

Meeting record

Subject	Eco Park Community Liaison Group
Date	Monday 23 February 2026
Location	Eco Park, 3 rd floor
Recorder	Natalie Saenz

Present

Name	Initials	Organisation	Title / Role
Ken Snaith	KS		Resident, CLG Chair
Jason Benfield	JB	SUEZ	Plant Manager
Richard Watkins	RW	SUEZ	Environment and Industrial Risk Manager
Malcolm Robertson	MR		Resident
Derek Ferguson	DF	CVRA	Chair
Gareth Swain	GS	SUEZ	Regional Manager
Natalie Saenz	WH	SUEZ	Corporate Affairs Manager - South
Carl Phillips	CP	Shepperton RA	Chair
Andrea Koskela	AK		Resident
Jodi Johnston	JJ	Surrey County Council	Contract Performance Manager
Sandra Dunn	SD	Spelthorne Borough Council	Cllr. - Halliford and Sunbury West
Karen Howkins	KH	Spelthorne Borough Council	Cllr. - Laleham and Shepperton Green
Buddhi Weerasinghe	BW	Surrey County Council	Cllr. - Lower Sunbury and Halliford
Jasmine Bressler	JB	SUEZ	Environment and Industrial Risk Advisor
Paul Barnett	PB	Surrey County Council	Waste Behaviour Change and Engagement Manager

1.0	Welcome and apologies	
	<p>KS welcomed members to the meeting</p> <p>Apologies for absence were received from Nigel Spooner</p> <p>New members to the CLG JB, NS and the CLG members introduced themselves</p>	
2.0	Approval of minutes from previous meeting and matters arising	
2.1	<p>The minutes of the meeting held on 20 October 2025 were approved.</p> <p><u>Paragraph 3.1</u> Clarification was asked of paragraph 3.1 in the previous minutes regarding tonnage processed.</p> <p>JB confirmed that the 27,000 tonnes referred to tonnage from April to September 2025.</p>	

3.0

Operational update

3.1

Gasification

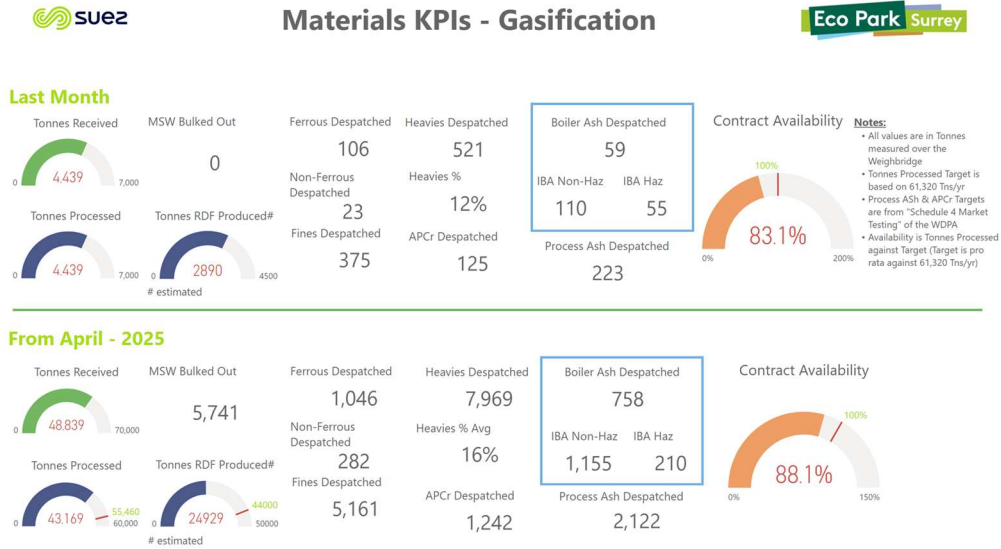


Figure 1

JB reported that the gasifier is performing well.

To date, circa 43,000 tonnes of residual waste have been processed in the gasifier from April to December 2025. This was clarified to be tonnage processed through the Mechanical pretreatment plant that delivers RDF to the bunker for gasification.

KH asked where the heavies go GS explained that anything oversized would go on for energy recovery through a traditional EFW such as Kemsley.

Emissions

RW confirmed emissions performance remains well within permit limits.

KH noticed previous spikes in some of the emissions and asked if there had been an event that caused them. JB explained that the composition of the waste can affect emissions, things like moisture content can also effect readings.

JB explained that where particulates had risen previously, a bag filter had been changed and this has reduced emissions further.

RW emphasised that all emission results were still well within permitted levels.

There was a query regarding an apparent increase in Ammonia levels. RW suggested it may be due to a calibration being completed. Confirmation was given that the ammonia calibration function was updated during the September 2025 maintenance outage.

GS said that SUEZ would review readings across February, March and April to identify if there were any trends.

RW went on to explained that the Dioxins monitoring satisfied the Environment Agency requirements of 6 compliant results, with 5 of these prior to the 2025 outage and further 2 subsequent to the outage. On the basis of these results the EA agreed that we can revert back to the standard monitoring which is 1 test every 6 months

SUEZ

3.2

Anaerobic digestion

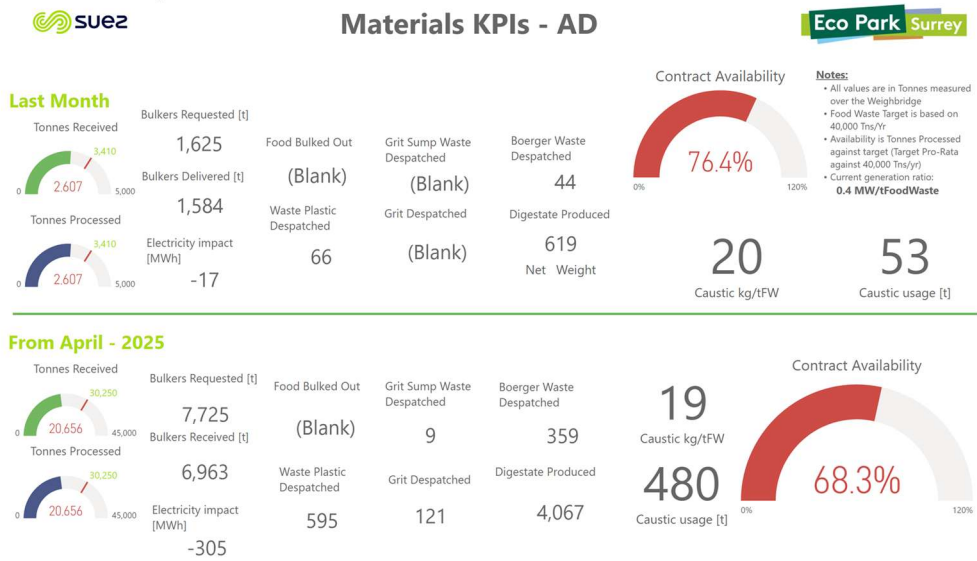


Figure 2

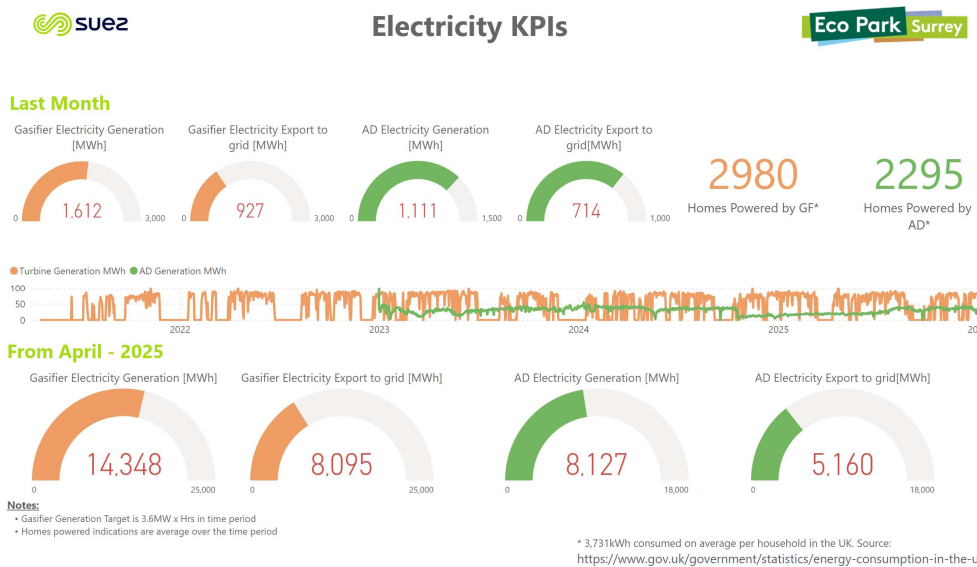


Figure 3

JB confirmed both digestion tanks have been operating well.

GS noted that they had seen a 30% increase in food waste collections in Surrey over the Christmas period

MR asked how the waste plastic is removed and what happens to it.

JB explained that a screw press removes the plastic from the food waste which then goes off to an EFW for energy recovery.

MR then asked about biodegradable bags and why are they recommended if they are removed.

A discussion took place and JB explained that biodegradable bags are not helpful for the AD process - non-biodegradable bags are much easier to remove.

BW asked if the authority were aware and that perhaps a campaign to inform residents that they can recycle food waste without biodegradable bags may encourage more to do it as the biodegradable bags could be cost prohibitive.

JJ explained that in 2022 that the Council had shared comms telling residents that other bags could be used, they recognised that other options are required for those that can't afford the bags. As the Surrey Environmental Partnership covers comms across all of the borough's there is the potential to review and revisit the comms around this.

AK asked what happens to things like bones in the food waste.

JB explained how they are crushed in the process and removed from the AD and go off for further treatment as 'Grit'.

KS asked if any waste has been sent elsewhere.

GS stated that over the Christmas period, because of the significant increase in volumes, some waste was sent to contingent third parties which is planned ahead of the busy times. However, when this happens the authority is not financially affected, as there is no additional cost to the authority.

A conversation took place around how the electricity generated by the facility is fed into the grid, what parasitic load means and how the electricity is distributed.

3.3

Complaints

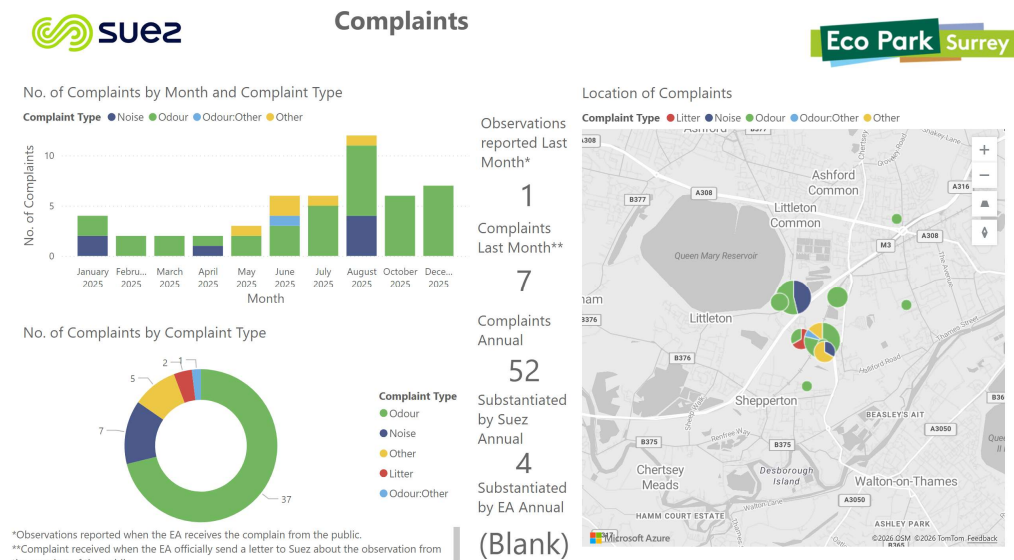


Figure 4

	<p><u>Odour and flies</u></p> <p>RW reported that there had been 7 complaints in November all odour complaints however nothing on site could be attributed to these. In December 5 complaints from same person all smoke related and a further 3 in January all reporting a smell of smoke which we believe relate to the local Golf club who had lit several bonfires over that period.</p>	
<p>4.0</p>	<p>RBF and CRC Operations</p>	
<p>4.1</p>	<p>GS explained that the Christmas period had been very busy with increased high levels of cardboard, due to the number of parcels that were delivered over the period. The operations team worked well to accommodate the additional volumes. The Group were asked of their experience with the CRC site and residents said they were happy with the service.</p> <p>KH raised the issue of queues at the CRC and was there anything that could be done to reduce queuing.</p> <p>GS stated that queues could easily be eradicated with the introduction of a booking system which controls volumes into the site with a steady continuous flow and this process had been adopted and worked very well across other contracts around the country.</p> <p>AK raised concerns that this would lead to more fly tipping.</p> <p>GS explained that reports from other authorities were positive with no increase in fly tipping. Residents in the majority, were able to book slots on the day and that the supply of the service was readily available resulting in a significant reduction of queuing at the sites, increased recycling and increase in the Health and safety of the operations as residents felt less hurried and took more time using the service.</p> <p>BW said that a number of residents in the community would struggle to use IT systems and that it was important to consider all residents in any changes to service.</p> <p>JJ added that where she lives, West Sussex, they have a booking system and that in her opinion it works well.</p> <p>MR explained that it was busy at the CRC's over Christmas and that soon it will become busy with Garden waste, he asked if both lanes be used to access the site and reduce queueing out on to Charlton Lane.</p> <p>GS explained that with two lanes fully accessing the site they would need a second person to check in and control flow at the entrance and that the real issue seems to be that residents don't use both lanes to filter down into one as they enter the site. This results in the second lane not being used as intended, despite signage, and then vehicles queuing longer than required.</p> <p>KS asked if there was a way of encouraging residents to use both lanes.</p> <p>JJ highlighted that there is already signage at the entrance asking residents to use both lanes.</p> <p>GS agreed to review the access controls at the CRC.</p>	<p>GS</p>

5.0	Community Engagement	
5.1	<p>NS provided an update on the latest round of the Revive Community Fund, with a total of £17,500 distributed to local community projects across Surrey since October 2025.</p> <p>NS highlighted the volunteer work SUEZ had been involved in supporting 4 local charities and the school visits where presentations and workshops helped to educate on waste and recycling.</p> <p>NS also outlined SUEZ’s continued involvement in employability programmes across the county showcasing opportunities within the waste and resources sector, alongside Scout and Beaver visits to the Eco park where they took part in a Team repair workshop, teaching children how to repair items instead of throwing them away.</p> <p>BW asked if it was possible to consider more local Charity requests. DF responded by confirming that the local Charlton Village Play Park received £4,000 in the last round of funding.</p> <p>GS confirmed that once the application window has closed all of the applications are reviewed with a decision made with the SCC cabinet Member for the Environment to select the successful applications.</p>	
6.0	Questions	
6.1	<p>KH asked:</p> <p>The Co2 Levels have increased – is this why Suez has NOT published emission data online</p> <p><i>We have seen a steady increase in the waste received and processed at the facility, if we incinerate more waste inevitably there will be an increase in Carbon dioxide produced but also an increase of electricity exported.</i></p> <p><i>Emissions data has been updated on our website and is being monitored by Natalie Saenz.</i></p> <p>The Gasifier is failing to operate at capacity. Therefore, is it delivering value and benefits and the environmental outcome as claimed.</p> <p><i>The Gasifier has delivered its contract performance processing requirement and increased its OEE (Operational Equipment Effectiveness) year on year, with a reduction in downtime in 2025.</i></p> <p>Suez contract has a break clause in October 2029. Will the contract be renewed if it is not full-filling its claims.</p> <p><i>JJ confirmed that the break clause in the contract is 2027 but will not be used by SCC and that the current contract ends in 2029; determination of next steps will be the responsibility of the new unitary authorities.</i></p>	
7.0	AOB	
7.1	<p><u>Ivydene Cottage</u></p> <p>KS asked for an update on the proposed planning application.</p> <p>JJ explained that the Ivydene Cottage development plan (EcoHub) had been paused due to the upcoming Local government Reorganisation , although there is funding allocated to obtain planning permission for the development. it will be for the new</p>	

	<p>Unitary Authorities to decide whether the funding is available for the building of the facility.</p> <p>SUEZ have been asked to submit the planning application on behalf of the Council</p> <p>BW suggested that SUEZ put out comms around the excellent community engagement work they do.</p> <p>NS explained that SUEZ use to update the Surrey website and that she will now ensure that local news items will be on the website promptly for residents to see.</p> <p>MR suggested that the news items could be shared via the local resident newsletters.</p> <p>AK asked if the facility was working at capacity.</p> <p>JB explained that the facility is working to capacity within the permit.</p> <p>BW requested data for the last three years.</p> <p>AK explained it was all available online.</p> <p>RW informed the group that all information is available through the environment agency website: www.gov.uk/government/organisations/environment-agency</p>	
8.0	Date of next meeting	
	Monday 22 June 2026 at 2pm has been agreed for the next meeting.	