

St. Erth

Community liaison group meeting minutes

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meeting minutes

Subject	St Erth Community Liaison Group
Date	05 March 2025
Location	Teams
Recorder	Sam Fisher
Chair	Sarah Cotton

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Community Liaison Manager
Sam Fisher	SF	SUEZ	Education and Community Officer
Jan Baker	JB		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Derek Tilby	DT	Cornwall Council	Local resident
Ben Thompson	BT	SUEZ	Operations Manager
Ted Taylor	TT	St Erth Parish Council	St Erth Parish Councillor
Natassia Player	NP	St Erth Parish Council	St Erth Parish Council

Ref	Note	Action
1.0	Welcome and apologies	



1.1	<p>SC opened the meeting.</p> <p>Apologies were received from Fiona Drew.</p>	
2.0	Approval of the previous meeting's minutes	
2.1	Minutes of the last meeting were approved.	
3.0	Operations update from BT	
3.1	<p>BT reported the introduction of traffic control measures in response to a number of near misses recorded on the site:</p> <ul style="list-style-type: none"> • Speed bumps have been installed. • Removable bollards have been installed. <p>The intention of both measures is to improve safety and control the flow of traffic on the site.</p> <p>BT updated the group about the minor layout changes on the site to facilitate the collection of POPS (persistent organic pollutants). BT advised (VP confirmed) that the Environment Agency have made a request to separate items containing particular chemicals into an identifiable waste stream.</p> <p>TT – Passed on feedback about a complaint raised by a MOP. The customer was refused entry as they had incorrectly entered a character/digit on their number plate.</p> <p>DT advised that the booking validation specifically asks a customer to confirm the make and model of their vehicle based on the registration information given. This leaves little room for error.</p> <p>BT & VP both confirmed that Site Ops are trained to take a pragmatic approach to the booking system and that assistance should be given to resolve issues. The preferred course of action is to ask a MOP to park safely and for a Site Op to assist with making a successful booking.</p> <p>TT asked whether Site Ops can help MOPs with lifting heavy items.</p> <p>BT confirmed that reasonable assistance should be given if asked.</p>	
4.0	Booking System update from VP	
	<p>VP provided an update on the booking system and shared key information points with the group.</p> <ul style="list-style-type: none"> • Visitor numbers are now consistently below capacity, and the capacity of visitor numbers can be managed going forward. • 65% of customers book on the day of their visit. 	



	<ul style="list-style-type: none"> • Only 22% of the time slots have become fully booked – meaning most visitors can visit the site when they wish to. • Visitors are bringing 33% more waste per trip. • 2% rise in recycling rates – owing to site ops having time to direct customers more effectively. • No correlation found between the booking system and increased fly tipping in the area. • Customer survey indicates very high levels of customer satisfaction in regard to: ease of use, availability of time slots, visitor experience. <p>NP asked if weather data was being collected alongside the booking system.</p> <p>VP advised that it wasn't, but time slot capacity was being reviewed to allow for spikes in numbers that could be accounted by better weather or an influx of visitors (holiday makers).</p> <p>NP asked how fly tipping was classified by Cornwall Council and whether private land was counted – especially if private landowners simply tidy up any mess.</p> <p>VP advised that the reporting was based on fly tipping activity on public land. She further advised that there is a mechanism for private landowners to report fly tipping to the council and that they should be encouraged to use it.</p> <p>DT suggested that the current drop-down date selector on the booking system didn't work.</p> <p>VP advised that there is a series of future layout and design upgrades to be implemented.</p>	
5.0	Kernow re-use update	
5.1	<p>BT advised the group that a Kernow re-use shop should be running at St Erth by the end of 2025, but there is no specific date yet in place.</p> <p>BT further advised that SUEZ is working to establish the best place to situate a shop at the HWRC.</p> <p>NP asked if Kernow re-use was a joint effort with other parties.</p> <p>BT advised that it is a Suez-led initiative, which is run on donations made to the HWRC by MOPs.</p> <p>TT asked if MOPs could haggle.</p> <p>BT advised that haggling was not allowed in order to prevent fraud or exploitation of the system.</p>	



	<p>BT further explained that the concept is to keep all pricing fair and reasonable.</p> <p>TT asked if the money goes to Suez. BT confirmed that it does.</p> <p>VP further clarified that all the money is currently being taken to re-coup set-up costs and that there are future plans to set up a community fund scheme. She also explained that the re-use scheme was still working to support local charity partners.</p> <p>NP asked if visitors to the shop would have to use the booking system. BT confirmed that all kinds of visitors would have to book in the usual way and that there will be no pedestrian access to the shop.</p>	
6.0	Other Questions	
6.1	<p>NP commented that she would be interested to see how the booking system data may change in the summer. She asked whether Cornwall Council was continuing to write to Holiday Lets to advise they should sign up to a commercial waste collection.</p> <p>DT further added that his church had been asked to make a commercial collection arrangement and whether AirBNB owners are being asked the same.</p> <p>VP confirmed that churches and all types of holiday lets are subject to commercial waste regulations. She further advised DT that there are reporting mechanisms for MOPs to inform that council of people that may be bypassing the regulations i.e. Holiday Lets.</p> <p>NP asked whether there is still discretion for site visitors that have struggled to use the booking system.</p> <p>BT confirmed that there is and that Site Ops are regularly rotated on the Meet & Greet duty in order to minimise potential stresses.</p> <p>VP confirmed that the intention is to make it as easy as possible for visitors to get in and out of the site and re-iterated the previous point that Site Ops should assist as much as possible with bookings.</p> <p>NP asked whether the Vehicle Permit scheme is to become electronic. VP confirmed that it is under consideration.</p> <p>DT asked whether there is ANPR on the site VP confirmed that ANPR has been in place for a few years.</p>	



	<p>TT asked if there are plans for a simpler login system for the booking system.</p> <p>VP confirmed that there is consideration to upgrade the login functionality by creating a form of user account.</p> <p>TB asked if there is any way to stop BIFFA lorries from coming through the village.</p> <p>VP advised that all vehicles are tracked and that they should adhere to their designated routes and times, meaning they should only be in the village if they are on a permitted route.</p> <p>VP asked that any sightings could be reported in order to follow up if necessary.</p> <p>TT advised that he has recently observed 2x SWW lorries parked on double yellow lines, which was preventing access for other large vehicles. He queried whether this was normal or regular. He added that he has also seen articulated lorries waiting to gain access to the site.</p> <p>BT advised that the presence and position of large vehicles is reviewed and monitored with hourly photographs being taken, triggering action if necessary.</p>	
7.0	Any other business	
7.1	SC invited AOB. None offered	
8.0	Date of next meeting & Chair	
8.1	<p>Tuesday 09 September.</p> <p>SC invited a member of the Parish Council to put forward a chair for the next meeting.</p>	



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meeting minutes

Subject	St Erth Community Liaison Group
Date	30 October 2024
Location	Teams
Recorder	Sarah Cotton
Chair	Sarah Cotton

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Jan Baker	JB		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Cllr John Martin	JM	Cornwall Council	Councillor
Ben Thompson	BT	SUEZ	Operations Manager
Ted Taylor	TT	St Erth Parish Council	St Erth Parish Councillor
Tim Greatrex	TG	St Erth Parish Council	St Erth Parish Councillor
Natalie Saenz	NS	SUEZ	Regional Communications Manager

Ref	Note	Action
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1.0	Welcome and apologies	
1.1	<p>SC opened the meeting.</p> <p>Apologies were received from Derek Tilby, Fiona Drew, Natassia Player, Emma Smyth and Alistair Walker.</p>	
2.0	Approval of the previous meeting's minutes	
2.1	Minutes of the last meeting were approved.	
3.0	Trial Booking system	
3.1	<p>BT updated the group that a trial booking was introduced at the HWRC on 23 September. Following an initial soft launch, during which visitors were asked to book but those attending without a booking were not turned away, we have now moved into a hard launch phase and all visitors are asked to book before attending.</p> <p>The site is operating close to capacity but seeing a great reduction in queues. Better quality of service and much positive feedback has been received. The capacity at the site before the booking system trial highlights that the site at times was operating over capacity and this would be visible with the queues into site. The booking system has allowed the site to work close to capacity and reduce the queues.</p> <p>VP added that while we ask that everyone who come on to site should book, when we have capacity on site and someone arrives without booking, we invite them to make a booking on their smartphone with assistance from staff if needed.</p> <p>Complaints have reduced from members of the public on site. Before the trial, comments were raised about the availability of slots and concerns around having to book a slot. Now people are finding that there is plenty of same day availability with many visitors booing to attend the next 30 minute slot if needed. Feedback from the system has been positively received and a few changes have been made with more on the way to make the system more user friendly and accessible.</p> <p>TT commented that he had had no problems with the booking system, and that it was quite easy. Some members of the public who do not use the internet found they had to wait 20 minutes to get through on the phone. An 81-Year-old man complained that he had a freezer to move on site and that he could not get anyone to help for a while. The person who then helped him commented that he should bring someone with him next time.</p> <p>BT answered that he will take that away and if the date of this interaction could be passed on, he can talk with the team.</p>	



	VP added that there are more sites around Cornwall that may also be added to the HWRC booking trial.	
3.2	Question and answer session	
	<p>DT submitted a question about how the booking system impacts the traffic from the RTS and HWRC, not the domestic users.</p> <p>BT answered that many vehicles are being brought onto site to wait for the RTS. Maybe on occasion once a day where a queue may form for 5-10 minutes.</p> <p>TG asked if there was a reduction in people using the service.</p> <p>BT answered that the tonnage looks to be comparable to last year.</p> <p>VP added that the booking system has identified people who should not be using the HWRC as they are bringing in commercial waste. A full analysis will be provided at a future meeting which will include areas such as fly tipping.</p> <p>TG commented that they assumed that commercial customers could pay to come onto site. VP answered that this is not the case, that it is illegal for any commercial waste to be disposed of onsite and the staff onsite are working to enforce this.</p> <p>TT raised a question about lorries coming through the village but that registration numbers were not collected. VP answered that this has been picked up and will be followed up with Biffa.</p> <p>JM asked if the figures are comparable with the other sites who are doing the booking system. VP answered that it is comparable and it has had similar positive impacts at the other sites. Site staff are able to signpost more effectively and the feedback from the Highways and Police has been positive.</p>	
4.0	Any other business	
4.1	None.	
7.0	Date of next meeting	
7.1	Wednesday 5 March.	



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meeting minutes

Subject	St Erth Community Liaison Group
Date	24 July 2024
Location	St Erth HWRC and RTS
Recorder	Sarah Cotton
Chair	Ben Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Jan Baker	JB		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Cllr John Martin	JM	Cornwall Council	Councillor
Ben Thompson	BT	SUEZ	Operations Manager
Derek Tilby	DT		Local resident
Ted Taylor	TT	St Erth Parish Council	St Erth Parish Councillor
Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor

Ref	Note	Action
1.0	Welcome apologies and site induction	



1.1	BT opened the meeting and gave the group a safety induction. Apologies were received from Lisa Thompson, Fiona Drew, Tim Greatrex, Emma Smyth and Alistair Walker.	
2.0	Approval of the previous meeting's minutes	
2.1	Minutes were approved.	
3.0	Construction update	
3.1	BT walked the group around the site, highlighting the completed work around the site.	
3.2	Question and answer session	
	None submitted.	
4.0	Operational update	
4.1	<p>BT updated the group on the operations taking place on site, highlighting that the access has altered with the new building being used.</p> <p>Questions were raised around the rolling doors, BT answered that the current doors installed will be replaced as the specification is not as designed. The current doors are fit for purpose and operational but will be replaced when the supplier can deliver them.</p> <p>BT highlighted the locations of the moved weighbridges and the bays that the different waste streams will be held in.</p> <p>A question was raised about how vehicles can be held onsite and kept off the road. BT answered that currently they can hold several different sized vehicles on site reducing the queues on the road.</p> <p>BT walked the group through the fire suppression system and explained how the water is stored and then released when needed should a fire be detected. BT added that the collaborative working with the fire department has been successful and they were impressed with the system in place on site.</p>	
5.0	Local development	
5.1	None.	
6.0	Any other business	



6.1	The frequency of the meeting was discussed and the consensus is for SC to send out an email in early September to gauge if another meeting is needed before the meetings are moved to a bi-annual frequency.	
7.0	Date of next meeting	
7.1	To be determined.	



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meeting minutes

Subject	St Erth Community Liaison Group
Date	15 May 2024
Location	Online via TEAMS'
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Cllr John Martin	JM	Cornwall Council	Councillor
Emma Smyth	ES	SUEZ	Planning Manager
John Duffy	JD	CORMAC	Site Supervisor
Ben Thompson	BT	SUEZ	Operations Manager

Ref	Note	Action
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1.0	Welcome and apologies	
1.1	LT opened the meeting. Apologies were received from Fiona Drew, Ted Taylor and Martin Heyward.	
2.0	Approval of the previous meeting's minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	ES updated the group on planning conditions and applications, highlighting that the previously discussed application for additional hours was approved. The Section 73 application is currently awaiting approval, the Parish Council and residents should receive a letter about this in due course. ES will send a link to the group for their reference. JD provided an update of construction works on site. Highlighting that the new building has been handed over to SUEZ and construction is now taking place in the existing building. JM commented that the site looks impressive and clean when driving by.	ES
3.2	Question and answer session	
	None submitted.	
4.0	Operational update	
4.1	BT updated the group on the operations taking place on site, highlighting that the access has altered with the new building being used. VP added that the queues due to Bank Holidays and better weather are more common. To help alleviate this issue the quieter hours and days have been published on the website to help members of the public decide when to make a trip. BT added that mid-week is quieter and that the site operatives are compacting the containers to get as much in them as possible. BT added that wetsuits are now accepted on site which goes towards helping the Wave Project charity. JM asked if traffic increasing has caused issues for the contractors. JD answered that it has been hard for deliveries, but that the construction program has not been impacted by this and the finish date should hopefully be in early June.	



5.0	Local development	
5.1	None.	
6.0	Any other business	
6.1	An in person tour was suggested and will be determined over the next few weeks.	
7.0	Date of next meeting	
7.1	24 July at 6pm	



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meeting minutes

Subject	St Erth Community Liaison Group
Date	20 March 2024
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Derek Tilby	DT		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Cllr John Martin	JM	Cornwall Council	Councillor
Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor
Craig Mouatt	CM	SUEZ	PFI General Manager
Emma Smyth	ES	SUEZ	Planning Manager
Alistair Walker	AW	SUEZ	Construction Project Manager



Ref	Note	Action
1.0	Welcome and apologies	
1.1	LT opened the meeting. Apologies were received from Fiona Drew, Ted Taylor and Lindsay Opie.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	<p>ES updated the group on planning conditions and applications.</p> <p>ES explained the variations of design elements (detailed design process) to the group and that through this process some planning amendments are being requested for: ventilation systems, size of fire water tanks on site (tanks are taller than previously estimated). An additional application for temporary extended construction hours.</p> <p>An application has been drafted and ES asked for comments from the group.</p> <p>NP commented that she hopes that the revised drawings are clear and show the scale so the group can see the detail and compare before and after the requested changes. ES agreed that this detail can be included.</p> <p>NP asked when the new temporary construction hours would commence. ES answered that they would likely start as soon as the application is submitted.</p> <p>ES highlighted that overnight works would only be within the building, for example works requiring no external lighting and are quiet.</p> <p>JM asked if there would there be an increase in traffic. ES answered everything will be on site before the end of the normal workday so there would be no increase to traffic. AW agreed and added that all the work is the same as previously planned for, just in a different timeframe.</p> <p>NP commented that the residents in that area would not get a break from construction noise, especially when windows are open overnight when it is warm.</p> <p>JB commented that she does not hear anything, and she is located the closest. ES stated that this is reassuring to hear. ES added that CORMAC originally asked for a 6pm finish on a Sunday but that the team compromised and tied it in to HWRC operating hours, finishing at 4pm instead.</p>	ES



	<p>LT added that if anyone has any issues or concerns, that they can contact LT and SC in Communications.</p> <p>AW provided an update of construction works on site.</p> <p>LT proposed that when site is completed, the group attend another site tour, which was agreed by the group.</p>	
3.2	Question and answer session	
	<p>DT asked if the walls are vulnerable as they are slim and tall.</p> <p>AW answered that there will be additions, but there is a South West water main to be mindful of. In terms of the loading shovel, openings will be wide enough. They are looking into bollards, but operations will dictate what they will use.</p>	
4.0	Local development	
4.1	NP stated there is no update that affects the St Erth site.	
5.0	Any other business	
5.1	<p>VP mentioned that residents should receive the new waste service leaflet soon, and that new bins will start to be delivered to residents from April. VP highlighted that if members have a current (legacy) bin that they do not wish to keep once the new service commences then there is a free take back service which will be advertised shortly.</p> <p>There will be dates for Cornwall Council Roadshows in the area which LT and SC will distribute to the group.</p> <p>NP asked what the official line is with replacing a bin with a bin.</p> <p>VP answered that new ones are different size 180 Litre bin (240L historically). This limits the amount of waste that can be put out for collection. Uniform equipment makes it easier for Biffa to collect and promotes recycling.</p> <p>DT added that in the past, 33,000 bins were delivered to residents and were told the bin would last 15 years, instead they lasted 30 years and hopes the new bins will last as long.</p> <p>CM commented that food waste recycling would make a visit to St Erth site worthwhile to give an idea of what food waste looks like and smells like. Adding that it would be great to visit in July so they can see the site in full operation.</p> <p>DT passed on his compliments for the great work on site.</p>	SC
6.0	Date of next meeting	
6.1	15 May at 6pm	





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meeting minutes

Subject	St Erth Community Liaison Group
Date	17/01/2024
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Derek Tilby	DT		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Ted Taylor	TT	St Erth Parish Council	Chair of St Erth Parish Council
Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor
John Duffy	JD	CORMAC	Site Supervisor
Ben Thompson	BT	SUEZ	Operations Manager
Alistair Walker	AW	SUEZ	Construction Project Manager



Ref	Note	Action
1.0	Welcome and apologies	
1.1	LT opened the meeting. Apologies were received from Emma Smyth, Craig Mouatt, Fiona Drew, Martin Heyward and Lindsay Opie.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	AW updated the group on the works currently undergoing at the site.	
3.2	Question and answer session	
	A question was raised about the new collection service timeline. VP gave an update that St Erth is in roll out area 3, and will receive information regarding the new service later in the spring, before the service starts later in the summer 2024. Phase 1 of the rollout (Newquay, St Austell, mid Cornwall) began this week and phase 2 (South East Cornwall) will start to receive information preparing them for their service change later in the spring/early summer. DT commented on the placement of the bollards, AW answered they are required for safety reasons.	
4.0	Operational update	
4.1	BT updated the group that there are no changes to operations since October when the group visited the site. An update will be given at the next meeting. DT complimented the staff on site for keeping operations running smoothly.	BT
5.0	Local development	
5.1	No changes that will impact the HWRC site or RTS at this time.	
6.0	Any other business	
6.1	TT asked if a defibrillator was on site. BT answered yes and that it can be found on the circuit website alongside the usable hours. TT asked if this was displayed and visible to the public. BT to check if the defibrillator is advertised on the new welfare cabin as it was on the previous cabin.	BT



7.0	Date of next meeting	
7.1	The 20 th of March 2024 was provisionally suggested. Confirmation of the date and location to be emailed.	SC



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meeting minutes

Subject	St Erth Community Liaison Group
Date	11/10/2023
Location	St Erth RTS and construction site
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Derek Tilby	DT		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Cllr John Martin	JM	Cornwall Council	Councillor
Martin Heyward	MH	CORMAC	Site Agent
Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor
Ted Taylor	TT	St Erth Parish Council	Chair of St Erth Parish Council



Ref	Note	Action
1.0	Welcome, induction and apologies	
1.1	The group received an induction of the site. Apologies were received from Alistair Walker and Emma Smyth.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	<p>CORMAC pointed out areas of the site where the new weighbridge will be and where the attenuation tank will be placed. DT asked about the uses for the water in the tank. CORMAC answered that once the tank is full it will remain there until it is needed for situations such as a fire. The tank will then be refilled as needed to always have a supply of water on site.</p> <p>MH pointed out the concrete bays and the waste types that would be stored in each, explaining that the design of the bays helps to contain the waste effectively. A question about the regularity of food waste moving was brought up. BT answered it will depend on volume but that it will always be moved in 48 hours. A question was raised about hotel food waste at the site. VP answered that food waste arising from hotels is commercial waste and would not be coming through the site as part of the Cornwall Council kerbside collections. Businesses such as Air BnB's are able to subscribe and pay for a Cornwall Council collection. In this case the waste would be collected as part of the household collection round, helping to keep vehicle movements to a minimum.</p> <p>MH updated the group on the sourcing of material for the construction, pointing out the cladding. NP asked if the construction timeline is on schedule. CORMAC answered that due to lead times, they are estimating completion between May and June 2024.</p>	
3.2	Question and answer session	
	<p>DT asked about the space for vehicles to be kept off the road. BT answered that during the construction the space has been optimised for the HWRC to maintain operations. However, parking will be available on site for the waste vehicles once construction is completed.</p> <p>JM asked if railway transported waste was considered for the site. BT answered that it is unlikely at this site.</p>	



	DT asked about the areas where food waste will be rolled out for residents. VP answered that the St Erth site will be within phase 3 of the rollout process, taking place during 2024.	
4.0	Local development	
4.1	TT updated the group that local developments are beginning construction imminently. CORMAC answered that deliveries are onsite, and this is unlikely to affect their operations.	
5.0	Any other business	
5.1	None.	
7.0	Date of next meeting	
7.1	To be confirmed.	



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meeting minutes

Subject	St Erth Community Liaison Group
Date	12/07/2023
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Derek Tilby	DT		Local resident
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Cllr John Martin	JM	Cornwall Council	Councillor
Martin Heyward	MH	CORMAC	Site Agent

Ref	Note	Action
1.0	Welcome and apologies	



1.1	LT opened the meeting. Apologies were received from Emma Smyth, Craig Mouatt, Fiona Drew and Lindsay Opie.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	MH updated the group on the construction that has taken place in phase 2. DT asked if everything is on schedule, MH answered yes construction is on target. JM asked if the weather will be a consideration, MH answered that by the time the forecast wet weather arrives the walls will be erected so there should not be any delay at this point in time.	
3.2	Question and answer session	
	DT asked if there was a problem with the other construction vehicles travelling under the same bridge as the RTS construction traffic. CORMAC noted that their drivers had not experienced any issues to date. JM added that there will be wider highways discussions around the railway bridge, updates to follow.	JM
4.0	Local development	
4.1	None at this time that affect the HWRC or RTS.	
5.0	Any other business	
5.1	It has been requested that the next meeting be held in St Erth to include a tour of the facility, so that the liaison group can see the redevelopment progress. CORMAC confirmed they can accommodate this outside of construction works hours and will liaise with SC to find a suitable date and time.	SC
7.0	Date of next meeting	
7.1	The 27 th of September 2023 was provisionally suggested. Confirmation of the date and location to be emailed.	SC



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meeting minutes

Subject	St Erth Community Liaison Group
Date	19/04/2023
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Tim Greatrex

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Tim Greatrex	TG	St Erth Parish Council	St Erth Parish Councillor
Jan Baker	JB		Local resident
Derek Tilby	DT		Local resident
Fiona Drew	FD	St Erth Parish Council	St Erth Parish Clark
Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor
Ben Thompson	BT	SUEZ	Operations Manager
Alistair Walker	AW	SUEZ	Construction Project Manager
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader



Lindsay Opie	LO	CORMAC	Communications and Engagement Manager
Martin Heyward	MH	CORMAC	Site Agent

Ref	Note	Action
1.0	Welcome and apologies	
1.1	TG opened the meeting. Apologies were received from Emma Smyth, Craig Mouatt, and Ted Taylor.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	AW updated the group on the construction that has taken place in phase 1, and the expected works to take place in phase 2. AW also provided an update on the recent "give and take" traffic arrangements, on the adjacent highway between the RTS and HWRC, due to drainage works.	
3.2	Question and answer session	
	<p>Questions were raised on whether the construction phases were on schedule and if vehicles will be kept off the road during phase 2. AW answered that phase 2 is on schedule to begin at the end of April, also adding that the phasing allows more vehicle queuing room on site which will aid in keeping vehicles off the road.</p> <p>BT added that Biffa have agreed to hold their vehicles at their depot if we have 2 vehicles on the St Erth site. There are onboard vehicle trackers to assist with this.</p>	
4.0	Local development	



4.1	FD updated that vehicle volume will be increasing as construction in Treloweth will be passing by the access road to the RTS and HWRC. Other construction in the local area seemingly having no effect.	
5.0	Any other business	
5.1	<p>BT updated that a bridge strike occurred with a roll on roll off lorry. There was damage to the truck, however no damage to the bridge. This has resulted in a disciplinary action for the driver, a toolbox talk and a permanent height restriction sign in Phase 2.</p> <p>A question was raised on if this has been reported to highways, BT updated that it has, along with the correct procedures followed to inform Network Rail and the Traffic Commissioner.</p> <p>A question was raised on if the group would be interested in a site tour to view progress made. MH agreed that phase 2 would be a good opportunity for a visual update.</p> <p>A further question was raised on the frequency of the CLG meetings during construction and if everyone was satisfied with the current frequency. TG suggested that the usual set up be continued, but if 2 weeks beforehand an update is provided to determine if the meeting should be pushed back to allow for a more substantial update.</p>	
7.0	Date of next meeting	
7.1	The 28 th of June 2023.	



recycling and recovery UK

meeting minutes

Subject	St Erth Community Liaison Group
Date	08/02/2023
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Ted Taylor

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Derek Tilby	DT		Local resident
Ted Taylor	TT	St Erth Parish Council	Chair of St Erth Parish Council
Fiona Drew	FD	St Erth Parish Council	St Erth Parish Clark
Ben Thompson	BT	SUEZ	Operations Manager
Alistair Walker	AW	SUEZ	Construction Project Manager
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader
Lindsay Opie	LO	CORMAC	Communications and Engagement Manager



Andrew Smith	AS	CORMAC	Senior Project Manager
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Ref	Note	Action
1.0	Welcome and apologies	
1.1	TT opened the meeting. Apologies were received from Emma Smyth, Craig Mouatt, Tim Greatrex and Natassia Player.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	AW and AS updated the group on the construction that has taken place in phase 1, and the expected works to take place in phase 2.	
3.2	Question and answer session	
	TT asked if more vehicles will be present in further construction phases. DT added that he witnessed 7 vehicles queuing on the road, including SUEZ, Biffa and other companies. BT answered that SUEZ are talking with Biffa to utilise the tracking systems so that they can hold the vehicles off site at their depot.	
4.0	Traffic queries	
4.1	Update	
	VP updated the group that the highways department have found no faults in the traffic light synchronisation issue raised at previous meetings. VP also updated that any further update on the yellow box junction enquiry will be received through the Parish Council.	
4.2	Outstanding queries	



	None.	
5.0	Local development	
5.1	TT updated that archaeological tests are occurring in Treloweth and to expect traffic from A30 to increase in the area within a week. FD to update on further developments.	FD
6.0	Any other business	
6.1	None.	
7.0	Date of next meeting	
7.1	The 19 th of April 2023.	



recycling and recovery UK

meeting minutes

Subject	St Erth Community Liaison Group
Date	21/09/2022
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Dave Evans	DE		Local resident
Tara Sherfield-Wong	TSW	Cornwall Council	Councillor
Ted Taylor	TT	St Erth Parish Council	Chair of St Erth Parish Council
Ben Thompson	BT	SUEZ	Operations Manager
Martin Heyward	MH	CORMAC	Site Agent
Alistair Walker	AW	SUEZ	Construction Project Manager
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader



Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor
Lindsay Opie	LO	CORMAC	Communications and Engagement Manager

Ref	Note	Action
1.0	Welcome and apologies	
1.1	<p>LT opened the meeting.</p> <p>Apologies were received from Emma Smyth, Tim Greatrex, Andrew Smith, Fiona Drew, Jackie Ward.</p> <p>Members introduced themselves as representatives from CORMAC were present for the first time.</p>	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	AW updated the group on the progress made since the last meeting.	
3.2	<p>Designs and Layout</p> <p>AW explained the updated designs and slight layout changes.</p>	
3.3	Question and answer session	
	<p>TT asked if the 1st phase will have any impact on the HWRC.</p> <p>AW answered that the HWRC will continue to operate during the construction phase, only a couple of bins will be reduced to allow CORMAC access.</p> <p>BT added that the two bins that will be impacted are bins located on the bottom level. These two bins will be relocated to the top level, this will not impact any other services. The aim is to move the two bins when required outside of the operating hours of the HWRC, similarly to how plasterboard is managed.</p>	



	TT asked if measures similar to COVID restrictions could be considered be to manage traffic volume and reduce queuing e.g., booking slots and number plate recognition. SC to add HWRC Traffic management reviews to next meeting agenda.	SC
	Submitted question	
	<p>“If I come by car then I'm a pedestrian the moment I step out of the car, so Health and Safety I presume are ok with that or should only staff be allowed on foot within the centre?</p> <p>Anyway, I know that SUEZ has a thirty-year contract, and I was wondering what the plans were to increase the county's recycling rate for things such as electrical items and paint?”</p> <p>LT spoke to the member of the public on the phone about the first question, highlighting that it is a health and safety issue that members of the public must arrive to site in a vehicle and not walk / cycle onto the site. Once on the site, members of the public must keep to the designated footpaths.</p> <p>VP confirmed that the waste disposal contract commenced in 2006 and expires in 2039. With regards increasing recycling rates, Cornwall Council has a published Waste and Resource Management strategy. Government has a new Environment Act passed last year and there will be new legislation and policies introduced over the next few years which will aim to reduce waste and increase recycling. The new waste collection contract will introduce a separate food waste collection and will help to improve and increase recycling across Cornwall. All electrical items are collected separately at HWRCs, no matter how small or large, and are sent off to be recycled either as a whole product or as parts. There are some upcoming pilot programmes are being funded by central government to get paint back into reuse and recycling.</p> <p>VP suggested that if members of the public have specific questions about items, they can contact VP who will be able to provide details. VP will also send around the online link for Cornwall Council's Waste and Resource Management Strategy so that it can be sent around with the minutes.</p>	VP
4.0	Traffic queries	
4.1	Update	
	<p>BT There is no time restriction at St Erth for vehicles queuing outside the facility. This happens at other sites.</p> <p>VP answered that we aim to keep queuing on the road as minimal as possible, working with Biffa to manage this. AW highlighted that CORMAC will be able to control their traffic through the traffic management plan, they will not be parking</p>	



	<p>on the road as they have an allocated compound. They are aware of the constraints of the site</p> <p>MH added that CORMAC do not envisage any of the construction vehicles staying on the road, all deliveries will have the traffic management plan prior to delivering. There is allocated space off the road for materials storage.</p> <p>VP answered that the route that Biffa vehicles take will be coming from the A30 unless they're directly collecting from St Erth.</p> <p>AW added that construction vehicles will use this route unless they are local workers coming from the area.</p>	
4.2	Outstanding queries	
	<p>DE highlighted that a lot more construction traffic will be going in and out under the bridge and that it is too narrow under the bridge for 2 lorries to pass each other. Meaning that this automatically starts some traffic to back up/ queue.</p> <p>TT agreed with this statement and added that Cornwall Council planners insisted that 2 lorries could pass each other under the bridge.</p> <p>TT added that the traffic light at the station entrance doesn't synchronise with the A30 traffic lights. Causing traffic to build up in the area under the bridge. VP offered to feedback to her colleagues in the highways electrical team.</p> <p>TT also highlighted that Fridays, Saturdays and Sundays, members of the public need to be considered as there are queues right back on the road, therefore blocking the construction vehicles accessing the site. TT suggests that something needs to be done to limit the number of people trying to access the HWRC site. There has been traffic backing-up and queuing on the road recently, which DE agrees with.</p> <p>DE asked about whether the gateway court residents area getting a yellow box junction.</p> <p>TT added that it was a concern and that they have also asked highways. They were told it was due to an objection from highways.</p> <p>DE highlighted the potential impact could be high if something is not put in place.</p> <p>VP has contacted the local highway network manager and was provided with an update that: the site had been subject to road safety audits and that a yellow box junction is not achievable due to the layout, this report was sent through to the Parish Council and residents of Gateway court. The issue is currently sat with Cornwall Council clients, and they are responsible for commissioning further independent assessments. The Parish Council should be kept updated</p>	VP



	and in addition VP will see if there is any further update prior to the next liaison group meeting.	VP
5.0	Local development	
5.1	NP updated that the highways improvements will be completed before construction begins at St Erth. TT updated the group that Treloweth has not received planning permission yet.	
6.0	Any other business	
6.1	SC updated that due to the Queen's funeral on the 19 th of September, kerbside recycling collections were cancelled and rescheduled for Saturday 24 th September. Extended opening hours have been approved for the RTS by the Planning Authority for this day only to accommodate the additional collections.	
7.0	Date of next meeting	
7.1	LT suggested early December for the next meeting to take place. The 7 th of December has been provisionally agreed upon.	



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meeting minutes

Subject	St Erth Community Liaison Group
Date	20/07/2022
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Dave Evans	DE		Local Resident
Derek Tilby	DT		Chair of the residents' association
Emma Smyth	ES	SUEZ	Planning Manager
Ben Thompson	BT	SUEZ	Operations Manager
Tim Greatrex	TG	St Erth Parish Council	St Erth Parish Councillor
Alistair Walker	AW	SUEZ	Construction Project Manager
Victoria Parker	VP	Cornwall Council	Assistant Integrated Waste Management Contract Team Leader



Natassia Player	NP	St Erth Parish Council	St Erth Parish Councillor
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Ref	Note	Action
1.0	Welcome and apologies	
1.1	LT opened the meeting. Apologies were received from Fiona Drew, Patrick Daws, Ted Taylor, Dale Unsworth, Jackie Ward, Craig Mouatt and Robert Williams.	
2.0	Approval of the previous meetings minutes	
2.1	Minutes were approved.	
3.0	Planning / Construction update	
3.1	ES updated the group on the progress made since the last meeting.	
4.0	Vehicles queuing	
4.1	DT raised a question on how traffic will be prevented from queuing on the road when entering the RTS during the construction works. BT responded that the traffic management plan includes a 1-way system and traffic management plans were being developed with Biffa to ensure that arrival times are staggered and queues outside the site are kept to a minimum. VP added there is a backup contingency being discussed with the park and ride to allow excess vehicles to wait in the car park. DT noted that the park and ride can be full especially during summer months, JB added that this was the case in June this year. VP commented that controlling vehicles going on to site will be the main control and that the park and ride is only a backup option, which is not envisaged to be required. BT added that the redevelopment is more effective as it will allow more space at	



	<p>the bottom of the site for vehicles to park off the road.</p> <p>DT asked if there is an allowance for vehicles to be on the road for up to an hour. BT action to find out the answer.</p> <p>DT asked if there is the possibility for dustcarts to tip in the shed at the same time as another vehicle. BT answered that it would depend on the waste being loaded, as there needs to be no risk to pedestrians and that there are strict rules on vehicles being in the same place at the same time due to proximity restrictions.</p> <p>NP asked about the vehicles currently going on to site. VP answered that the construction will have several phases and that there are contingency plans to limit how many vehicles will arrive on site in an hour, the development also allowing for more on-site queuing. More information will be available for the next meeting. NP asked if some of the changes to limit vehicles arriving on site in an hour can be implemented before construction begins. VP to action this and get an answer back to the group.</p> <p>NP asked if the catchment area alterations will be permanent. VP answered this is still to be determined and all routes take into account optimisation of the rounds. Flexibility is always used across sites to allow them to be used in any contingencies as required. All vehicles visiting site must follow the prescribed route via the A30. The time that collection vehicles will be travelling through the village, will be when they are on the village collection rounds.</p> <p>DT asked if the main route would pass his house. BT responded that it would be unlikely as the route would most likely travel via the A394 and then on to the A30. VP to action this and confirm the route.</p>	<p>BT</p> <p>VP</p> <p>VP</p>
5.0	Points raised at previous meeting	
5.1	<p>BT explained points raised at previous meeting.</p> <p>DT asked if there would be room for diggers and dustcarts to be in the same area. BT answered that it is a possibility but that there are zone restrictions which will be determined further along the process which may impact this.</p> <p>BT explained the use of a gatekeeper is being reviewed to see if it is viable. DE added that there were 10 near misses in the area of Gateway court. There is an issue with the road being blocked and there is confusion at the traffic</p>	<p>VP</p>



	<p>lights. VP to chase alongside TSW who NP stated is on the case.</p> <p>DT asked if the height of the bridge will cause an issue for vehicles during the construction stage as it is only 13 Ft high. AW answered that this has been identified to the contractor and that they will be expected to adhere to this limitation.</p> <p>DT asked if tamping down the containers will cause closure of the site. BT answered that due to a change in construction phasing this will not be affected as bays at the top of the site will occasionally be tamped throughout the day. DT added that closing the site will then impact the traffic and create queues on the road. BT responded that they will not tamp down the containers on the top level if possible during customer hours but there may still a requirement and therefore some disruption.</p>	
6.0	Standing agenda items	
6.1	<p>LT asked if there were any topics that should be on the agenda. NP suggested adding “development of Trelowth” including Parish council works and highways updates.</p>	SC
7.0	Any other business	
7.1	Suggestion to bring updated designs and layouts of the site. AW to action this.	AW
8.0	Date of next meeting	
8.1	28 September suggested, confirmation or alterations to be sent out nearer the time.	SC

meeting minutes

Subject	St Erth Community Liaison Group
Date	27/04/2022
Location	Online via TEAMS
Recorder	Sarah Cotton
Chair	Lisa Thompson

Present

Name	Initials	Company	Title
Sarah Cotton	SC	SUEZ	Education and Community Officer
Robert Williams	RW	SUEZ	Project Manager
Lisa Thompson	LT	SUEZ	Senior Community Liaison Manager
Jan Baker	JB		Local resident
Ted Taylor	TT	St Erth Parish Council	Chair of St Erth Parish Councillor
Dave Evans	DE		Local Resident
Dale Unsworth	DU	Cornwall Council	Integrated Waste Management Contract Leader
Derek Tilby	DT		Chair of the resident's association
Fiona Drew	FD	St Erth Parish Council	St Erth Parish Clark
Matthew Sleeman	MS	Cornwall Council	Planning Officer

Emma Smyth	ES	SUEZ	Planning Manager
Tim Warne	TW	Cornwall Council	Principal Planner
Ben Thompson	BT	SUEZ	Operations Manager
Tim Greatrex	TG	St Erth Parish Council	St Erth Parish Councillor

Ref	Note	Action
1.0	Welcome introductions and apologies	
1.1	<p>LT introduced herself and opened the meeting, explaining how the chair will rotate every 6 months between SUEZ and St Erth Parish Council. All members introduced themselves and their roles.</p> <p>Apologies were received from Tara Sheffield Wong, Jackie Ward, Victoria Parker, Alistair Walker and Craig Mouatt.</p>	
2.0	Code of Conduct	
2.1	Code of Conduct was accepted.	
3.0	Terms of Reference	
3.1	TG did not have access to the document, FD sent him a copy. The ToR was accepted.	
	Suez Presentation	
	<p>LT handed over to RW to lead the presentation giving an overview of the project for those who were new to the group. Topics covered in the presentation:</p> <p>The new waste service; the approved changes to the transfer station (RTS); food waste service; RTS opening hours; odour control; noise control; the planning process; post approval modifications; next steps; and getting in touch.</p>	

	<ul style="list-style-type: none"> - If an odour is not reported then it is ignored. <p>RW from SUEZ answered:</p> <ul style="list-style-type: none"> - SUEZ is very open and hopes that a site visit will reassure the members. - DU added that odour will be proactively checked daily as the environmental permit requires this for a waste management site. <p>The group discussed the opening hours of the Household Waste Recycling Centre (HWRC). Members raised concerns about:</p> <ul style="list-style-type: none"> - If there is a plan for the telehandler to pack down the containers to make more room and limit bin exchanges. - Is there is enough space in front of the containers to move and replace them. - TT stated that the parish council has objections to the opening hours. He asked if there is a compromise for the HWRC opening hours to be from 7am to 7pm for 12 months once construction has started. - FD added that it would be beneficial to review in a year and that the council supports the redevelopment, but the opening hours are an issue. - TG asked if short 15-minute closures to compact and move the bins at a quieter time could be more manageable then doing it at the end of the day. <p>In response RW from SUEZ said:</p> <ul style="list-style-type: none"> - The telehandler may not be on the top level to pack down the containers. Will get an answer back to the group. - The operational team are satisfied there is sufficient space to move the containers. - 7am to 7pm is manageable and would be needed for the duration of the building works and reviewing in 12 months would be beneficial. - BT added that some sites do exchange containers through the day and that it is possible if parts of the site are shut to allow the containers to be compacted. 	<p>RW</p>
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5.1	Question and answer session	
	<p>FD asked if the drainage officer is happy to change the wording from prior to construction starting and prior to occupation of the building.</p> <p>TW confirmed that the drainage officer was happy to change the wording. It will go back to the Parish in their meeting on Tuesday for their comments.</p> <p>DT asked if it would be possible to watch a bin being moved to see how much time and space is needed to achieve this.</p> <p>BT confirmed that this is possible. LT adds that this can be included in a site visit.</p> <p>TT questioned whether it is possible for any large vehicles going under the bridge at St Erth to beep their horns as vehicles go fast around the corners.</p> <p>RW answered that this can be proposed to the transport team.</p> <p>DE added that asking lorries to beep may increase noise as some drivers will not do a short beep.</p> <p>RW answered that he can put it to the collection contractor to exercise common sense when beeping the horn.</p> <p>TT then raised concerns about litter picking at wintertime when it is prevalent.</p> <p>Added to next meeting's agenda.</p> <p>TT asked if it is possible to highlight free spaces in the HWRC as when queuing it is difficult to see if it is possible to park.</p> <p>RW answered that this is limited by staff, but he will take it away and put it to managers. Added to the next meeting's agenda.</p> <p>DT mentioned that the bridge had been approved for 2 40ft articulated lorries to pass side by side under the bridge, but that in reality there is not enough space for a car to pass a 40ft articulated lorry.</p> <p>RW answered that reduced articulated lorry sizes are needed for the area.</p>	<p>BT/LT</p> <p>RW</p> <p>SC</p> <p>SC</p>
6.0	Future discussion topics/ Standing agenda items	
6.1	<p>LT asked if there were any topics that should be on the agenda.</p> <p>TT replied that he is happy to add to the agenda at the next meeting as the topic is new to the members who are developing their knowledge.</p>	SC

7.0	Any other business	
7.1	<p>LT suggests SUEZ liaise with FD and Cornwall Council to organise a site visit. All agree to the site visit.</p> <p>LT asked what format would be best for the meetings going forward. RW mentioned traveling from Somerset, FD said the meeting benefited from RW being there so would be happy to meet on Teams.</p> <p>All participants agreed to meet on Teams for the next meeting.</p>	LT/FD
8.0	Date of next meeting	
8.1	<p>LT proposed several dates, it was agreed that the next meeting will be held on Wednesday 15 June at 6pm.</p> <p>LT thanked everyone for attending and closed the meeting at 18.57.</p>	SC