

## Meeting record

Subject	Eco Park Community Liaison Group
Date	Thursday 25 January 2024
Location	Eco Park, 3 <sup>rd</sup> floor
Recorder	Will Hamill

## Present

Name	Initials	Organisation	Title / Role
Ken Snaith	KS		Resident, CLG Chair
John Flounders	JF	SUEZ	Plant Manager
John Seaman	JS		Resident
Peter Hughes	PH		Resident
Andrea Koskela	AK		Resident
Buddhi Weerasinghe	BW	Surrey County Council	Cllr., Lower Sunbury and Halliford
Richard Parkinson	RP	Surrey County Council	Environment Delivery Group Manager
Steven Foster	SF	Surrey County Council	Interim Director for Waste
Emma Jordan	EJ	SUEZ	Head of External Communications
Richard Watkins	RW	SUEZ	Environment and Industrial Risk Manager
Sandra Dunn	SD	Spelthorne Borough Council	Cllr., Halliford and Sunbury West
Malcolm Robertson	MR		Resident
Karen Howkins	KH	Spelthorne Borough Council	Cllr., Laleham and Shepperton Green
Gareth Swain	GS	SUEZ	Regional Manager
Will Hamill	WH	SUEZ	Regional Communications Manager
Carl Philips	CP	Shepperton RA	Chair
Nigel Spooner	NS	LOSRA	

<b>1.0</b>	<b>Welcome and apologies</b>	
1.1	<p>KS welcomed the group and opened the meeting.</p> <p>EJ noted that apologies were received from Derek Ferguson and Diane Hall. Calum James was also unable to attend the meeting from SUEZ.</p> <p>EJ stated that Geoff Lulham had resigned from the CLG.</p> <p>SF introduced himself as joining the meeting with RP to see the site in operation and sit in on the CLG meeting.</p> <p>EJ noted that after a period of absence Jim Walter had been written to about whether he still wanted to be a member of the CLG. EJ confirmed that we have emailed but not seen a reply.</p> <p>EJ also noted that SUEZ had emailed Shepperton Town ward members to see if they would like to nominate a member to attend the group, however, we have not had a response.</p>	
<b>2.0</b>	<b>Staff update</b>	
2.1	WH introduced himself as taking over from Kacie Thompson as SUEZ's new Regional Communications Manager for the South East, recording the minutes of the meeting.	
<b>3.0</b>	<b>Approval of minutes from previous meeting</b>	
3.1	The minutes of the previous meeting were agreed.	
<b>4.0</b>	<b>Matters arising</b>	
4.1	<p><b>Battery fires</b></p> <p>Following on from the previous meeting, SD asked for an update on the processes that are currently in place in relation to battery fires on site, in particular via zombie batteries.</p> <ul style="list-style-type: none"> <li>JF re-assured members that there are robust processes in place to address battery fires on site, but that the most effective solution of all would be to reduce the amount of batteries being disposed of incorrectly in the first place, noting that 90% of the time they are derived from the misuse of black bags.</li> </ul> <p>NS whether systems are in place to detect battery fires.</p> <ul style="list-style-type: none"> <li>JF confirmed that there are systems and detectors in place.</li> </ul> <p>There was a broader discussion around the particular dangers posed by battery fires in addition to vapes.</p> <ul style="list-style-type: none"> <li>EJ, GS and RP said that this is an industry wide issue and that a significant amount of work is being undertaken to raise awareness of the problem.</li> <li>SD and BW suggested ideas that could be pursued to raise awareness of the issue locally, including signage or content in local media.</li> <li>GS stated that greater education is needed around the issue, but that it is a matter of producer responsibility.</li> </ul> <p>NS raised the matter of thermal runaway, asking whether there was enough water on site to put out a lithium battery fire if it occurred.</p> <ul style="list-style-type: none"> <li>GS confirmed that there is.</li> </ul>	

MR asked whether vaping devices can be recycled.

- RP said they can go in the small electricals bay, as the batteries are embedded.

**5.0 Operational update**

**5.1 Gasifier**



Figure 1

JF gave an operational update on the gasifier noting minimal issues, with 92.7% contract availability in 2023. SD asked for the meaning of contract availability.

- JF confirmed that it is tonnes processed against the target.

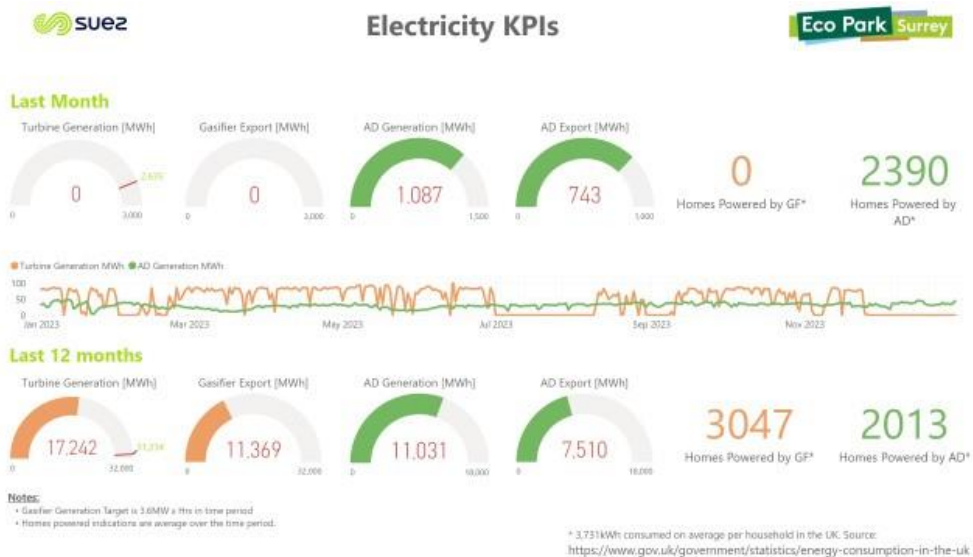


Figure 2

JF noted that the gasifier was down for most of December, due to bespoke parts which needed to be sourced from Germany.

KH asked how long the gasifier was inactive throughout the year.

- JF confirmed it was down to planned outage in most instances.
- Following the meeting, the Eco Park team have discussed providing information about electricity generation and emissions monitoring on the website.

When updating on activity, JS asked if there is a negative impact on finances for Surrey County Council when there are outages.

- GS confirmed that this is not the case as SUEZ is required to give a return based on an overall level of service when it comes to energy and processing.
- JF also confirmed that some outages were out of SUEZ's control due to grid related issues.

BW and KH asked whether there is an obligation for SUEZ to deliver energy for a certain number of homes as part of the contract with Surrey County Council.

- GS responded that the level of service provision is based on megawatts rather than homes.

### Emissions monitoring – permitted limits

CEMS EMISSION LIMITS			
30 Minute Average		Daily Average	
Particulate Matter	30 mg/m3	Particulate Matter*	5mg/m3
Total Organic Carbon (TOC/VOC)	20 mg/m3	Total Organic Carbon (TOC/VOC)	10 mg/m3
Hydrogen Chloride (HCl)	60 mg/m3	Hydrogen Chloride (HCl)*	8 mg/m3
Sulphur Dioxide (SO2)	200 mg/m3	Sulphur Dioxide (SO2)*	40 mg/m3
Oxides of Nitrogen (NOx)	400 mg/m3	Oxides of Nitrogen (NOx)	100 mg/m3
		Ammonia (NH3)*	15 mg/m3
10 Minute Average (95th percentile)		Daily Average	
Carbon Monoxide (CO)	150 mg/m3	Carbon Monoxide	50 mg/m3

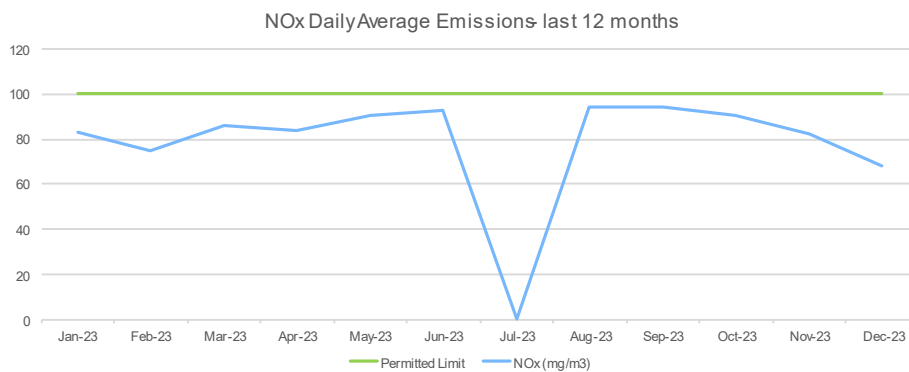
\*Effective from 03/12/2023

Community Liaison Group 04 September 2023



Figure 3

### Emissions monitoring - NOx



Community Liaison Group 04 September 2023



Figure 4

## Emissions monitoring – CO and SO2

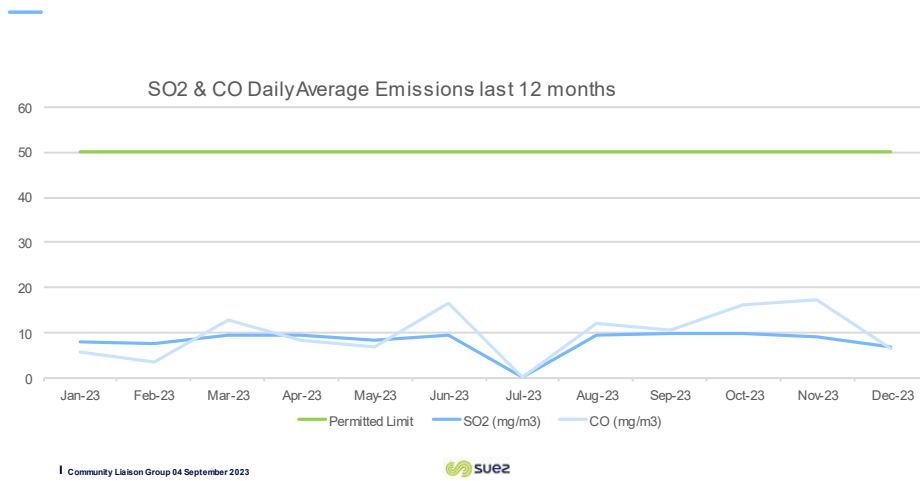


Figure 5

## Emissions monitoring – HCl, VOC, dust

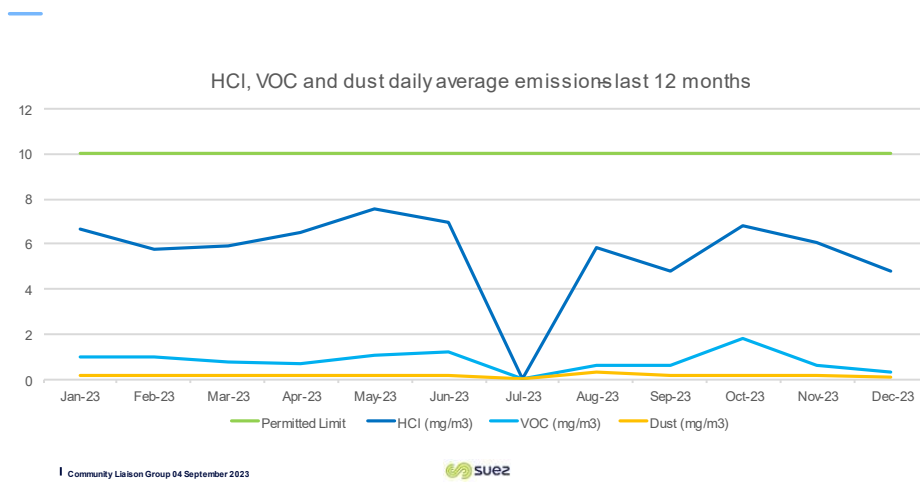


Figure 6

Following this JF gave an update on emissions, noting 100% compliance with all limits.

5.2

Anaerobic Digestion



Figure 7

JF gave an overview on the anaerobic digestion facility, setting out that it is performing well, with no major downtimes.

KH asked if the facility is delivering at capacity.

- JF confirmed that there is spare capacity.
- RP said that we do not want residents to create more food waste to fill the gap but to ensure that food is taken out of residual and put in the food waste bin whenever possible.

CP suggested that a magazine article could potentially help with behaviour change. AK said this might be particularly effective if there was a case to show it saved money.

- RP confirmed that taking food out of residual could lead to potential savings of £4 million.

SD asked if flats can create challenges in terms of waste optimisation.

- RP said that work is being done to create the right design and space for bins/difficult to access properties.

MR asked what happened with contaminated food waste containers like pizza boxes.

- RP said they currently go for energy recovery.

5.3

Complaints

JF gave an update on complaints for December 2023 stating that there were just 3 complaints relating to noise. This was largely due to a faulty compressor which has been fixed.

Meanwhile, there were 69 complaints made in total over the course of 2023. Only 5 of these were substantiated and they all related to noise - fire alarms at unsociable hours.

It is also worth noting that the Environment Agency receive numerous complaints from a property on Hetherington Road, which are not passed on to SUEZ as they do not believe that we need to investigate them any further.

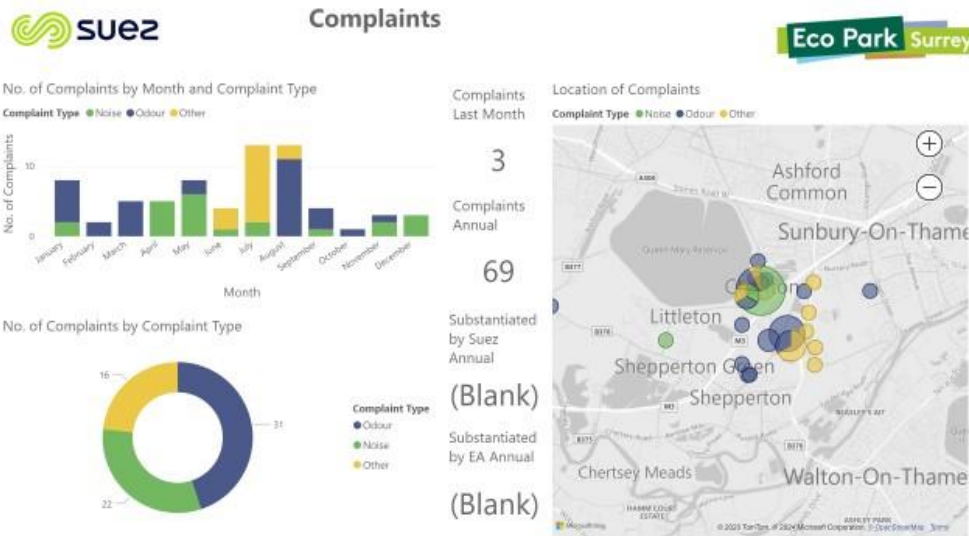


Figure 8

BW asked why complaints tend to spike in August and whether there is anything that can be done to mitigate odour.

- RW confirmed that there are odour controls in place and no direct link between activities on site and seasonal complaints over the course of the year.
- GS said that when complaints are the result of the site's activity they will be dealt with as appropriate.

CP said that the Eco Park does not come as much as previously when speaking with residents but that odour does sometimes still crop up as an issue, which may be more down to the overall perception of the site. KH also said that flies come up as an issue among residents.

- RW re-assured that if there is a genuine issue, we want to find it and resolve it and that overall the number of complaints in 2023 is considerably lower than in 2022.
- The Environment Agency also carried out an extensive investigation into odour and flies in 2023 and were unable to substantiate anything.

KS requested that the best contact details for complaints are put in the minutes. For complaints please contact the Environment Agency ([enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk) / 03708506506) and SUEZ's Regional Communications Manager, Will Hamill ([william.hamill@suez.com](mailto:william.hamill@suez.com) / 07855180023), so we can look into it early for any issues.

6.0

**RBF**

GS reported that the RBF is running well with operations and tonnages remaining consistent and stable.

However, GS noted that a request has been made by Surrey County Council to accommodate more kerbside green waste from Spelthorne and Runneymede, GS said that there will be a planning application brought forward to allow for an extra 10,000 tonnes to help take in the extra waste.

JS asked if this will be specifically be earmarked for green waste.

	<ul style="list-style-type: none"> <li>GS confirmed it would.</li> </ul> <p>Across the room there was interest in the implications of the planning application for vehicle movements. As an action, GS confirmed we could provide a figure based on predicted averages.</p> <p>Since the meeting took place, we referred to our colleagues in planning. They have confirmed that, to give the most accurate number possible, it would be best to get the number from the transport consultants once available as part of the planning process.</p>	GS
7.0	<p><b>CRC / re-use</b></p> <p>GS reported that the CRC continues to run smoothly. GS asked members how they found the service over the Christmas break, to which KS said it went well.</p> <p>KH reported that there was an issue with a signpost dropping due to heavy winds, but noted that it was sorted on the same day.</p> <ul style="list-style-type: none"> <li>GS confirmed that there is now a new policy in play, whereby all removable signs are taken down during heavy winds to avoid them being blown away.</li> </ul> <p>KS asked for an update on Ivy Dene Cottage.</p> <ul style="list-style-type: none"> <li>RP said that work is still ongoing to make best use of the space, with various options being considered, including a repair cafe or upcycling space.</li> </ul> <p>KH asked about whether the house will be knocked down.</p> <ul style="list-style-type: none"> <li>RP noted that the site is beyond repair and that we are working to find optimal use for the space.</li> <li>GS confirmed that we need something which can provide multiple opportunities for the space and that the goal is something where value can be delivered to the residents of Spelthorne.</li> </ul> <p>KS asked whether ANPR is working at the Eco Park and whether any updates on vehicle entries could be provided.</p> <ul style="list-style-type: none"> <li>Surrey County Council's ANPR data for Charlton Lane CRC shows approximately 293K visits in the last 12 months. This number is indicative only as the system is not yet fully live and there may be a few small gaps in the data.</li> </ul>	
8.0	<p><b>Infiltration pond update</b></p> <p>JF updated the group on works at the infiltration pond.</p> <p>JF said that we have levelled out the parking area and are waiting for Type 1 to be put down and firmed in. The ground was water logged at the time of the meeting taking place. JF confirmed that contractors will come back in at a later stage.</p>	
9.0	<p><b>Communications</b></p>	
9.1	<p><b>Website updates</b></p> <p>EJ thanked members of the CLG for flagging the need for website updates. EJ noted that the website had been updated to include minutes from previous meetings and that more changes were due to be made to include 2023 data.</p>	



	<p>At this point, KS interjected to say that he had checked the website and it was not working at the time of the meeting.</p> <p>As an action, SUEZ confirmed that it will investigate.</p> <ul style="list-style-type: none"> <li>• The website is now working: <a href="https://suezsurrey.co.uk/what-we-do/energy-recovery/">https://suezsurrey.co.uk/what-we-do/energy-recovery/</a></li> <li>• The latest minutes from the Eco Park CLG meeting can be found here: <a href="https://suezsurrey.co.uk/community-and-education/community-liaison/">https://suezsurrey.co.uk/community-and-education/community-liaison/</a></li> </ul>	EJ/WH
9.2	<p><b>Revive Community Fund</b></p> <p>EJ also confirmed that we are due to embark on the next round of funding for the Revive Community Fund using Action Funder. As an action, EJ confirmed we would send a link around once the page is live.</p>	EJ/WH
9.3	<p><b>National Recycling Award short listing/Princess Alice Hospice</b></p> <p>EJ updated members that the company has been shortlisted for a National Recycling Award due to work with the probation service and paint re-use.</p> <p>EJ also updated members on the work done with the Princess Alice Hospice to assist with collections over the Christmas period.</p>	
9.4	<p><b>Beehives</b></p> <p>JF confirmed that the first round of Eco Park honey will be ready in due course and could potentially be sold in the re-use shop.</p> <p>GS announced that classes are being undertaken to train qualified beekeepers which is open to members of the public. KH asked where this is being advertised, to which it was confirmed via Weybridge Beekeepers.</p>	
9.5	<p><b>Scouts/M+W commitments</b></p> <p>BW asked for an update on commitments made by M+W to the scouts in relation to their access road.</p> <ul style="list-style-type: none"> <li>• JF confirmed that this is an issue for M+W. SUEZ had honoured all commitments made. JF is actively looking to resolve the issue.</li> </ul>	JF
9.6	<p><b>Communication with residents</b></p> <p>BW raised a question about communication locally with local residents and the use of newsletters. BW said there was a letter in March 2023 introducing JF as the new plant manager, but that he had not personally received it.</p> <p>KS also said he had not received it as he does not live in the delivery area.</p> <ul style="list-style-type: none"> <li>• GS confirmed that there was deliberation on the mailout boundary but the line had to be drawn at a certain level for those nearest to the site.</li> </ul> <p>BW suggested sending out a newsletter quarterly or twice a year to help with the perception of the site. It was agreed that the communications team at SUEZ would review this suggestion.</p> <p>Other suggestions from KH included an update in May and November to reflect site opening times or making use of notice boards/Shepperton Matters.</p> <p>KS acknowledged that providing the website works, we should be able to continue using it as the main medium.</p> <ul style="list-style-type: none"> <li>• Having discussed the matter internally, in line with green principles, SUEZ and SCC agree with using the website as the main medium of</li> </ul>	EJ/WH

	communication. Since the CLG meeting took place, the website has been updated with the latest energy generation figures from 2023.	
<b>10.0</b>	<b>Terms of Reference</b>	
<b>10.1</b>	<p>EJ said that there are a number of points in the existing Terms of Reference which are either out of date or no longer relevant.</p> <p>The room also noted other points which needed to be updated. It was agreed that the Terms of Reference will be circulated with the minutes of the meeting and an updated draft presented at the next meeting.</p> <p>KS suggested that any suggested changes to the terms of reference be sent to WH's email.</p> <ul style="list-style-type: none"> <li>This is: <a href="mailto:william.hamill@suez.com">william.hamill@suez.com</a></li> </ul> <p>BW asked whether a provision could be made in the Terms of Reference for the slides used at meetings to be shared in advance of future meetings.</p> <ul style="list-style-type: none"> <li>GS stated that this cannot be facilitated as the information is intended to be delivered in real time.</li> </ul>	WH
<b>11.0</b>	<b>Questions</b>	
<b>11.1</b>	<p>EJ read through written responses to questions submitted before the meeting:</p> <ol style="list-style-type: none"> <li>Can I please have an update on the plans to develop Ivy Dene cottage into a workshop? <ul style="list-style-type: none"> <li>This was covered over the course of the meeting – see Item 7.0</li> </ul> </li> <li>What actions are taken to reduce light pollution coming from the Ecopark in hours of darkness? <ul style="list-style-type: none"> <li>JF confirmed that there had been changes made to the angles of the lights during hours of darkness, with no complaints having been made since.</li> </ul> </li> <li><b>Terms of Reference</b> – Can all members have a copy supplied prior to the meeting – as we have new members, and they aren't familiar with it. <ul style="list-style-type: none"> <li>This was covered over the course of the meeting – see Item 10.1</li> </ul> </li> <li><b>Presentation</b> – If you are doing a PowerPoint presentation can we please have a copy before hand as its not necessarily that easy to see on the screen and digest – also it gives us a chance to look at it raise queries should there be any. <ul style="list-style-type: none"> <li>This was covered over the course of the meeting – see Item 10.1</li> </ul> </li> <li><b>Annual Report 2022</b> – It stated that 53% was burnt – so what happened to the other 47% – what Percentage of that went into landfill – can these figures be included in the 2023 Report. <ul style="list-style-type: none"> <li>GS confirmed that zero went to landfill.</li> </ul> </li> <li><b>Vents on the Roof</b> – Unfortunately I did not record the date and time (I think it is was Mon 15<sup>th</sup> – around 12.00am) The roof vents were going mad omitting a lot of whatever was this registered. I went into the site and spoke to the staff they said it was nothing to do with them and to go to the office which I did but no-one was around. I appreciate it is vague but is there any answers. <ul style="list-style-type: none"> <li>JF confirmed that this would have been for a short period of time while the machinery was warming up.</li> </ul> </li> </ol>	

	<p>7. <b>Alarms</b> – There has been a few incidents of the alarms going off including 03 December at 4.20am and 6.00am, one assumes that this was an emergency as we were assured that the sensitivity of the system had been changed?</p> <ul style="list-style-type: none"> <li>• There were 3 complaints but only 2 were substantiated as the time/date of one was not confirmed by the EA. It was a false alarm caused by a fault but the number of such faults has been significantly reduced.</li> </ul> <p>8. <b>Gas Oil</b> – How much has been burnt in January restarting the Gasifier</p> <ul style="list-style-type: none"> <li>• JF noted that ultimately this comes down to the temperature and how long we run the Gasifier for. The information itself belongs to Surrey County Council.</li> </ul> <p>9. <b>AD Plant</b> – Smell – there has been a lot of complaints on social media – How many complaints in all.</p> <ul style="list-style-type: none"> <li>• It was agreed that social media is not the most reliable way of raising and investigating complaints and that these should instead go via SUEZ/the Environment Agency. In terms of smell, JF confirmed that there is no food left on the floor and that once processed it is enclosed in tanks and piping helping to eliminate odour.</li> </ul> <p>10. <b>Footpath</b> – when will residents be able to use both of them, and when will the landscaping be finished as per the You Tube video. <a href="https://www.youtube.com/watch?v=...">Eco Park fly around (youtube.com)</a>. Also the September minutes said that this would be rectified.</p> <ul style="list-style-type: none"> <li>• RP said that this is on the list of items to be looked at. However, JF noted that it can only be done once the area is less waterlogged. On the video, KH suggested it be taken down if it does not accurately represent the site. EJ/GS confirmed we will look into it.</li> </ul> <p>11. <b>Website and Minutes</b> – I have copies of the minutes etc. So I decided to look them up the new <a href="http://www.SUEZsurrey.co.uk">www.SUEZsurrey.co.uk</a> website. We were told many months ago that a new website was being redesigned. Can you please update and signpost me as to where it is. I can't find it – go into the new website no problem it lists the Community Liaison Group then when you go to look at the minutes there is NO website <a href="http://www.ecoparksurrey.co.uk">www.ecoparksurrey.co.uk</a> – when will this be rectified.</p> <ul style="list-style-type: none"> <li>• This was covered over the course of the meeting – see Item 9.1.</li> </ul> <p>12. <b>Photos</b> – I have attached 4 photos – I appreciate that Suez answer is that this is all steam – However I have great trouble convincing residents of this – if the Steam that came out my kettle at home - I would be worried, and down the shop to buy another.</p> <ul style="list-style-type: none"> <li>• The emissions monitoring system runs continuously. In the event of a complaint we can demonstrate compliance with emission limit values by reviewing the daily CEMS data reports. Most of the emissions are water vapour and carbon dioxide. On cold days the water vapour condenses in the cold air as it exits the stack, the water vapour will tend to reflect the atmospheric conditions so on grey cloudy days the plume will look grey. But as above we can demonstrate it is not smoke by looking at the CEMS data.</li> </ul> <p>13. When will this Report be available for 2023?</p> <ul style="list-style-type: none"> <li>• At the time of the meeting taking place, RW was in the process of finalising the report to be submitted to the Environment Agency. It was submitted to the Environment Agency on 31<sup>st</sup> January 2024 and can now be requested via an FOI request.</li> </ul>	<p>EJ/GS</p>
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	<p>14. Will we be having a presentation on this report, including a comparison to the 2022 report?</p> <ul style="list-style-type: none"> <li>It was agreed that a non-technical summary of the 2023 report and how figures compare to 2022 would be the best option once the figures are available.</li> </ul> <p>15. If it is not too late, I wish to ask why the soft drinks carton bin is still invariably crammed full whenever I visit it.</p> <ul style="list-style-type: none"> <li>This will be investigated.</li> </ul>	WH/ GS
<b>12.0</b>	<b>AOB</b>	
12.1	<p>KS announced that there has now been a formal application to put a Battery Energy Storage System near the site, with a significant amount of opposition from local residents.</p> <ul style="list-style-type: none"> <li>As an action GS said that it needs to be looked at from SUEZ and SCC's perspective.</li> <li>Since the meeting, it has been raised with the planning team at SUEZ for consideration.</li> </ul> <p>NS highlighted that the scheme is proposing a significant amount of energy on site and questioned whether it is the right place to put the scheme given the energy capacity at the Eco Park.</p> <ul style="list-style-type: none"> <li>GS stated that while the planning application is an important local issue, it has nothing to do with the operation of the Eco Park itself and not for us to comment on in this meeting</li> </ul>	
<b>13.0</b>	<b>Date of next meeting</b>	
13.1	It was confirmed that the next meeting will be Wednesday 1 <sup>st</sup> May between 2-4pm.	