





Meeting record

Subject	Eco Park Community Liaison Group
Date	Monday 04 September 2023
Location	Eco Park, 2 nd floor
Recorder	Kacie Thompson (KT)

Present

Name	Initials	Organisation	Title / Role
Derek Ferguson	DF	Charlton Village RA	Chair
John Flounders	JF	SUEZ	Plant Manager
Karen Howkins	КН	Spelthorne Borough Council	Cllr., Laleham and Shepperton Green
Peter Hughes	PH		Resident
Calum James	CJ	SUEZ	National Environment and Industrial Risk Manager
Andrea Koskela	AK		Resident
Geoff Lulham	GL		Resident
Richard Parkinson	RP	Surrey County Council	Environment Delivery Group Manager
Carl Philips	СР	Shepperton RA	Chair
Malcolm Robertson	MR		Resident
John Seaman	JS		Resident
Ken Snaith	KS		Resident, Chair
Nigel Spooner	NS	LOSRA	
Gareth Swain	GS	SUEZ	Regional Manager
Kacie Thompson	KT	SUEZ	Regional Communications Manager
Richard Watkins	RW	SUEZ	Environment and Industrial Risk Manager

1.0	Welcome and apologies	
1.1	KS welcomed the group and opened the meeting.	
	KT noted that apologies were received from Cllr. Buddhi Weerasinghe, Cllr. Sandra Dunn and Diane Hall.	
2.0	Staff update	
	KT informed the group that she would be moving on to a new role and leaving SUEZ at the end of September. Recruitment for a replacement will begin shortly and Emma Jordan, Head of External Affairs, will be the main point of contact in the interim period. Her email is Emma.Jordan@suez.com . CJ informed the group that Jem Laguda has now left the Environment Agency. Her interim replacement is Howard Tee. Howard was not available to attend this meeting but will hope to do so in future. A request was made for Howard's contact details. CJ confirmed that this would be discussed with Howard and if he was happy for his details to be provided then they would do so.	CJ/RW
3.0	Operational update	
3.1	<u>Gasifier</u>	
	Suez Materials KPIs - Gasification Eco Park Surrey	
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Figure 1

JF explained that the gasifier underwent its regularly planned maintenance shut down throughout most of July and early August.

JF presented the data in figure 1 above, reporting that in August the contract availability for the gasifier was 90.4% and the last 12-month contract availability was 97.1%.

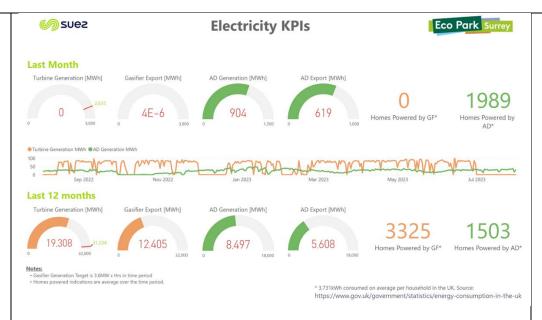


Figure 2

JF presented the data in Figure 2 above, reporting that the gasifier was in shut down for most of the month and therefore not producing energy. Over the last 12 months, the gasifier has generated 19,308 MWh of electricity, enough to power 3,325 homes.

CEMS EMISSION LIMITS				
<u>30 Minute Average</u>		<u>Daily Average</u>		
Particular Matter	30mg/M ³	Particular Matter	10mg/M ³	
Total Organic Carbon	20mg/M ³	Total Organic Carbon	10gm/M ³	
Hydrogen Chloride (CHL)	60mg/m ³	Hydrogen Chloride (CHL)	10mg/m ³	
Sulphur Dioxide (SO2)	200mg/m ³	Sulphur Dioxide (SO2)	50mg/m ³	
Oxides of Nitogen (NOX)	400mg/M ³	Oxides of Nitogen (NOX)	100mg/M ³	
10 Minute Average		<u>Daily Average</u>		
Carbon Monoxide (CO)	150mg/M ³	Carbon Monoxide (CO)	50mg/M ³	

Figure 3

JF reminded the group of the permitted emissions limits for the facility, see Figure 3 above.

JF reported that the facility has not breached its permitted levels for any emissions over the last 12 months and shared the graphs of key monitored emissions in Figures 4-6 below:

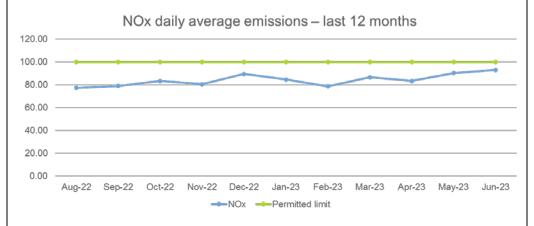


Figure 4

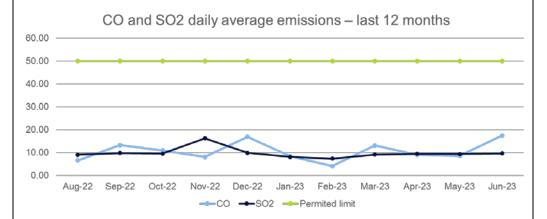


Figure 5

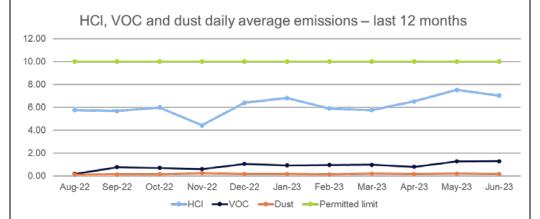


Figure 6

A member asked what units are used in the y axis of the graphs. JF explained that emissions are measured and reported in mg/m^3 .

KT to include unit of measurement for future reporting. Notes that all emissions are measured and reported in mg/m³.

ΚT

3.2 AD

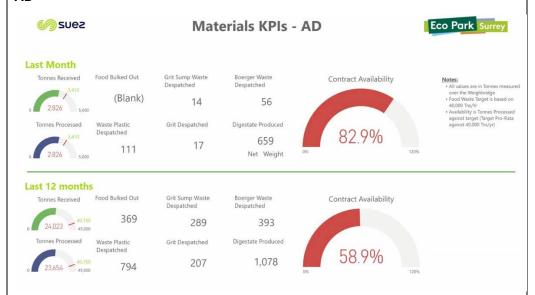


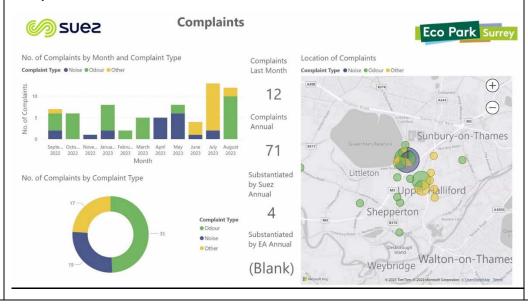
Figure 7

JF presented the data in Figure 7 above, reporting that the AD facility has had a contract availability of 82.9% over the last month and 58.9% over the last 12 months. Notes that there have been various works on the AD to optimize the process, including rerouting water piping, rejuvenating the shredder and improving the process. There was planned maintenance earlier in the year so the AD is now in the process of steadily increasing throughput back to full capacity, which must be done gradually to maintain the right environment for the organisms used in the process.

NS asked whether there has been any further consideration to selling the digestate to members of the public. JS explained that while it is theoretically possible to do it would require installing bagging equipment on site and there are no current plans to do this.

GS notes that the digestate is still being used as it is currently sent for use in agriculture.

3.3 Complaints



CJ presented the complaints data in Figure 8 above, explaining that the graph in the top left shows an overview of complaints each month for the last 12 months. The complaints colour coded in yellow were primarily fly complaints. The Environment Agency investigated the fly complaints in detail through an onsite inspection and an off-site investigation and they were unable to substantiate any of the fly complaints.

CJ reports that four noise complaints were substantiated by SUEZ as they coincided with fire alarms.

GS added that there has been a lot of work done on the fire alarm system and the number of false alarms has significantly reduced.

JF noted that the safety of people is paramount and SUEZ are not able to silence the alarm until every person on site is accounted for.

DF asked for more information about how the process works. JF explained that when an alarm sounds the shift manager will check the panel to find out where the alarm is and immediately begin investigating. There are several fire marshals on site who take the sliding sign in board to quickly account for all staff. Contractors are accounted for by the visitor log, and this can slow the process if there is a high volume of contractors on site.

KH asked how often the Fire Brigade is called out to site. JF explained that the Fire Brigade does not come for every alarm and in the last two years there have been two instances where the Fire Brigade attended, both of which were due to small fires on site rather than false alarms.

CJ adds that there are occasional small fire flares due to lithium-ion batteries, but these are addressed quickly, and SUEZ has a robust process in place to identify signs of fire.

3.4 RBF

GS reported that the RBF is running well, and that Spelthorne Borough Council would like to begin bringing their green waste into the site. This would improve their efficiency as the Eco Park is much closer than where the material is currently sent. There may need to be a planning application to increase the volume of green waste that can go through the site.

KS asks if the green waste would be what is collected from the kerbside. GS confirmed that it is.

GL asked how much more green waste would be brought into the site. GS responded that it would be around 3,000 tonnes per year which is an increase of around 2% more 6nnually. It would be bulked on site and sent elsewhere for processing.

JS asked whether the green waste would be tipped outside or inside and how long it would stay on site. GS responded that it would have to be tipped in the covered storage bays and the aim would be to have it bulked and removed from site within 48 hours.

3.5 CRC / re-use

GS reported that the CRC is running well and that the site has been less busy compared to 2022.

RP updates the group on changes to DIY waste charges at all Surrey community recycling centres, resulting from an announcement made by Defra that they want to change policy to allow more DIY waste free of charge.

RP explained that from 01 September there is now a weekly free allowance of DIY waste for each household at the community recycling centres in Surrey. More details on what you can bring for free and what will still be charged is available on https://www.surreycc.gov.uk/waste-and-recycling/charges/full-list-of-waste-we-charge-for-at-our-community-recycling-centres.

KS asked whether ANPR is in place to monitor the new DIY waste allowance scheme, RP responded that the ANPR is in place the council is finalising a system to use an app to track visits.

RP added that Surrey County Council's new policy on DIY waste set the limit at 1 visit per week per household, but they will review the legislation once it is published and update the policy if needed.

JS asked how the site operators will know if someone has come into the site with DIY waste. GS responded that once the system is finalised the staff will have a PDA with an app that links to the ANPR system where they can track visits, similar to how the van permitting system is managed.

NS remarked that ANPR is not the best system since it is by vehicle rather than by household. RP agrees that it is not ideal, but it is the best system available to quickly implement the new policy.

GS informed the group about a new partnership with HMP Feltham and the NHS. The CRCs have long had a high volume of crutches and walking frames and until recently hospitals did not want them back. With supply chains disrupted from the pandemic, SUEZ began partnering with Epsom & St Helier Hospital to put the equipment back into use. They have recently expanded the programme by working to install a workshop in HMP Feltham where the equipment will be cleaned and repaired before being sent back to the NHS, saving valuable time of nurses.

GS reported that this partnership has already resulted in over £23,000 savings to the NHS and put over 1.4 tonnes of medical equipment back into use.

KH asks if the medical equipment repair is done free of charge. GS explained that it is done free of charge but that the NHS provides the cleaning materials and replacement parts.

GS explains that some of the equipment donated does not meet the NHS standard but is still in usable condition, so that equipment is currently donated to Surrey Stands With Ukraine where it is sent to the frontlines of the war in Ukraine.

KT informed the group that the first funding round of the Revive Community Fund closed in May and the following organisations were selected to receive funding for their projects:

- Waverley Hoppa Community Transport £2000 towards buying an electric van for community transport.
- Mayford Village Hall £5,000 to build a new disabled access to the community garden and create a safer rubberized play surface for their playground.
- Holme Farm £1124 to buy reclaimed railway sleepers to build raised beds to allow wheelchair users access to gardening.
- Lucy Raynor Foundation £2500 to help clear the land to build a new Wellbeing Centre to provide mental health support, in particular around suicide prevention and family support.

KT reported that the paint re-use shop at the Guildford Community Recycling Centre has recently begun partnering with the local probation service which has increased the amount of paint diverted as well as the community impact by supporting local service projects. This initiative has now been shortlisted for a National Recycling Award in the Circular Economy Initiative category. It has diverted over 15,500 litres of paint away from disposal and raised over £2000 for Macmillan Cancer Support. Infiltration pond update JF updated the group on works underway to prevent flooding of the infiltration pond. A temporary pump was installed, and the water is now pumped way into a swale running along the front of the site near the boundary with Charlton Lane. Works are set to begin soon on a permanent, gravity fed solution which will allow the water to naturally drain away rather than overflowing. Communications Shepperton Fair KT reported that SUEZ was a platinum sponsor of the Shepperton Fair again this June, sharing a stall with the Weybridge Beekeeping Association who have installed seven beehives in the Environmental Enhancement Area of the Eco Park. The stall was focussed on biodiversity projects around Surrey and educating residents about the bees on site. The Weybridge Beekeeping Association will be looking after the hives and hosting training sessions at the Eco Park. Website migration	
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KT updated the group on progress with the Eco Park website migration project. The old Eco Park website which was created for the planning and construction phase has been reviewed, important information catalogued, and the site is now set to redirect to www.SUEZSurrey.co.uk .	
KT explains that the SUEZ Surrey site needs updating as work on the site was temporarily paused during the Veolia takeover process. The SUEZ Surrey site has been audited and a host of updates will be sent to the web development team by the end of September.	
KT adds that there will be an emissions monitoring page that shows emissions for a rolling 90-day period, but this will take some time with external developers to complete. In the meantime, a temporary page will be added where recent emissions reports can be reviewed.	
Questions	
 KT read through written responses to questions submitted before the meeting: What is the makeup of this committee? Who are the members? What is the upto-date names and contact details of all the members – council, residents and SUEZ? Can this please be supplied with pre the meeting so we are aware who is 	
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- 2. What are the Current Terms of Reference? Can this please be supplied pre the meeting so we are aware of its content, bearing in mind that the ToR was it was never signed off.
 - We are still operating under the Terms of Reference dated May 2022 which
 was agreed by the group on 05 July 2022. We will be completing our annual
 review of the Terms of Reference following this meeting.
- 3. Lorries Video Attached taken at 6.42am. Please see attached Video that was sent to me by a resident on the 16th August. This resident couldn't believe what the road is like in the morning can you confirm what is going on and how often does this happen please, as this was something that I raised on many occasions previously.
 - This is not a usual occurrence. On this occasion there were additional lorries
 collecting waste as there had been a build-up whilst works were completed
 on the gasifier (however the gasifier was running on 16 August). We are not
 able to dictate when the lorries arrive and on this occasion they arrived at the
 same time.
- 4. Lorries Night. Where are the Lorries parking of a night. How many on site and how many elsewhere?
 - We do not allow lorries to park on site overnight. They will park in areas identified by their haulage company.
- 5. Trees Photo Attached. They are all more or less all dead when will they be replaced and please don't blame it on the weather.
 - We discussed tree failure in the previous meeting and how the wet winter
 weather caused many of the young trees to fail, something which was not
 isolated to the Eco Park site. Our landscaping contractors are contractually
 obligated to replace any tree failures and this is due to happen in the autumn
 when the weather is right for planting.
- 6. Footpath Photo Attached Old and New. This is the current state of the public footpath. This Footpath was a well-used footpath until the Eco Park diversion happened and the trees and shrubs were removed and replaced by what is there now. Cant Suez do something to help with the situation? Its all right saying its not being used there a very good reason why its not used you cant get through?
 - As discussed in the previous meeting, maintenance of the public footpath is
 the responsibility of Surrey County Council and SUEZ has notified the
 appropriate department and received confirmation that the footpath in
 question is on the list for maintenance, but they will prioritise higher footfall
 areas.
- 7. Evening Photo photo attached. This evening photos clearly shows when the site is working. Can we please have a listing of the days that the Gasifier has been fully functioning this year?
 - Details of plant availability is reported earlier in the meeting. Regarding the
 photo, we have previously explained to the group that the visibility of steam
 exiting the chimney is not a reliable indicator as to when the plant is
 operating. The visibility of the plume is heavily dependent on atmospheric
 conditions and it is sometimes not visible even though the gasifier is
 operating.
- 8. How does the Eco Park fit in with the Governments Net Zero Plan, especially with regards to the Gasifier?

- The Governments net zero plan emphasizes the need to end biodegradable waste to landfill, a source of methane emissions that has a substantial impact on climate change. To this end, the anaerobic digestion facility at the Eco Park has ensured that Surrey can remain ahead of the curve in terms of food waste collection and recycling. The re-use programmes through the CRCs are also contributing to the governments ambitions towards a circular economy.
- All emissions from the gasifier are strictly monitored by SUEZ and the
 Environment Agency and are kept within permitted levels. Gasification and
 Energy from Waste is still considered a better option for non-recyclable waste
 when compared to landfill which has higher methane emissions. Methane is
 known to increase warming at a faster rate than carbon emissions.
- 9. Flies Infestation Details
 - The Eco Park has not had a fly infestation. The Environment Agency has independently investigated fly complaints both on site and off site and these complaints have not been substantiated by SUEZ or the Environment Agency. There have been reports in the area of an increase in flies this year but fly levels on site have remained low and we have continued to maintain proactive pest control throughout the fly season.
- 10. AD Plant Odours / breakdown. Odour 22 August Rotten Veg.
 - Complaint details will be presented in the meeting. Complaints we receive typically do not differentiate between AD or other facilities on site and we record all complaints in the same system. We use the description of the odour and on and off-site investigations to identify where the odour is coming from on site. The EA have previously carried out multiple investigations into odour complaints and have been unable to substantiate odour off site.
- 11. Gasifier How many days has it been fully operating 24/7. Has it hit its expected full capacity yet?
 - Our latest run was 171 days before the planned maintenance shut down in July/early August, running at 95% or above OAE (overall equipment efficiency).
- 12. How many days was it burning Gas Oil for start-up purposes?
 - On this occasion, multiburn max oil was used on start-up for 72 hours due to a new refractory that was installed during the planned maintenance shut down. The new refractory needed to be dried out and therefore start up must follow a warm-up curve as required by insurers to ensure satisfactory installation.
- 13. Alarms going off: 14 May at 8am and 11pm, 31 May at midday, 08 June at 9:57pm, 22 June it was on and off all evening but the subsequent 3 weeks all was quite no noise then restarted 07 July?
 - Our fire alarm logs show the following:
 - o 14 May 7:55am-8:04pm, nothing at 11pm
 - o 31 May 11:55am-12:04pm
 - o 8 June 21:51-21:59
 - o No alarms on 07 July

- These alarms were due to a fault on the system, not an incident on site. We
 have been working closely with our contractors, Protec, to update the system
 and the number of false alarms has decreased significantly. There were
 alarms logged in the system in the three weeks between 22 June and 07
 July, however we did not receive any corresponding complaints.
- 14. What is the point of another footpath if it ends up in the same condition as the old one?
 - More information is needed to answer this. Is the concern the overgrown parts of the current footpath? This was discussed in the previous meeting maintenance of the footpath falls to Surrey County Council who have been notified of the request for maintenance and it is currently on the list. However, the council have confirmed that they will prioritise high traffic paths.
- 15. What about the Trees when will this be resolved?
 - See response to the question above regarding tree failures.
- 16. What about Ivy Dene Cottage?
 - Surrey County Council is currently developing plans to demolish Ivy Dene
 Cottage and build a new, state of the art re-use hub. SUEZ has recently
 hosted a visit for Surrey County Council to the SUEZ Renew Hub in Greater
 Manchester to provide inspiration and expertise.
- 17. There is a proposal by the EcoDev Group to develop a Battery Energy Storage System (BESS), with an output of 200 MW and a capacity of 800 MWh, on the land just to the north of the Eco Park. Is there or will there be any connection between Suez, the Eco Park and the BESS development? If so, what form does/will this take?
 - SUEZ and the Eco Park are not involved in this development.
- 18. How can you justify a Parasitic Load of 46.7%?
 - The parasitic load reported includes the energy needed for part of the
 process at the beginning, the pre-treatment system that shreds and sorts out
 metals to create a consistent fuel that is used in the gasifier. This part of the
 process is run off the power generated by the facility.
- 19: Why is the container for cartons always chock-a-block?
 - Tetrapaks is a popular product, and the containers must be emptied by the supplier, which can cause some delay.

Follow up questions / comments:

JS asked if bikes would be moved from HMP Ford to the new re-use hub at Ivy Dene. GS explains that there are enough bikes brought to the CRCs in surrey to continue working with HMP Ford and to bring bike repair to the re-use hub.

DF remarked that he loves the idea of the hub but does not like the idea of knocking down Ivy Dene cottage, asking if there are any architectural drawings of the plans. RP explained that the council is conscious of the need to make the hub visually appealing and explained that Ivy Dene is not safe or fit for purpose. RP confirms the final design will be sympathetic to the local area and useful for the community.

KH remarked that Ivy Dene has sat empty for 13 years and asked why it is being considered now. GS explained that it has been a long process to get the core aspects of the site up and running, and with the gasifier and AD facilities fully operational the time is right to focus on the future of Ivy Dene.

8.1	Thursday, 25 January 2024 at 14:00 at the Eco Park.	
8.0	Date of next meeting	
7.1	The group discussed the footpath and reported that it needs maintenance. GS reminds the group that the responsibility for maintaining the footpath falls with Surrey County Council. SUEZ has spoken with the department responsible for maintenance and have confirmed that it is on their list, but they will prioritise high footfall areas first.KT to get an update on where the footpath is on Surrey County Council's maintenance list and send the group information on where to report the footpath for maintenance.	КТ
7.0	AOB	
	DF asked what residents can do with Tetrapak if the bins at the CRCs are often overfull. GS explained that it is a difficult material to recycle since it is linked to only one supplier and recycling facility. RP explains that Tetrapak have to be transferred to Halifax just to recycle the paper and the metal and plastics are incinerated. The best thing to do is avoid using Tetrapak and choose more easily recyclable materials instead, like plastic bottles.	
	KH asked for an update about plans for the education centre. RP responded that it is still yet to be determined.	
	KH asked about the timeline for building the hub, RP responded that it will be subject to planning but there is a lot of political will to progress it. RP noted that it is a new concept and SUEZ is the only company doing re-use at that scale.	
	DF remarked that there is an opportunity for Surrey and SUEZ to bring something of value to the community.	
	will fund it. RP noted that the community will be consulted on any future proposals for Ivy Dene.	