Odour Log (VL) since 27 February 2017 which underlined the ongoing existence of complaints fatigue.</li><li>b) It was noted that complaints fatigue results in underreporting of incidents either to the VL or to AW.</li><li>c) The respondent's optional response to report the following is an indication of complaints fatigue, 'I rarely report these anymore as I would have to do so every week and don't have the time.'</li><li>d) The respondent reported an event on Mar 25 @10:20 with offensiveness rating of 10 and intensity of 5. A location of 'other' was provided.</li><li>e) Otherwise, KW reported that she had only detected a few low-levels whiffs of odour since mid-February and asked if this was when mitigation began. AW <u>confirmed</u> this was when they began mitigation strategies.</li><li>f) Upon request, during the meeting, KW checked the wind direction on 25 March, 10:20, which was NW to NE. Some attendees surmised this meant the report was more likely to be a report from Cambridge Business Park or locations south of the AW site, than from residents to the north.</li><li>g) KW disagreed with trying to ascertain whether the report came from a resident or not. The entrant had reported spending more than half their time in the village. KW asked the attendees if we could consider an affected person regardless of the location of their report. (See 5c)</li></ul>

	<ul style="list-style-type: none"> <li>h) The VL indicated they had not reported it to AW, so CW had not seen it and it did not have an incident number.</li> <li>i) An incident number is generated only if the customer reports an issue to either AW or the Environment Agency.</li> <li>j) If they then record that incident number in their VL report, this incident number (and only the number, not the report details) will be shared with AW in the subject line of an automated email.</li>   <li>k) In the absence of a rep. from Cambridge Sport Lakes Trust, it was noted that CSLT has not reported anything major recently. CW was now in email contact with SH.</li> <li>l) Alex Nix (City) reported that complaints to Cam City are rare but he had just received a complaint (from before 27 Feb) from around Fen Ditton Complaint was a bit vague – odour detected whilst driving but also in Green End Road.</li>   <li>m) AB asked for clarification regarding Scott Cunnington’s role with regard to the Anglian Water site. He monitors emissions from the combined heat and power unit - CHP emissions (exhaust emissions). Anglian Water had reported to the EA about the release of odour when the gas holder leaked in September 2016. Scott has oversight of the (AW) Sludge Treatment Centre and emissions from the sludge treatment activity, which is burned in the Combined Heat and Power unit – which provide power for the site. Scott does not have a regulatory function over odour, which instead is regulated under statutory nuisance powers of SCDC. However, it was noted that if Scott is able to attend the next meeting, to inform our understanding of the regulatory roles, that would be helpful.</li> <li>n) The benefit that had been gained from formal Liaison meetings between MAQWP and FCC Environment (the operator of the nearby Landfill site) was described, for the benefit of Alex Nix.</li> </ul>
6	<p><b>Anglian Water – brief update - progress on site.</b></p> <ul style="list-style-type: none"> <li>a) The flare has not yet been connected to temporary gas engine but the contract to do this work has been commissioned.</li> <li>b) The new airtight bag for the permanent gas holder has been ordered. There is a 16 week delivery time and further weeks required to connect up.</li> <li>c) As no formal mitigation measures have been commissioned yet, the reduction in odour is gratifying.</li> <li>d) The amount of venting has been much reduced. The CHP burns more gas than the sludge treatment process can produce, so they prefer not to waste the energy available from the gas by venting it. They prefer to use it to generate power for the site and use the following sources of power in this order of priority: CHP, boiler, then diesel. If they have a temporary surplus of gas, they prefer to flare it off which produces an odourless exhaust, rather than venting it, which has produced odour nuisance in the past. The sludge treatment centre is not affected by weather, except that in warmer weather, more gas is generated.</li> </ul>

	<p>e) The reduction in smell happened around Feb 2017 – why? CW – this was when AW had started to use mitigation measures and the temporary gas holder.</p> <p>f) It was noted that prior to that the weather was (for weeks) very still with no wind and a low cloud base. It felt as if odours were trapped below the cloud, thus close to the ground. This made odour incidents much longer and continuous.</p> <p>g) Is there anything AW can do - to reduce odour nuisance - if these weather conditions prevail for a period? AW - All tanks are sealed and odour controlled - so unsure what more can be done. MAQWP – What about using deodorisers? CW would be willing to consider it, if there was evidence to indicate it would help. MAQWP – Money well spent, if it reduced odour nuisance to neighbours. AW - Mobile unit could targeted. Odour models exist for the site. <b>Action – AB FCC what odour masking chemicals they find effective, those tried and dismissed and supplier details.</b></p> <p>Cambridge North Station is due to open 21 May 2017 – that would be an important day for the AW site to be smelling fragrant.</p> <p>h) How much sewage is imported to the site from other pumping stations and treatment centres? AW - Sewage sludge is imported from other centres - every day. It is off-loaded in an odour controlled area. Up to 600 m<sup>3</sup> per weekday in total, of which 200 m<sup>3</sup> sludge and 400m<sup>3</sup> raw/septic sludge from septic tanks. That is 18 - 20 tankers/day each of approx. 18-27 m<sup>3</sup> capacity.</p>
7	<p><b>Review of the Action points from previous meeting 27/02/2017</b></p> <p><b>4) Cambridge Water Recycling Centre webpage</b> – AW did not want to set up a webpage if they did, they would have to set up a page for each of the seven sites where there are known odour issues. They suggested that since this was important to the residents of Milton, this was an action for Milton.</p> <p><b>Action AB to see if Minutes could be uploaded to the parish website.</b> It was noted that if AW became aware of a problem – they would let JEC (parish rep) and MAQWP know and it would be circulated amongst the members of the WP, who were the most likely people to report an odour incident.</p> <p><b>5b) Link to CWRC webpage where SIM score is reported</b> AW had emailed a link to the document “Service Incentive Mechanism – guidance for collating customer service information for collating the SIM score”. Ofwat publish league tables of SIM scores. Here is a link to a table issued October 2016:</p>

<http://www.ofwat.gov.uk/ib-0616-ofwat-publishes-water-companies-customer-service-scores/>

**5c) Matters to do with the Customer Handling Unit and routes for customer complaints.**

This needs to be easier. - As Cambridge North Station is opening on 21 May 2017, a number of 'receptors' unfamiliar with the site will be passing close by the site for the first time. If they wish to report a problem, the reporting system needs to be straightforward.

The Hotline has a new script. If the caller quotes the short code "CAMBST" the script enables the caller to report an odour incident about a location (rather than at their home address, as previously required). This effectively means that now AW will accept odour reports from any location, if the source is identified to be the sewage works "CAMBST". (Places of work, e.g. St John's Innovation Centre, people experiencing odour as they cycle past, as well as reports from home addresses.) This is a major step forward, which MAQWP welcomes.

CW will update the Customer Complaints Dept with any ongoing current operations, so that the call handlers are in a position to advise callers directly of the probable cause of an incident that are reporting, by reference to this info from the site.

Callers will be able to request a call back or an email update.

Q - How will commuters know to use the site short code "CAMBST"?

Alex Nix – This is important, as longer term, there are plans to develop the area around Cambridge North Station. Currently City Council Waste Depot is located at Mill Road but as part of Shared Services initiative with SCDC, some staff have moved to Waterbeach, but there are plans for others to move to new premises on Cowley Road. In future there will be more people in closer proximity to the AW site as parts of the 'sidings site' have been designated as residential/commercial.

MAQWP - setting aside regulatory perspective, it would be helpful if we could agree that when you are in the vicinity of CAMBST that odour would be recorded as coming from that site.

Alex Nix – City Council – from a statutory nuisance perspective, odour is a nuisance regardless of whether you are living somewhere or working somewhere. Those 'recipients' have similar rights to complain, and to have their concerns addressed. City would take action if an incident was proved to be a statutory nuisance. However the perception of nuisance is a subjective assessment based on what is reasonable to an average person.

The threshold for nuisance varies according to the nature of the area, and FIDOL: Frequency, Intensity, Duration, Offensiveness and Location AND if the business has taken reasonable steps to control odour. For sewage works, the threshold for action is high, because it is recognised that by the very nature of treating sewage, the business is likely to produce odour. If AW can demonstrate they have used

'best practicable means' to limit odour, then it is extremely unlikely that any enforcement action would be taken.

**Action – CW would prepare a draft of an Introduction to the Customer Hotline and will send draft to MAQWP.**

**6) Feedback from residents and CSLT**

- Initially AW had been provided an incorrect email address for CSLT, so had not been able to make contact. They now had made contact, to visit and see their odour logs. AW have been going out weekly to assess odour but recently it has been windy and there had been no major odour issues.

- AW would advise EK and MAQWP when the flare is reconnected.

**7a) to l)**

**a) Hotline** - the revised script is live as of 04/04/2017

There had been ongoing discussion with South Staffs about putting info on water bills. They are not interested. Any further requests need to be at Director level.

CW will draft a leaflet to be included with bills for addresses in Milton. The boundary between Milton postcodes CB24 6xx north (and CB4 south) of the A14 is complicated. Check postcode map to i.d. which to include.

**b) Analysis of village log data** – a summary had been provided by MAQWP.

**c) Reporting system** - had been revised (see point 5c above)

**d) Map of pumping stations in Milton** – AW had emailed a map to MAQWP 30/03/2017, which would be forwarded to all parties.

**e) Gas holder inspection report** - it was anticipated the new gas holder would be 'on stream' by end of July 2017.

**f) Shortcuts for the telephone reporting process** - already covered.

**g) Publicising the hotline number** - AW will consider how to distribute this information if it is not possible to put it on the bill. AW will produce a leaflet and employ a company to deliver. This will put AW in the driving seat as being concerned to address customer issues.

**h) Reporting system for Milton Country Park** - after an initial accidental lack of correspondence, AW had arranged meetings with CSLT.

**i) Update on regular meetings** - AW will feedback in due course.

**j) List of key dates for events in locality**

Sat 22 April 2017 – formal opening of the North Lodge Park Pavilion

Sun 21 May – Cambridge North Station – opens

Sun 25 June – Parklife Event – Milton Country Park

Sun 24 September – Autumn Festival (food orientated event)

**k) AW reporting data** – covered under 5a above

**l) Outcome of local investigations** – AW had not received any recent reports. No major issues apart from odour recorded on a 'walk-around' at Milton

	Country Park 30/03/2017 when a few people mentioned an odour problem.
7	<b>Lead Authority - South Cambs District Council (Environmental Health Authority) –</b> No comment.
8	<b>Cambridge City Council (Environmental Health)</b> AN – reminded the meeting that the law refers to an ‘occupier’ of a premises - and an employee is not an occupier. However the City Council does receive reports from employees at the St John’s Innovation Centre. Complaints have been rare – mainly associated with flies, which hatched from the Biological Filter Beds. Since these beds were decommissioned in 2016 – and have dried out – they are no longer receiving complaints about flies. AN visited when flies were reported (2016) and in Feb - but only visits the site if there is a complaint.  <b>It was agreed that the next Liaison Meeting would incorporate a tour of the site for up to 10 people. Visitors must wear stout boots or wellingtons.</b>
9	<b>Any further questions</b> It was noted that the potholes on the cycle track as it crosses the AW site entrance had been mended by County Highways, however the problem was likely to recur.
10	<b>Summary of Action points:</b> <b>Action</b> – AB to ask FCC what odour masking chemicals they find effective, those tried and dismissed and supplier details. <b>Action</b> AB - to ask if Minutes of Liaison Meetings could be uploaded to the parish website. <b>Action</b> – CW would prepare a draft of an Introduction to the Customer Hotline and will send draft to MAQWP.
	Date of next meeting – Tuesday 6 June: 4pm – Site Tour, 5pm – Liaison Meeting
	The meeting closed at 7pm.