

NOISE & VIBRATION MANAGEMENT PLAN

Percival Street Mill, Percival Street, Blackburn, BB1 6NH.

Ellen Shirley Ltd

Version:	1.1	Date:	02 August 2023		
Doc. Ref:	3306-001-H	Author(s):	JU	Checked:	TB/CP
Client No:	3306	Job No:	001		



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Document History:

Version	Issue date	Author	Checked	Description
1.0	17/07/2023	JU	TB	Internal draft
1.1	02/08/2023	JU	TB/CP	Application copy

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Drawing No. 001/3306/04 – Receptor Plan

Appendix II - Complaints Procedure and Recording Form

1 Introduction

1.1 Site history / background

- 1.1.1 Oaktree Environmental Ltd has been instructed by Ellen Shirley Ltd to prepare a Noise & Vibration Management Plan (“NMP”) for their waste transfer and treatment facility at Percival Street Mill, Percival Street, Blackburn, BB1 6NH. The National Grid reference for the site is SD 68829 28973. The site will be operated as a household, industrial & commercial (HIC) waste transfer station with treatment.
- 1.1.2 The site is operated in accordance with an Environmental Management System (EMS) and Fire Prevention Plan (FPP) along with other documents targeted to specific environmental considerations including this NMP. This NMP also accompanies a Noise Impact Assessment (NIA) which has also been produced by Oaktree Environmental Ltd and should be read in conjunction with this document.
- 1.1.3 This NMP will be kept in the site office and all staff will be trained in the contents of the document which will allow Ellen Shirley Ltd and its employees to implement an action plan should the site operatives detect noise emitting the boundary, receive complaints from local business or residents and if the EA suspects noise is an issue from a site inspection.
- 1.1.4 This NMP has been prepared to meet the requirements of The Environmental Permitting (England and Wales) Regulations 2016 and the Environment Agency’s Guidance: *“Noise and vibration management: environmental permits”* published 31/01/2023.

1.2 Site Location

- 1.2.1 The site is located at Percival Street Mill, Percival Street, Blackburn, BB1 6NH. as shown on Drawing No. 001/3306/03.

1.3 Waste Facility Overview

1.3.1 The site will allow for the reception, storage, sorting and treatment (HIC) waste to permit recycling and recovery. Permitted types of waste to be taken into site will include a mixture of HIC wastes i.e. builders waste, household waste, these wastes will be bulked and sorted on site. The only mechanical treatment to take place at the site will comprise baling of paper/cardboard and plastic waste.

1.4 Hours of operation

1.4.1 The site will be open during the following hours for the receipt, hand sorting and removal of waste; including depositing, sorting, moving, storing and removing waste:

Monday to Friday	08:00 – 16.00
Saturday	No operations
Sundays, Bank/Public holidays	No operations

1.4.2 It should be noted that the site was granted a license for the activities associated to a scrap metal recycling centre to process metal for the throughput of 600 tonnes per annum between the hours of 08:00-18:00. Shown in License Granted 307915 document.

1.4.3 The only activities on site which will be permitted outside of these hours are maintenance works, general administrative duties and emergency processing due to unavoidable events such as staff shortages, plant breakdowns or poor weather conditions.

1.4.4 During times where the site is closed or not in operation, the site will be locked and secured to prevent unauthorised vehicular or pedestrian access.

1.5 Reviewing and monitoring this NMP

1.5.1 This document will be due for review two years from the date of approval, or, as a result of any incidents which may lead to the requirement for immediate review or the NMP guidance changing, whichever is the sooner. The circumstances which would warrant a review are the following:

- Extension of operating hours
- Experiencing a noise incident/complaint
- Development of site infrastructure – new buildings, walls reducing the risk of noise
- Significant change in layout resulting in a greater potential of noise to be emitted from the site
- Installation of new equipment or plant –trommel, screener, shredder etc..

1.6 Waste Types and Quantities

1.6.1 The waste types handled on site will be household, commercial and industrial wastes as defined in the Controlled Waste (England and Wales) Regulations 2012 and Section 75 of the Environmental Protection Act 1990.

1.6.2 The site will accept waste in various sizes of skips/containers ranging from 2,4, 6, 8, 10, 12, 16, 20 and 40-yard skips. The location of skips when they are empty are shown on Drawing No. 001/3306/03.

1.6.3 The maximum amount of waste to be stored on site at any one time is shown on Drawing No. 001/3306/03 with residence times for each waste type.

1.6.4 If the maximum storage capacity is reached then no further waste will be accepted until waste can be removed from the site and taken to a suitably permitted or exempt site.

2 Sensitive Receptors

2.1 Receptor Plan

2.1.1 A sensitive receptors plan (SRP) has been produced to accompany this NVMP and is shown in Appendix I referenced as on Drawing No. 3306/001/04. The receptors highlighted are those which are at risk by noise generated from the site.

2.2 List of receptors

2.2.1 The receptors illustrated in the Receptor Plan are detailed in the table below with approximate distances to them.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from boundary of site (m)
North-east	Residential properties Chorlton Gardens	Bordering the site
All	Schools within 500m of the site	<500
North-west	Shifa Surgery	140
South	Residential properties south of Whalley New Rd.	50
All	Residential properties within 500m of the site	<500
South	HALF Fish HQ @ Daisyfield Pools (swimming pools).	275
All	Various small retail, public houses and other leisure facilities with smaller commercial businesses.	225 – 1,000

2.3 Other noise sources

2.3.1 Other industrial / commercial land uses which will contribute to the background noise level are tabulated below in Table 1.4 below.

Table 2.2 – Other Noise Emitting Operators

Company	Address	Type of Business	Distance & location from site boundary (m)	Possible Noise Issue
Shaffi Tyre Service	39 Whalley New Rd Blackburn, BB1 6JY	Tyre Shop	20 / south	Sale and installation of motor parts.
Allclean Detailvaleting	Boyle St, Blackburn, BB1 6DG	Car Wash	20 / north-west	Power washing of cars.
Perrys Blackburn-Cupra Service	Whalley New Rd Blackburn, BB1 6JT	Vehicle repair	60m / south	Mechanically process of vehicles and dismantling of vehicles.
St Albans/St Michaels Court	Birley St, Blackburn BB1 5LY	Flat/apartment complex	160m / south west	Large numbers of residential housing
Auto Seat Covers	Unit 9, Whalley Range Business, Boyle St Blackburn BB1 6DG	Vehicle repair shop	150/ west	Dismantling and mechanical processing of vehicle parts.

2.3.2 Other sources of noise comprise birdsong and noise generated by other vehicle movements on surrounding industrial estates and other nearby road networks. As can be seen from the NIA, the background noise levels are extremely high for this area.

2.4 Site infrastructure

2.4.1 The site infrastructure proposed at the site is clearly detailed on Drawing No. 3306/001/03 which is shown in Appendix I of this NVMP. The drawing illustrates the location of plant, machinery and stored wastes across the site.

2.5 Vehicles, plant and equipment

2.5.1 Waste will be handled using the plant listed in Table 1.1 below. Additional plant will be hired to cover any very busy periods. Only trained operators will be permitted to drive/operate the plant listed below. Any changes to the list will be notified to the EA

prior to implementation. The minimum requirements when the site is operational are shown in bold italic print.

Table 2.3- Item of plant, number and function

Baler	1	Baling recyclable materials
Forklift truck	1	Loading/unloading/movement/sorting
Bobcat	1	Loading/unloading/movement/sorting
Weighbridge	1	Accurately weighing of loads

3 Noise Management and Controls

3.1 Noise Sensitive Receptors

3.1.1 The site lies within a mixture of a housing and industry agricultural setting with the nearest noise sensitive residential receptors located bordering the site east and 50m south being residential housing. The layout of the site has been planned in order to contain all the required operations and activities within the site, thus limiting the impacts from noise on the above receptors.

3.1.2 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

3.2 Noise Sources

3.2.1 The main sources of noise which could arise from the site operations are as follows:

- i) A = Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle waste in loose and skip form
- ii) B = Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading
- iii) C = Loading of waste into containers for storage on site and into articulated vehicles for removal off site
- iv) D = Manoeuvring of mobile plant around external areas of the site
- v) E = Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.
- vi) F = Repairs
- vii) G = Baler

3.3 Noise Management Table

- 3.3.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.
- 3.3.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 5 will be used in the event that any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Any changes which may be required will be implemented immediately.

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
A = Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle waste in loose and skip form	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	<p>Engines will be switched off when the vehicles are not being used.</p> <p>Waste deliveries and collections will only be permitted during the hours of 08:00 – 18:00 Monday – Friday and 08:00 – 12:00 on Saturdays with no works on Sundays or Bank/Public Holidays. These hours are considered ‘normal’ working operational hours in an area dominated by industry which has adjacent uses operating business on a 24/7 basis.</p> <p>The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated.</p> <p>All skip lorries and other HGVs operated by Ellen Shirley Ltd be fitted with chain socks in order to reduce the noise produced by the loose chains banging on the side of the skip.</p> <p>Implementation of a 5mph speed limit onsite.</p> <p>Drivers must lower the tipper body before driving away from the tipping area.</p> <p>All drivers are required to enter and exit the site with due consideration for neighbours.</p> <p>Drop heights will be a maximum 1m from the ground to allow for clearance of the relevant vehicle.</p> <p>Management will ensure that all vehicles involved in the tipping of waste operated by Ellen Shirley Ltd are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. The proposed use of the HGV servicing building will ensure this policy is followed strictly.</p> <p>All mobile plant and other vehicles used will benefit from white noise reverse alarms.</p> <p>A no idling policy will be in place and staff/third party drivers will be told not to rev engines.</p>	Low due to background noise levels being high

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
<p>B = Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading</p> <p>C = Loading of waste into containers for storage on site and into articulated vehicles for removal off site</p>	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	<p>Refer to the above actions shown in A and additional actions/proposals are shown below.</p> <p>There are significant background noise sources between these two areas comprising the busy Whalley New Road, Industrial/Commercial buildings to the north and south. These sites operate similar hours too this site.</p> <p>The operator will ensure plant grabs can go inside the containers and site management have instructed the grab operators to load the containers by placing the material in them rather than dropping it. Site management also closely monitoring the staff loading the material continuously (in addition to the daily monitoring) to make sure that the revised loading operations are carried out.</p> <p>Management will ensure that all loading plant operated by Ellen Shirley Ltd is functioning suitably i.e. moving parts to be regularly lubricated.</p> <p>Operatives will be informed to turn off engines when the plant is not in use and no revving of engines will be permitted at the site.</p> <p>Any malfunctions in loading plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.</p>	Low
D = Manoeuvring of mobile plant around external areas of the site	As detailed on Sensitive Receptors Plan	Noise pollution	Low	Intermittent (Low Pitch)	Med	<p>Refer to the above actions shown in A and additional actions/proposals are shown below.</p> <p>Management will ensure that all site vehicles operated by Ellen Shirley Ltd are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated.</p> <p>All manoeuvring areas using mobile plant are surfaced with impermeable concrete which is generally flat and well maintained to prevent unnecessary banging of vehicles on uneven ground leading to excessive vibration.</p>	Very Low / Negligible
E = Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)	See Section 2.2	Noise pollution	Low – Very Low	Intermittent (Low Pitch)	Low	<p>All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained.</p> <p>Small vehicles are not considered to be an issue in relation to excessive noise which could cause a complaint.</p> <p>Implementation of a 5mph speed limit onsite.</p> <p>All drivers are required to enter and exit the site with due consideration for neighbours.</p>	Very Low / Negligible

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
F = Repairs	See Section 2.2	Noise pollution	Very Low	Occur at a specific time (Low Pitch)	Low	<p>If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during working day hours.</p> <p>In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Environment Agency will be notified in advance and would not commence without agreement unless in extenuating circumstances i.e. to minimise a fire occurring.</p>	Very Low / Negligible
G = Use of baler	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	<p>Refer to the above actions shown in A and additional actions/proposals are shown below.</p> <p>The loading of waste into baler is done using an excavator opposed to a loading shovel meaning the material can be inserted into the plant with minimal drop height to prevent any crashing, banging or vibration.</p> <p>It is proposed to operate this machinery between the hours of 08:00 – 16:00 Monday – Friday which are not considered unsociable hours.</p> <p>This activity will take place inside the confines of the building which is surrounded by 225mm solid brick walls.</p> <p>Management will ensure that all loading plant operated by Ellen Shirley Ltd is functioning suitably i.e. moving parts to be regularly lubricated.</p> <p>Operatives will be informed to turn off engines of the mobile plant when it is not in use and no revving of engines will be permitted at the site.</p> <p>Any malfunctions in plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.</p>	Low

3.4 Monitoring and recording

- 3.4.1 **Ongoing Qualitative Assessment** - Site management i.e. The site manager, compliance manager or TCM will subjectively monitor noise levels in and around the entire site perimeter throughout the day. Should it be deemed necessary by site management, monitoring using an appropriate Type 1 Sound Level Meter will be carried out while the site is operational should it be observed that unacceptable levels of noise are being emitted from the site.
- 3.4.2 The results of monitoring exercises and any remedial action taken will be entered into the site's diary or log book which is available for the EA to inspect upon request. The name of the inspector will be stated in the site's diary / inspection form for each day of operation.
- 3.4.3 Should the monitoring conclude that a certain activity is giving rise to noise which is causing unacceptable impacts, steps will be made to reduce the impact of this activity and will be agreed with the EA prior to commencement.
- 3.4.4 Site management will be suitably trained to carry out these duties and delegate to operational staff. Further information regarding training and technical competence is provided within the site's EMS.
- 3.4.5 Operational staff will continuously monitor noise emissions whilst the treatment plant is in operation and will control noise levels using the procedures listed above, asking site management for advice as required. Work procedures will be stopped/adjusted should it be evident significant noise is being generated which has the potential to cause annoyance.
- 3.4.6 Site management will also be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed (or, at least, in part) to the cause of the complaint.

3.4.7 **Regular Quantitative Assessment** - As per the recommendations of the NIA, a monitoring scheme will be undertaken in order to ensure the noise levels associated with the operation of the site are not causing an adverse impact.

3.4.8 As the NIA has determined that impacts associated with the daytime operation of the site during daytime hours shown in Section 1.4 are unlikely to cause an adverse impact at the existing receptors, particular attention will be paid to the receptors at NMP 1- NMP 3 shown below by a pin. NMP 1 (Percival Street), NMP 2 (Chorlton Gardens Road) and NMP 3 (Notre Dam Gardens).

Figure 3.1 - Site location and noise monitoring positions



3.4.9 The measured parameters include; LAeq, LAm_{ax}, LA90 and LA10.

3.4.10 Reference should be made to the accompanying NIA. However, results will be compared to the calculated rating level within this document with assessment being made for any subsequent rounds of monitoring.

3.4.11 Should an adverse impact be identified, the EA will be notified. Subsequent investigations will be undertaken by site management and an appropriately qualified acoustician in order to identify the cause of the elevated noise levels. Additional

relevant mitigation will be considered, which may include, but not limited to repair of malfunctioning plant, enclosure of plant, amendment to the site layout etc.

- 3.4.12 Records will be maintained by both the operator and the monitoring acoustician and will be available upon request.

3.5 Emergencies

- 3.5.1 In the event of any unforeseen circumstances i.e. faulty equipment, the site manager will make an assessment of whether to cease activities/all operations with the main emphasis on site will be to reduce any noise impacts.

4 Actions when complaints are received

4.1 Complaints procedure

- 4.1.1 If any noise complaints are received, site management will complete a 'complaints and events log' and detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).
- 4.1.2 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g. EA or local authority). Where investigation substantiates the complaint, fully or partially, then remedial action will be taken immediately and if measures taken fail to stop the pollution then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The EA will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e. evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.
- 4.1.3 The operator will make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or third parties, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint.
- 4.1.4 It must be noted that the site lies adjacent to a noisy property to the north, so in the event of a complaint, the operator will substantiate the complaint by carrying out noise monitoring to identify whether the complaint is valid. If the complaint is valid, the site

will implement the complaint procedures check and if required, amend site operations and provide additional attenuation around the site. This would involve using a level 2 sound meter and comparing this information from the background levels recorded from the recent Noise Impact Assessment.

4.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e. mechanical treatment plant comprising screener, crusher etc.. .

4.1.6 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:

- a) Investigating the source to prevent a re-occurrence.
- b) Suspending operations which are giving rise to excessive noise due to potential plant malfunction
- c) Investigate noise mitigation measures
- d) Logging findings of a – c in the site diary / complaints form and also in the reporting template within the EP.
- e) Report actions to the complainant and/or EA within 24 hours.
- f) If following the above complaints are still received, the site will cease operations until the issues have been rectified.

4.1.7 The EA will be notified by email of any third-party noise complaints received within 24 hours including the complainant and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution, then the EA will be notified.

4.2 Complaints recording

4.2.1 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by site management, if they are not available, another suitably trained staff member.

4.2.2 The following details as a minimum will be completed on the form:

- a) The name, address and telephone number of the caller will be requested.
- b) Each complaint will be given a reference number.

4.2.3 The caller will be asked to give details of:

- the nature of the complaint;
 - the time;
 - how long it lasted;
 - how often it occurs;
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
- a) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.
 - b) The reason for the complaint will be investigated and a note of the findings added to the report.
 - c) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
 - d) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.
 - e) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

5 Training

5.1 Training regime

5.1.1 All employees and sub-contractors of Ellen Shirley Ltd involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.

5.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.

5.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

5.2 Vehicle / plant preventative maintenance training

5.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.

5.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.

5.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

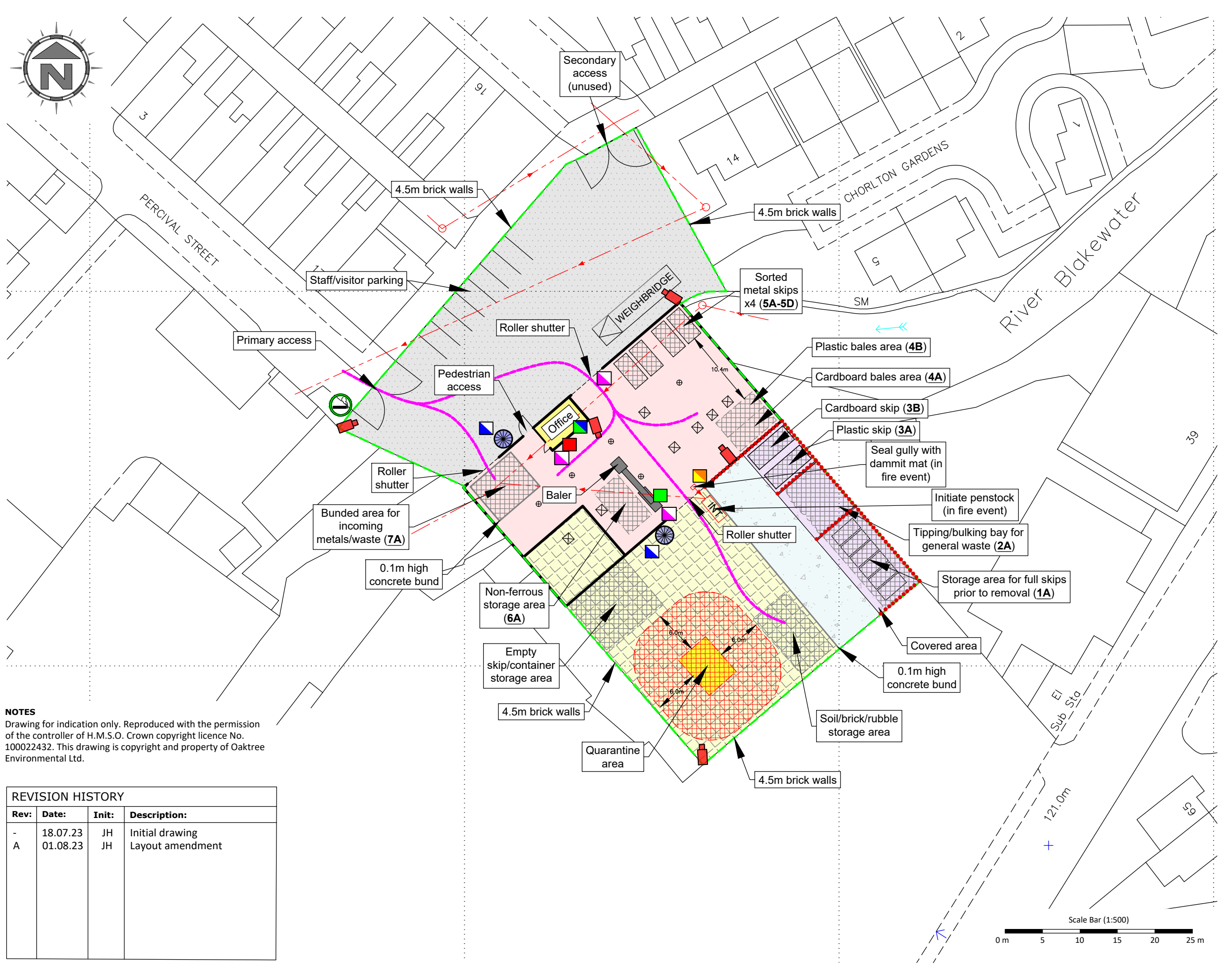
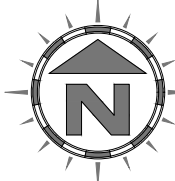
5.3 Liaison with Neighbours

5.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

- 5.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

Appendix I

Drawings

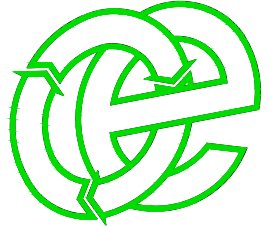


- KEY:**
- Permit boundary
 - Storage areas
 - Covered area
 - Sealed recycling building
 - Concrete area
 - Concrete slab area
 - Mixed tarmac/ concrete surfacing
 - Other buildings (offices etc.)
 - Quarantine area
 - Spill kit
 - Fire fighting equipment (extinguishers etc.)
 - Mains water
 - Fire alarm
 - Plant shut off
 - Access routes for emergency vehicles
 - Concrete block firewall
 - S Designated smoking area
 - ⊕ Roof supports
 - ⊗ 10,000 litre water tank (x2)
 - Foul drainage
 - Manholes
 - Surface gully
 - Intruder alert CCTV camera locations (indicative location)
 - Fire water containment equipment (Drain mat & Penstock valves)

NOTES
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REVISION HISTORY			
Rev:	Date:	Init:	Description:
-	18.07.23	JH	Initial drawing
A	01.08.23	JH	Layout amendment

Oaktree Environmental Ltd
 Waste, Planning and Environmental Consultants



DRAWING TITLE
 SITE LAYOUT & FIRE PLAN

CLIENT
 Ellen Shirley Limited

PROJECT/SITE
 Percival Street Mill, Percival Street, Blackburn, Lancashire BB1 6HN

SCALE @ A3 1:500 **CLIENT NO** 3306 **JOB NO** 001

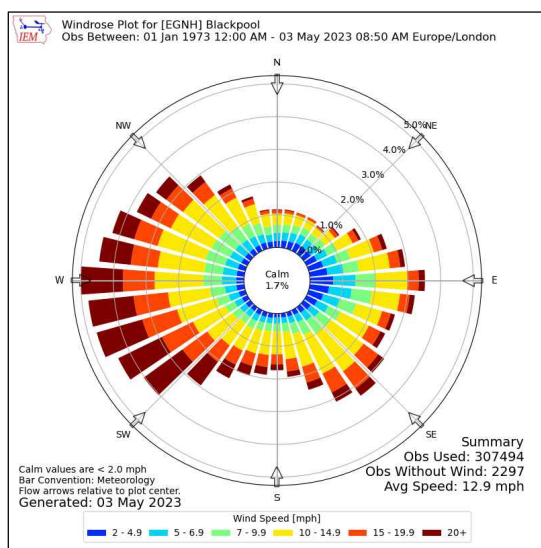
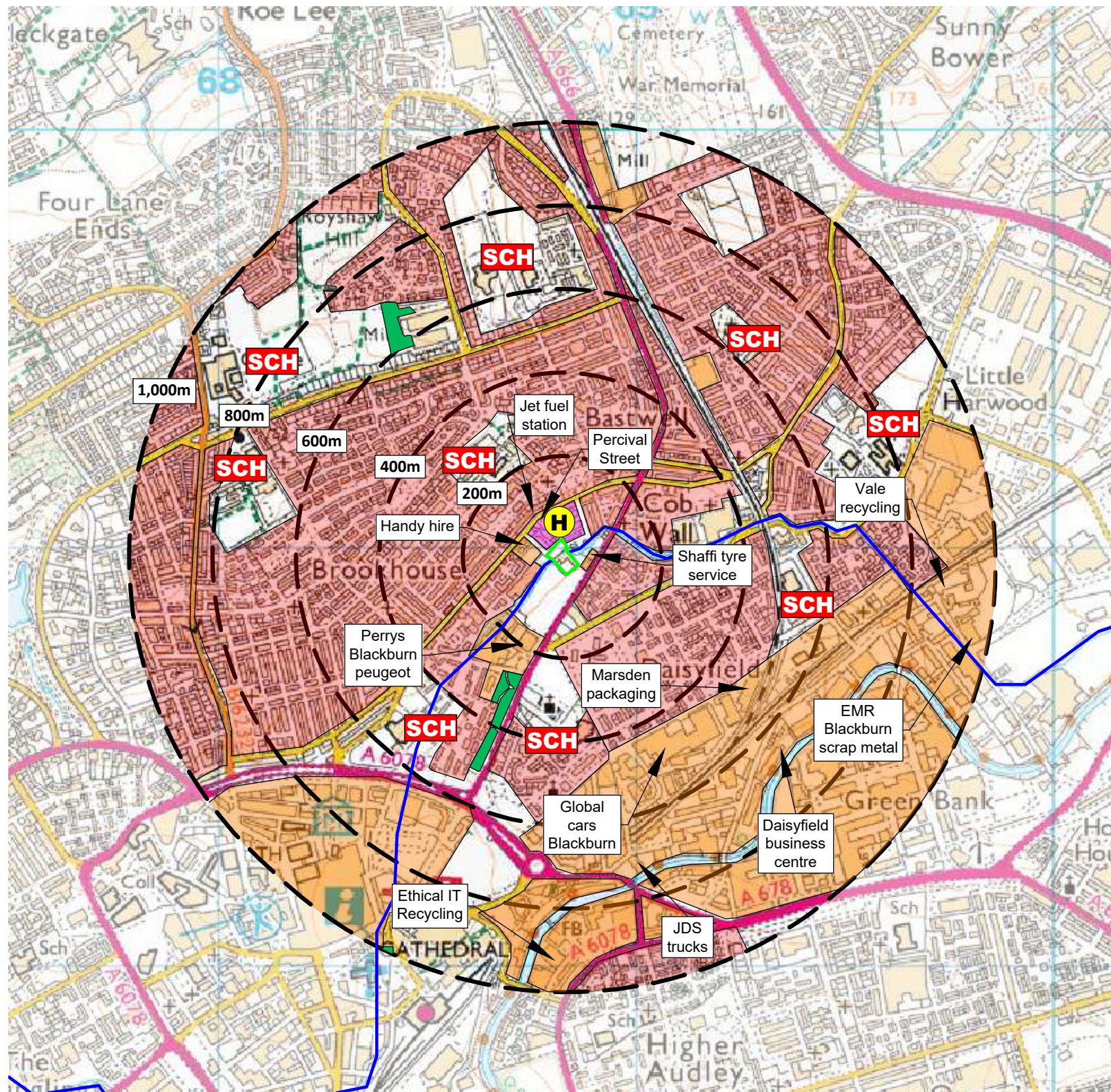
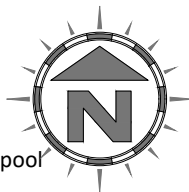
DRAWING NUMBER 3306-001-03 **REV** A **STATUS** Issued

DRAWN BY JH **CHECKED** RS **DATE** 01.08.23

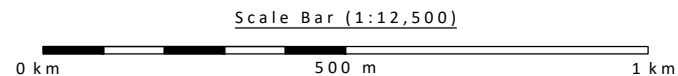
Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
 t: 01606 558833 | e: sales@oaktree-environmental.co.uk

KEY:

- Permit boundary
- Main River
- Surface water body (river / stream / pond / pool / lake)
- Workplaces (includes agriculture industry, commerce and retail)
- Areas with mix of residential, retail and commercial properties
- Residential blocks
- Nearest residential receptor block
- Class A, B, C roads
- H Nearest fire hydrant
- Railway line
- SCH School
- Woodland areas
- Priority habitat inventory (deciduous woodland)



Compass Wind Rose for Blackpool (EGNH)
Period 1973-2023
- source: Iowa State University



NOTES

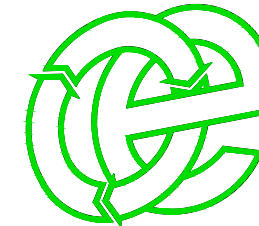
1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	19.07.23	JH	Initial drawing
A	02.08.23	JH/CP	Minor updates

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants



DRAWING TITLE
RECEPTOR PLAN

CLIENT
Ellen Shirley Limited

PROJECT/SITE
Percival Street Mill, Percival Street, Blackburn,
Lancashire BB1 6HN

SCALE @ A3 1:12,500	CLIENT NO 3306	JOB NO 001
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DRAWING NUMBER 3306-001-04	REV A	STATUS Issued
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DRAWN BY JH/CP	CHECKED RS	DATE 02.08.23
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Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
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Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

- 1) Any complaints received in relation to noise and vibration will be recorded on the form below. This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.
- 2) The name, address and telephone number of the caller will be requested.
- 3) Each complaint will be given a reference number.
- 4) The caller will be asked to give details of:
 - the nature of the complaint;
 - the time;
 - how long it lasted;
 - how often it occurs;
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
- 5) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the site at the time the noise was detected, particularly anything unusual.
- 6) The reason for the complaint will be investigated and a note of the findings added to the report.
- 7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.
- 9) Following any complaint the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (noise, vibration) (date, time, duration)	
Weather at the time of complaint (rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Noise & Vibration Management Plan	
Date changes implemented	
Form completed by	
Signed	
Date completed	