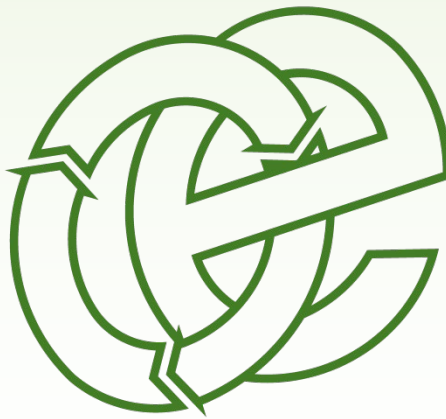


# NOISE & VIBRATION MANAGEMENT PLAN

The Breakers Yard, Barracks Road, Assington CO10 5LP

Assington Autos Ltd

Version:	1.3	Date:	07 July 2023		
Doc. Ref:	BAR-3041-G	Author(s):	CP	Checked:	AAL
Client No:	3041	Job No:	001		



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### Document History:

Version	Issue date	Author	Checked	Description
1.0	15/03/2022	CP	--	Internal draft
1.1	06/04/2022	CP	AAL	Application copy
1.2	20/04/2023	CP	TB/AAL	Updated sections 1.4.1, 3.4.1, 3.4.4, 3.4.6, 3.4.7 – 3.4.9, 3.5.3, rows A, B, C, F, G, H and L of Noise Management Table (4.3) and updated Site Layout & Fire Plan (Parts 1 & 2).
1.3	07/07/2023	CP	TB/AAL	Updated sections 1.1.3, 1.3.1 (7 <sup>th</sup> bullet point), rows A, AND h of Noise Management Table (4.3) and updated Site Layout & Fire Plan (Part 2) IN Appendix I.

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### **Appendix II - Complaints Procedure and Recording Form**

# **1 Introduction**

## **1.1 Site history / background**

- 1.1.1 Oaktree Environmental Ltd have been instructed to prepare a Noise & Vibration Management Plan (NVMP) on behalf Assington Autos Ltd for their site situated at The Breakers Yard, Barracks Road, Assington CO10 5LP.
- 1.1.2 Assington Autos Ltd were issued the Environmental Permit (EP) by the Environment Agency (EA) on 23/12/2013 and due to increased site operational and legislative changes a permit variation will be prepared and submitted.
- 1.1.3 This NVMP will assess further risks arising from the increased throughput to the currently permitted 2,500 tonnes per annum with what the site currently accepts (approx. 12,000 tonnes per annum) and expansion of the business where up to 30,000 tonnes per annum of waste could be accepted. In addition to this, it is proposed the site will accept scrap metal in addition to ELVs and their parts/components.
- 1.1.4 The mitigation measures outlined in this NVMP will be put in place by the management of Assington Autos Ltd to ensure noise and vibration is controlled using Best practicable means (BPM) to ensure the receptors listed in Section 2.2 below are not affected by the above proposals.

## 1.2 Site location

1.2.1 The site is located on the southern side of Barracks Road to the south of Assington village. It has long been established as a vehicle breakers yard and scrap recycling centre. The current owners took over the site in 2017 and set about changing the manner in which the site operated to improve working practices, making the process more efficient and ensuring that the best environmental practices are upheld. They are recognised as being one of the leading companies in the vehicle recycling Authorised Treatment Facility field.

1.2.2 The nearest receptors are approximately 35m and 113m west, and 113m east of the site as shown below. The plan also shows the current dismantling area which is considered the noisiest part of the site.



### **1.3 Hours of operation**

1.3.1 The site proposes the following operations at the site part of this permit variation:

- 07:00am (Monday – Friday) = HGVs comprising 2 no. 8 car transporters and 1 no. 4 transporter leave the site to begin their collection of ELVs. The transporters return to the site no later than 16:00pm. The number of movements depend on the travel time of the HGV.
- 07:30am (Monday – Saturday) = Staff arrive at the site in cars.
- 08:00am – 17:30pm (Monday – Friday) = All operations permitted comprising depollution of waste motor vehicles and sorting, separation, compacting, or, of waste into different components for recovery.
- 08:00am – 17:00pm (Monday – Friday) = Arrival and removal of HGVs unloading and loading waste to and from the site.
- 09:00am – 17:30pm (Monday – Friday) = Baling (using a mechanical; baler) and cutting (using handheld equipment) of waste for recovery.
- 17:30pm – 18:00pm (Monday – Friday) = Housekeeping and tidying of site for the next day using mobile plant to ensure all waste is securely stored in bays
- 08:00am – 13:00pm (Saturday) = No waste acceptance or treatment, the site undergoes a full housekeeping, tidy up ready for operations to commence on Monday. No movement of HGVs will take place.
- The site will not operate in any circumstances on a Sunday or Bank Holiday.



## **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. BAR/3041/04. 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. Receptors which are over 500m have not been included within the table below as it is considered that they will not be affected by any noise pollution arising from the site.

**Table 2.1 – Distances to Selected, Representative Sensitive Locations**

<b>Boundary</b>	<b>Receptor</b>	<b>Approximate distance from site boundary (m)</b>
Various	Residential properties off Barracks Road to the north, northwest and west	35 – 500
East	Residential property off High Road	270
Southeast	Further residential properties off High Road	400
Northwest	Residential properties off The Street	420 - 500
Northwest	Residential properties off Orchard Road	315 - 500

## 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**

<b>Company</b>	<b>Address</b>	<b>Type of Business</b>	<b>Approximate distance from site boundary (m)</b>
N/A	Various	Agricultural comprising the use of tractors and heavy machinery throughout the day	Adjacent
Property to the north of the site	Land to the north of Barracks Road, Assington	Various – see 2.3.2	20 - 250

2.3.2 The predominant use of the property to the north of the site comprises agriculture however the owner also contributes to the background noise of the area due to the following activities:

- Use of articulated HGVs egressing the site from 04:00am onwards
- Repairing of agricultural machinery using handheld equipment
- Using mobile plant for manoeuvring machinery around the property
- Baling of straw and hay in external areas of the site
- Loading of heavy equipment around the site and into metal containers
- Use of tractors on surrounding road networks and adjacent fields
- Shredding of wood and plant matter arising from the property

2.3.3 The adjacent property owner is not restricted to any operational hours at the site so the above operations can take place throughout any time of the day.

2.3.4 Other sources of noise comprise birdsong and noise generated by other vehicle movements on Barracks Road.

### **3 Site Operations**

#### **3.1 Waste deliveries**

3.1.1 Waste is delivered and removed from the site via the existing access to the north of the site which is a hardstanding / tarmacadam road. Upon arrival, an operative will direct the driver to the relevant area on site which is usually the weighbridge where the contents of the vehicle and waste transfer/consignment note are inspected.

3.1.2 Deliveries/removals from the site primarily consisting of Ltd.'s own vehicles/contracts but there will be third parties who send articulated vehicles for removal of waste vehicle parts and tankers for emptying interceptors. These vehicle types are shown below:

- HGV skip vehicles
- fixed body bulk loaders with a number of smaller deliveries (transit vans) of scrap / vehicle parts
- 8-wheeled tipper vehicles which can carry loads of up to 18-20 tonnes
- Articulated Lorries.
- Recovery vehicles / car transporter (ELVs only)

#### **3.2 Waste acceptance**

3.2.1 Waste delivered to the site via an existing access to the north and upon arrival all waste will undergo a visual inspection on arrival at site prior to progressing through to the weighbridge. Once the vehicle has passed the initial inspection, the vehicle will be directed to the weighbridge where the waste consignment notes (including hazardous) and transfer documentation will be fully checked to ensure the waste matches the pre-acceptance information received.

3.2.2 Any wastes identified during the incoming waste inspections which do not conform to site acceptance criteria will not be accepted and/or removed and quarantined immediately to await safe removal from site and the Council will be contacted (where necessary) if the non-conforming waste discovered is likely to lead to a breach of

permit conditions or a potential risk of combustion. The majority of all waste delivered to the site will comprise Assington Autos Ltd's own vehicles with some occasional third-party deliveries of ELVs and parts.

### **3.3 Site infrastructure**

3.3.1 The site infrastructure proposed at the site is clearly detailed on Drawing Nos. BAR/3041/03A and BAR/3041/03B which is shown in Appendix I of this NVMP. The drawing illustrates the location of plant, machinery and stored wastes across the site.

### **3.4 Site Processes**

#### **STAGE ONE – REMOVAL OF HAZARDOUS COMPONENTS**

3.4.1 Once vehicles have passed inspection, they will be stored adjacent to the first depollution building where the battery will be disconnected or removed from the ELV. The ELV will then be depolluted which will consist of removing the wheels, battery, catalytic converter, air bag, ECU, jack and key. These parts will be stored temporarily in separate boxes within the building before being transferred to the larger associated storage areas on site. Tools used for this process are as follows:

- An impact nut gun is used to remove the wheels this is a very quick and efficient process. This causes minimal noise.
- A Husqvarna K1 PACE Battery Powered Disc Cutter is used to remove the catalytic converter. The cutter would only be used on vehicles which have rusted, if the vehicles are not rusted, hand tools can remove the catalytic convertor
- Batteries, ECUs, airbags are removed using rachets/spanners this does not produce any noise.
- Key and jack are removed by hand which also does not produce any noise.

3.4.2 Once this process is complete, the ELV will be transferred to the adjacent building to the south and undergo the stage two process comprising depollution as shown overleaf.

## **STAGE TWO – DEPOLLUTION AND REMOVAL OF HAZARDOUS FUELS & LIQUIDS**

3.4.3 Vehicles are depolluted using a green car depollution rig which is powered by electric and compressed air. The compressed air is run by a generator on 3 phase electrics. The liquid components then drain via a series of pipes to the sealed bunded tanks which are outside of the building. When the liquids in the bunded tanks are reaching full capacity, the liquid is removed in a safe manner using a specialist tanker vehicle. This process does not produce any noise. The vehicles are transported out of the shed using a forklift to the stage three process as shown below.

## **STAGE THREE – VEHICLE STRIPPING**

3.4.4 The vehicle is now ready to be stripped of the engine, gearbox and axles. These are removed/cut using the Husqvarna K1 PACE Battery Powered Disc Cutters. This cutter has been replaced with the former angle grinder which considerably reduces the noise associated with it. The cutter would only be used on vehicles which have rusted, if the vehicles are not rusted, hand tools can remove these items. The engine, gearbox and axle are now ready to be passed to stage four and the shell is ready to be passed to stage five. This is passed to stage five using a forklift as it is lifted and not being scrapped along the floor, this reduces noise levels.

3.4.5 Stages one – three will take place inside buildings which have open fronted facing east i.e. away from the nearest residential receptors. The remaining stages will take place in external areas of the site as shown on Drawing No. BAR/3041/03B.

## **STAGE FOUR – VEHICLE STRIPPING / ENGINE REMOVAL**

3.4.6 Once the engine, gearbox and axle are removed, these are then cleaned, removing any wiring loom, loose metals. The wiring loom is removed using the K1 PACE Battery Powered Disc Cutter. Export engines will then be placed to the south of the site using a forklift to transport to the allocated area.

**STAGE FIVE – VEHICLE STRIPPING / REMOVAL OF WIRING LOOM AND VARIOUS GRADES OF MATERIALS FROM THE VEHICLE SHELL**

- 3.4.7 The above items are removed using a 23.5tonne Hyundai rubber track machine with powerhand attachment also known as a 360<sup>0</sup> excavator. This is powered by diesel and AdBlue again to reduce noise levels from this machine. Vehicles are placed in front of the machine on a 30mm plate to avoid damage to the concrete area. The clamp system on the machine holds the shell in place and the pincher starts to remove all non-ferrous metals, these metals are then placed in adjacent bays. This activity will take place between **AREAS 15 -17**. Once all the non-ferrous metals are removed, the shell is then placed between in **AREA 15** where the Atlas grab driver will pick up the ELV and deposit into the baler.

**STAGE SIX – USE OF ATLAS GRAB/EXCAVATOR AND SHEARING/BALING OF ELVS**

- 3.4.8 This machines roll is to lift the depolluted ELV shell and place into the baler. The baler can process one car shell every minute. Once the ELV is baled, it is lifted and placed safely on the pad into **AREA 18** using the same Atlas above. The baled ELV shell is stored ready to be collected by the third-party hauliers. The Atlas is run on AdBlue to reduce noise and emissions, this machine is also on rubber wheels to reduce noise and impact vibrations. The shells will be loaded into a static HGV (with the engine switched off) using the Atlas grab. The HGV will then drive off the site once it has been filled. On average a HGV would be loaded a maximum of ten times per week.

**STAGE SEVEN – PROPOSED ACCEPTANCE OF VEHICLE PARTS IN SKIPS**

- 3.4.9 The site will propose to accept skips of damaged vehicle parts form garages/business. These which will be accepted and tipped in between **AREAS 15 – 17**. These items will consist of doors, bumpers, windscreens which cannot be repaired. These items could also arrive to the site in transit vans and the items unloaded by hand. These items will either be bulked up for removal off site or placed into an ELV shell for baling.

3.4.10 The operator will also store depolluted ELVs on the racking, these are vehicles which are in good condition and will be advertised online where customers can purchase parts from the ELV. This ELV is usually stored here for approximately 3-6 months then it will be subject to baling.

### **3.5 Mobile plant and equipment**

3.5.1 All mobile plant on site is subject to annual manufacturer maintenance to ensure proper working order in the form of service contracts.

3.5.2 Site management will undertake or delegate additional preventative maintenance checks on a more frequent basis i.e. daily, before, during and 1 hour at the end of each working day using a checklist similar to that in Appendix II to ensure the following:

- Mobile plant is mechanically sound for use and no presence of black fumes or trailing liquids visible prior to use or following shutoff of plant/equipment.
- Mobile plant is stored in the out-of-hours plant storage area as shown on Drawing Nos. BAR/3041/03A and BAR/3041/03B following cessation of activities and external separation distances of 6m are observed between plant and any combustible or flammable material.
- In the building, all plant will be powered down and completely shut off prior to cessation of operations on any given day.
- Plant which is not in use for any extended period is stored at least 6 metres from combustible or flammable material.
- All mobile plant will contain firefighting equipment inside.
- Dust from processing/treatment operations on site can settle throughout the working day onto processing plant, plant exhausts and engine parts so a fire-watch will be implemented after cessation of works and equipment powered down for 1 hour each day to remove any dust/fluff using brushes, hoses etc... Any build of dust/fluff will be removed from the equipment and deposited into an adjacent refuse bin which will be emptied when full.

3.5.3 In addition to the above, fleet lorries are brake checked every 6 weeks along with routine servicing as per compliance with the Traffic Commissioner. The proposed variation also includes construction of a HGV servicing building which will reduce the number of vehicle movements associated with the site. The servicing of the vehicle will not create any noise other than starting up the engine of the HGV, the servicing is essential maintenance by staff to ensure it is suitable for use.



## **4 Noise Management and Controls**

### **4.1 Noise Sensitive Receptors**

4.1.1 The site lies within a mixture of a housing and agricultural setting with the nearest noise sensitive residential receptors located 35m and 113m west, and 113m east of the site.

4.1.2 It must be noted that the current site was in use prior to Assington Autos Ltd taking full control of the site in 2017. The use of the site has always been a 'scrap yard' which dates back to the early 1900's. Available Google Earth demonstrates the use of the site from 2021 – 2000 and then a capture from 1945 shows some faint industrial activity.



**2021**

**2020**

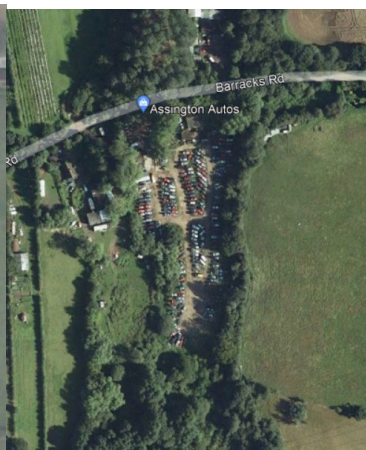


**2017**

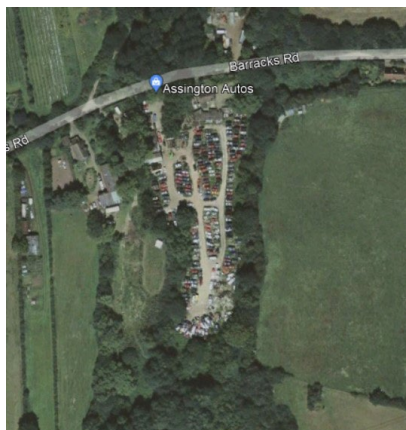
**2015**



**2013**



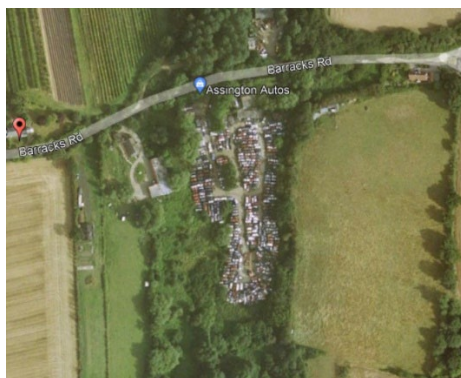
**2008**



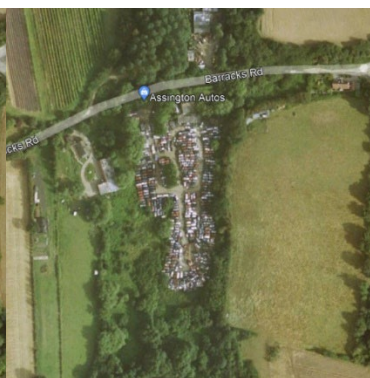
**2007**



**2005**



**2003**



**2000**



**1945**

4.1.3 The proposed operation and 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. This involves a significant infrastructure change and moving the most noisiest operations 150m to the south of the site and enclosing these operations within a 4.8m high acoustic walls.

4.1.4 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.

## 4.2 Noise Sources

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

- a) Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle parts and waste material including car transporter delivering and unloading an ELV using a forklift
- b) Initial depollution and dismantling of an ELV comprising use of the impact nut gun, Husqvarna disc cutter for removal of hazardous components and salvageable parts
- c) Stripping/dismantling of the ELV using Husqvarna disc cutter, removal of non-ferrous metal using Hyundai with powerhand attachment to 'pinch' the waste.
- d) Loading of ELV into baler/shear using Atlas grab/excavator
- e) Use of baler/shear
- f) Proposed use of skips containing vehicle parts being tipped into bays awaiting processing (in between **AREAS 15 – 17**).
- g) Loading of alloy wheels from the storage bays (**AREA 19**) at the site into removal vehicle using grab.
- h) Loading of waste vehicle parts and baled ELVs into articulated vehicles for removal off site (in between **AREAS 15 – 17**).
- i) Manoeuvring of mobile plant around external areas of the site
- j) Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)

- k) Repairs/servicing of vehicles
- l) Site operations taking place outside of normal operating hours when background noise levels are likely to be lower comprising HGVs egressing the site at 07:00 on a Monday- Friday.
- m) Housekeeping on a Saturday using mobile plant to tidy the site

### **4.3 Noise Management Table**

- 4.3.1 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.
- 4.3.2 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 parts and waste material including car transporter delivering and unloading an ELV using a forklift	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	<p>The relocation of the loading/unloading area is situated 150m south at the proposed site and 150m further away from the nearest residential properties.</p> <p>The addition of the newly proposed buildings measuring approx. 6.5m – 7m high and proposed 4.8m high acoustic barrier along the western boundary of the site will provide further noise attenuation than what is currently on site.</p> <p>Waste deliveries and collections will only be permitted during the hours of 08:00 – 17:30 Monday – Friday and no operations on Saturdays, Sundays or Bank/Public Holidays. These hours are considered ‘normal’ working operational hours.</p> <p>HGVs will not leave the site before 07:00am and will return to the site no later 18:00 unless in extenuating circumstances i.e. traffic delays.</p> <p>The existing access road to the site will be maintained in good state of repair to prevent unnecessary noise being generated.</p> <p>All skip lorries operated by Assington Autos 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 i.e. no engine revving, shouting or playing loud radios.</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 Assington Autos 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> <p>The proposed one-way system at the site will avoid unnecessary movements leading to vehicles unnecessarily waiting on site.</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
B = Initial depollution and dismantling of an ELV comprising use of the impact nut gun, Husqvarna disc cutter for removal of hazardous components and salvageable parts	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>This activity will take place in a newly constructed building sited approximately 100m south of where this current activity is taking place and 100m further from the nearest residential receptors.</p> <p>Additional acoustic barrier adjoining the Unit and spanning east to provide further noise attenuation.</p> <p>The compressor used for depolluting vehicles has been replaced with a new BOGE compressor on 04/08/2022 reducing the initial noise associated with draining process.</p> <p>All petrol cutting equipment has been replaced with Husqvarna K1 PACE Battery Powered Disc Cutters which produce a much lower background sound than the petrol cutters/angle grinders (abrasive wheel)</p> <p>All operations involving this use will take part in internal areas of the site.</p> <p>All equipment used for this process will be checked daily and cleaned regularly to ensure it is fit for purpose.</p>	Low
C = Stripping /dismantling of the ELV using Husqvarna disc cutter, removal of non-ferrous metal using Hyundai with powerhand attachment to 'pinch' the waste.	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	<p>Refer to the above actions and additional actions/proposals are shown below.</p> <p>This activity will take place in a newly constructed building sited approximately 150m south of where this current activity is taking place and 100m further from the nearest residential receptors.</p> <p>Additional acoustic barrier adjoining the Unit and spanning east to provide further noise attenuation.</p> <p>All equipment used for this process will be checked daily and cleaned regularly to ensure it is fit for purpose.</p>	Low

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>D = Loading of ELV into baler/shear using Atlas grab/excavator</p> <p>E = Use of baler/shear</p>	As detailed on Sensitive Receptors Plan	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 a 360<sup>0</sup> grab/crane as 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 09:00 – 17:30 which are not considered unsociable hours.</p> <p>This activity will now approximately 170m south of where this current activity is taking place and 170m further from the nearest residential receptors. The baler/shear will also be situated directly against a 4.8m high concrete panel wall which will provide suitable attenuation.</p> <p>Management will ensure that all loading plant operated by Assington Autos 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> <p>Proposed noise attenuation will be installed on car baler reducing noise levels attributed to this operation by up to 10dB.</p>	Low

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 = Proposed use of skips containing vehicle parts being tipped into bays awaiting processing (in between <b>AREAS 15 – 17</b> ).	As detailed on Sensitive Receptors Plan	Noise pollution	Medium	Infrequent (Med Pitch)	Med	<p>Refer to the above actions shown in A and additional actions/proposals are shown below.</p> <p>The tipping of this waste material will be done so inside concrete interlocking bays which are also bounded by the 4.8m high concrete panel wall for further attenuation.</p> <p>The wagon tipping the material will not drop the material from height, the wagon will tilt the skip so it as floor level and slowly drive forward so the contents leave the skip to avoid any crashing, banging or vibration.</p> <p>The material within the skip will consists if items such as bumpers, doors, windscreens etc.. which would not give rise to excessive noise when being tipped.</p> <p>Existing skips at the site will be examined prior to being used and where a protrusion exists that could give rise to false engagement with the tipping hooks will be removed from site and repaired to avoid any noise pollution.</p> <p>New skips purchased by Assington Autos Ltd will be manufactured without a protrusion that could give rise to false engagement with the tipping hooks (in line with the CHEM association standard TS14).</p> <p>Assington Autos Ltd will train staff and it will be mandatory for driver-operators to perform a visual check to ensure the proper engagement of the hooks on the catch bar during tipping-out.</p> <p>Assington Autos Ltd will train staff and it will be mandatory for driver-operators to routinely check skips and skip loader vehicles and to report any defects.</p> <p>Before tipping the skip, it will have been visually inspected on the weighbridge and after tipping to ensure there are no rogue loads within the skip which could lead to excessive noise or vibration.</p>	Low
G = Loading of alloy wheels from the storage bays ( <b>AREA 19</b> ) at the site into removal vehicle using grab.	As detailed on Sensitive Receptors Plan	Noise pollution	Medium	Infrequent (High Pitch)	High	<p>Refer to the above actions shown in A and additional actions/proposals are shown below.</p> <p>This activity will take place approximately 210m from the nearest residential receptors and will be done so inside a secure bay. There is also the 3.6m high concrete wall providing attenuation which is approximately 40m west of this area.</p> <p>Staff will be trained to ensure they minimise the number of drops if this waste due to high pitch it creates. The alloys will not be dropped from height and carefully placed within the removal vehicle to prevent a crashing 'tinny' noise. It is likely this activity would only take place once or twice a week.</p>	Low



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
H = Loading of waste vehicle parts and baled ELVs into articulated vehicles for removal off site (in between AREAS 15 – 17).	As detailed on Sensitive Receptors Plan	Noise pollution	Medium	Infrequent (High Pitch)	High	<p>Refer to the above actions shown in A and additional actions/proposals are shown below.</p> <p>The operator has recently altered the way the material is loaded into containers by ensuring 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 Assington Autos 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> <p>The main loading areas are located within the southern most part of the site which is the furthest possible distance possible from the nearest residential receptors.</p> <p>The loading of waste into HGVs will only take place in the dedicated enclosed storage bay as shown on Drawing No. BAR/3041/03B.</p>	Low
I = 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 Assington Autos 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>	Low

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
J = Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)	As detailed on Sensitive Receptors Plan	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
K = Repairs	As detailed on Sensitive Receptors Plan	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>The proposed servicing building will be the main place where repairs are carried out and will provide attenuation from the walls. The building has roller shutters which can be closed in the event of any repairs considered 'noisy' are required.</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

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
L = Site operations taking place outside of normal operating hours when background noise levels are likely to be lower comprising HGVs egressing the site at 07:00 on a Monday-Friday.	As detailed on Sensitive Receptors Plan	Noise pollution	High	Intermittent (Low Pitch)	Med / High	<p>Vehicles are required to leave this time ensuring they can finish and return to their shift before the site closes.</p> <p>There would be a maximum of 3 transporters leaving the site during these hours and they would be driven off site in 3 consecutive movements preventing unnecessary engine noises.</p> <p>The addition of the newly proposed buildings measuring approx. 6.5m – 7m high and proposed 4.8m high acoustic barriers along the eastern, western boundaries of the site and also around the main processing and storage areas will provide further noise attenuation than what is currently on site.</p> <p>It is proposed to store these wagons in the servicing buildings out-of-hours meaning they will be started inside the buildings in the morning. The buildings will provide attenuation during this start-up.</p> <p>Engines will be switched off when the vehicles are not being used. Engines will not be revved in any circumstances.</p> <p>Operatives will be trained to not switch on any radios of the vehicles.</p> <p>The existing access road to the site will be maintained in good state of repair to prevent unnecessary noise being generated.</p> <p>Implementation of a 5mph speed limit onsite and a proximity of 200m outside of the site to reduce any noise impact.</p> <p>All drivers departing during this time will be suitably trained to enter and exit the site with due consideration for neighbours.</p> <p>The proposed one-way system at the site will avoid unnecessary movements leading to vehicles unnecessarily waiting on site. During the time when HGVs leave the site, there will be queuing.</p>	Low

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
M = Housekeeping on a Saturday using mobile plant to tidy the site	As detailed on Sensitive Receptors Plan	Noise pollution	High	Intermittent (Low Pitch)	Med / High	<p>Refer to the above actions shown in A for manoeuvring of vehicles around the site and additional actions/proposals are shown below.</p> <p>Housekeeping will take place during on a Saturday between the hours of 08:00 – 13:00 which are not considered unsociable hours.</p> <p>No running of mechanical treatment plant will take place.</p> <p>The main housekeeping measures involve greasing machines, carrying out repairs and the sweeping/tidying the site. The site will only use mobile plant in extenuating circumstances i.e. to reduce a fire risk, in a fire event, due to a backlog of waste caused due to staff illness, closure of destination site or transport let-down. The LPA and receptors would be informed in advance if any excessive noisy operations would take place on a Saturday.</p> <p>Operatives will be informed to turn off engines when the mobile 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> <p>No mechanical processing of waste will take place during these hours.</p> <p>Continuous on-site monitoring by gate operator, operatives and operations manager to detect any unusual excessive noise which could cause complaints off site.</p>	Low

#### **4.4 Monitoring**

4.4.1 It is proposed that any offsite monitoring would primarily comprise the subjective onsite observations by site management. Given that the noise assessment has determined that proposed noise levels associated with the proposed operations are unlikely to significantly exceed the background level it is difficult to justify the requirement to undertake routine pro-active offsite monitoring.

4.4.2 There is a property to the north of the site which carries out noisier activities but as the activities vary on a day-by-day basis, it would make it difficult to assess any measurements made at the NSR during the site's operation i.e. what amount of the noise level may be apportioned to the site. To have any certainty in evaluating the true noise level as a result of the operations at the receptor measurements would have to be made during time of inactivity at neighbouring sites. This would introduce a great level of difficulty and eradicates the opportunity to arrange for a routine, weekly time for noise monitoring.

4.4.3 It would seem reasonable to propose that noise levels are subjectively monitored by site management. Site management will be able to monitor noise levels throughout the day whilst onsite and would notice a rise in noise levels because of plant failure, staff negligence, incompatible loads or other extenuating circumstances. If site management identify these issues, the operator they can then take steps to remedy the situation (i.e. cease the activity if needed). Should a noise a complaint be received, site management would review the nature of the complaint, and should it be deemed necessary (i.e. numerous complaints relating to a particular item of plant) then an investigation may be commenced and advice sought from a professional acoustician.

#### **4.5 Recording**

4.5.1 Site management will record complaints in the site diary or complaints report form in Appendix II and contact the Council within 24 hours if a complaint is received.

4.5.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify

the Council within 24 hours. This will ensure that if complaints are received retrospectively from either the Council 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. Where all appropriate measures fail to prevent an activity causing unacceptable levels of noise pollution, the activity will be stopped.

## **4.6 Emergencies**

- 4.6.1 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.

## **5 Actions when complaints are received**

### **5.1 Complaints procedure**

- 5.1.1 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).
- 5.1.2 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 Council 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.
- 5.1.3 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.
- 5.1.4 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.

5.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e. cutting, shearing/baling.

5.1.6 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.

5.1.7 The Council 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 Council will be notified.

## **5.2 Complaints recording**

5.2.1 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.



5.2.2 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.
- c) 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.
- d) 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.
- e) The reason for the complaint will be investigated and a note of the findings added to the report.
- f) 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.
- g) 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.
- h) 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.

## **6 Training**

### **6.1 Training regime**

- 6.1.1 All employees and sub-contractors of Assington Autos Ltd involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.
- 6.1.2 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.
- 6.1.3 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.

### **6.2 Vehicle / plant preventative maintenance training**

- 6.2.1 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.
- 6.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.
- 6.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

### **6.3 Liaison with Neighbours**

- 6.3.1 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.

- 6.3.2 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.

## **7 Conclusion**

### **7.1 Summary**

- 7.1.1 The operator is prepared to invest a significant amount of expenditure at the site to ensure operations can continue in the future to prevent and minimise any noise disturbance which could arise from the site.
- 7.1.2 The operator will inform the nearest residential receptors of the proposed variation and how the proposed site infrastructure will reduce any noise and vibration pollution arising at the site.
- 7.1.3 Consideration must be given to the fact that an existing portion of the site has been used as a scrap yard in some form for over 100 years and residents must have been aware of this site before purchasing their property.
- 7.1.4 The operator employs up to 25 full time staff and it is critical to the village of Assington that the site continues to operate during the proposed variation application of this permit.

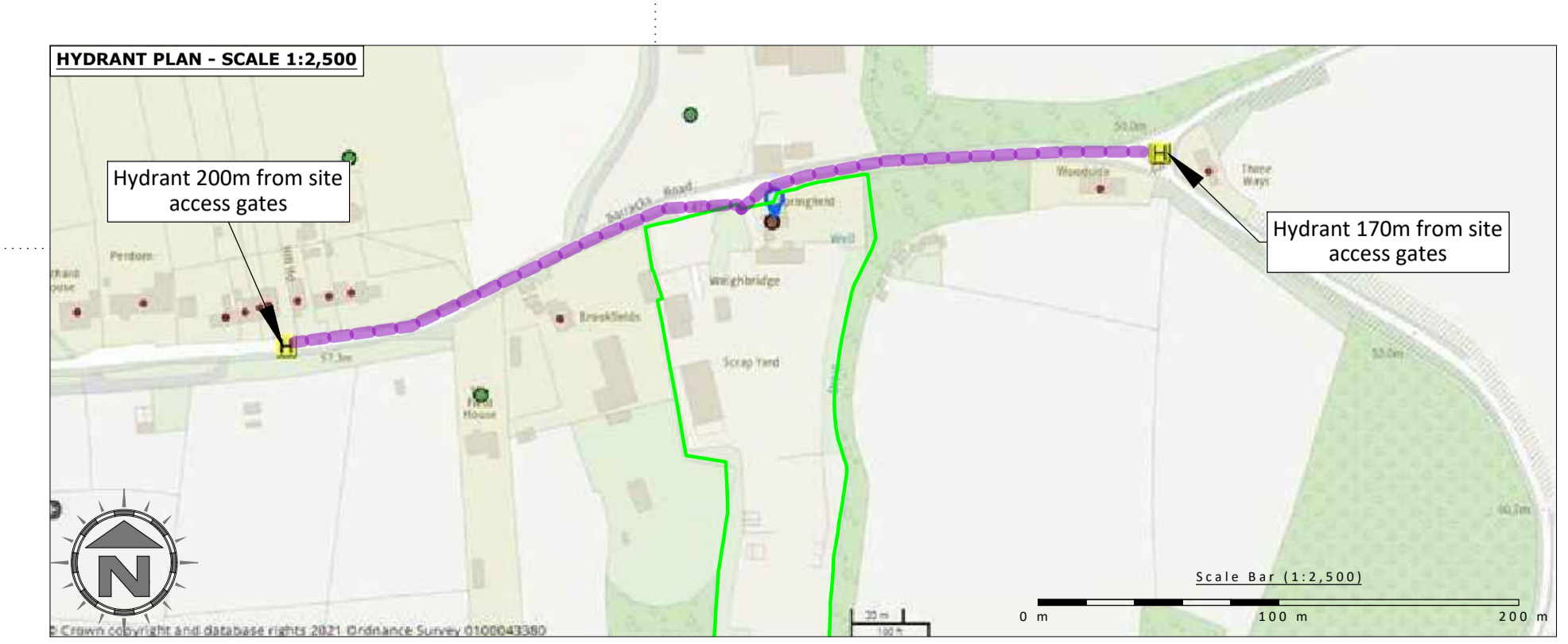
# Appendix I

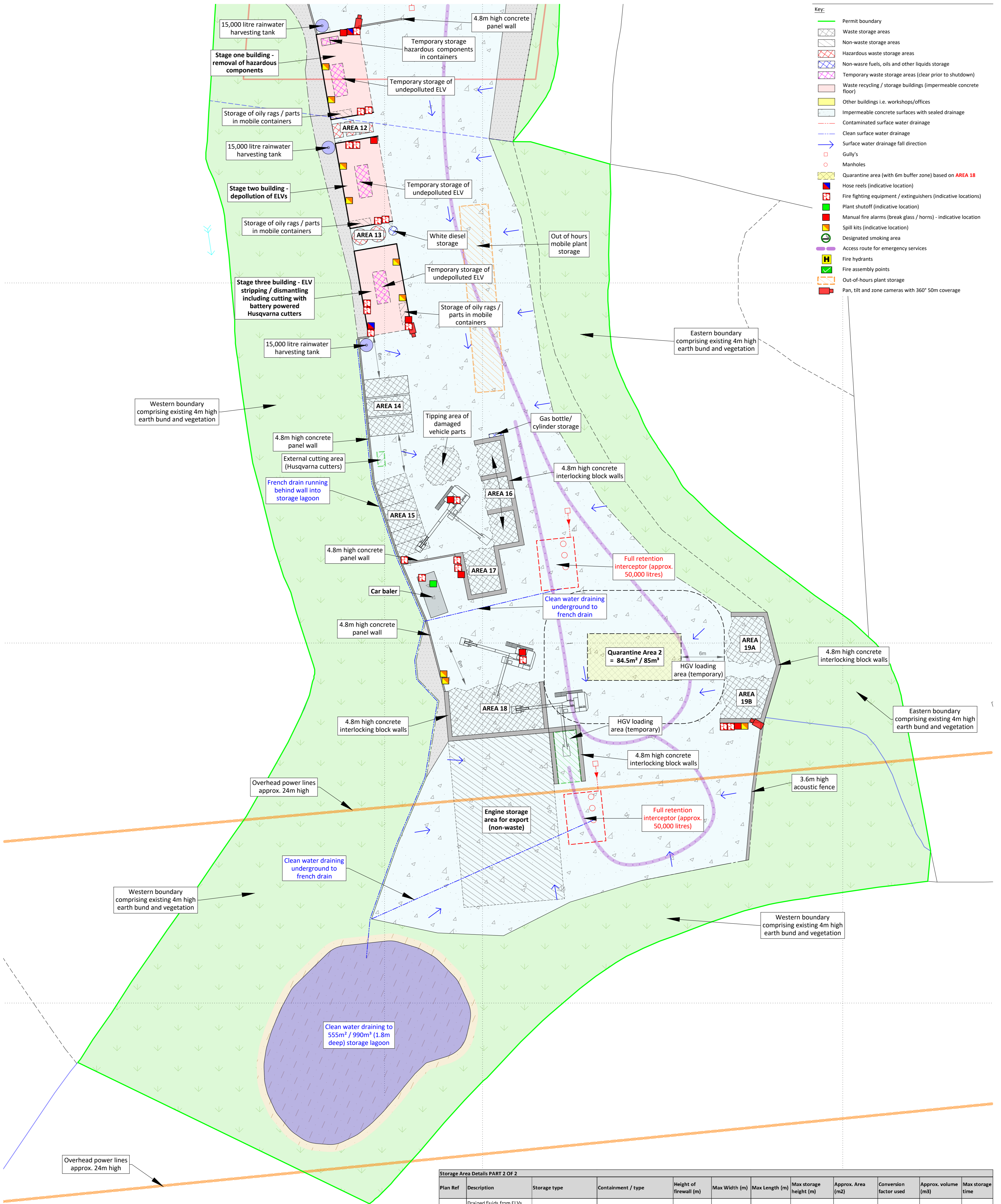
## Drawings

Plan Ref	Description	Storage type	Containment / type	Height of firewall (m)	Max Width (m)	Max Length (m)	Max storage height (m)	Approx. Area (m <sup>2</sup> )	Conversion factor used	Approx. volume (m <sup>3</sup> )	Max storage time
AREA 1	Depolluted ELV storage area (blocks of two)	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 42 ELVs = 350	1	42 x 13.25 = 560	<24 weeks
AREA 2	Depolluted ELV storage area (one block)	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 18 ELVs = 150	1	18 x 13.25 = 240	<24 weeks
AREA 3	Depolluted ELV storage area (blocks of two)	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 36 ELVs = 300	1	36 x 13.25 = 480	<24 weeks
AREA 4	As above	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 42 ELVs = 350	1	42 x 13.25 = 560	<24 weeks
AREA 5	As above	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 42 ELVs = 350	1	42 x 13.25 = 560	<24 weeks
AREA 6	As above	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 42 ELVs = 350	1	42 x 13.25 = 560	<24 weeks
AREA 7	As above	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 36 ELVs = 300	1	36 x 13.25 = 480	<24 weeks
AREA 8	As above	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 30 ELVs = 250	1	15 x 13.25 = 400	<24 weeks
AREA 9	As above	Stored 3 ELVs high on racking	N/A due to racking	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 24 ELVs = 200	1	1 ELV = 13.25 x 24 = 320	<24 weeks
AREA 10	Lead acid batteries and catalytic converters	Unprocessed / sorted	Acid resistant base battery container	N/A	1.1	0.91	0.61	0.67 (per container)	1	0.67 (per container)	<4 weeks
AREA 11	Unpolluted ELVs	Unprocessed with battery disconnected	Freestanding pile / none	N/A	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8,325 x 6 ELVs = 50	1	50	<12 hours



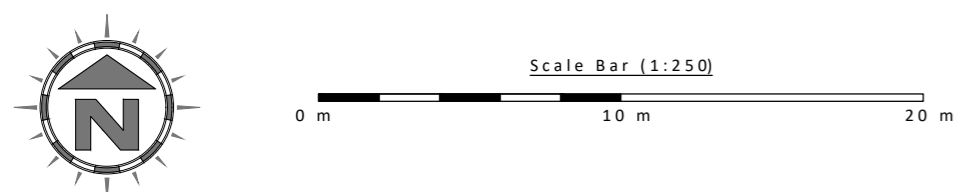
- KEY**
- Permit boundary
  - Waste storage areas
  - Non-waste storage areas
  - Hazardous waste storage areas
  - Non-waste fuels, oils and other liquids storage
  - Temporary waste storage areas (clear prior to shutdown)
  - Waste recycling / storage buildings (impermeable concrete floor)
  - Other buildings i.e. workshops/offices
  - Impermeable concrete surfaces with sealed drainage
  - Contaminated surface water drainage
  - Clean surface water drainage
  - Surface water drainage fall direction
  - Gully's
  - Manholes
  - Quarantine area (with 6m buffer zone) based on AREA 10
  - Hose reels (indicative location)
  - Fire fighting equipment / extinguishers (indicative locations)
  - Plant/shaft (indicative locations)
  - Manual fire alarms (break glass / horns) - indicative location
  - Spill kits (indicative location)
  - Designated smoking area
  - Access route for emergency services
  - Fire hydrants
  - Fire assembly points
  - Out-of-hours plant storage
  - Pan, tilt and zone cameras with 360° 50m coverage



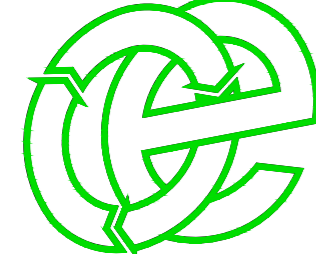


**Storage Area Details PART 2 OF 2**

Plan Ref	Description	Storage type	Containment / type	Height of fire wall (m)	Max Width (m)	Max Length (m)	Max storage height (m)	Approx. Area (m <sup>2</sup> )	Conversion factor used	Approx. volume (m <sup>3</sup> )	Max storage time
AREA 12	Drained fluids from ELVs comprising oil, break fluid and screen wash	Unprocessed (liquid)	Double skinned/bunded tanks	N/A	N/A	N/A	1	N/A	1	10,000 litres	<12 weeks
AREA 13	Drained fluids from ELVs petrol, diesel, oil, brake fluid and screen wash	Unprocessed (liquid)	Double skinned/bunded tanks	N/A	N/A	N/A	1	N/A	1	10,000 litres	<12 weeks
AREA 14	Containers of scrap metal	Sealed skip (40 cubic yard)	Sealed skip / concrete panel wall	4.8	6.1	2.44	2.62	15 (per container)	1	40 (per container)	<1 week
AREA 15	Depolluted ELVs awaiting baling	Processed / fully stripped ELV shell	Freestanding / concrete panel wall	4.8	1.85 (per ELV)	4.8 (per ELV)	1.5 (per ELV)	8.325 x 6 ELVs = 50	1	50	<12 hours
AREA 16	Waste vehicle parts	Removed from ELV	Freestanding pile / interlocking block wall	4.8	4	4	1.5	16 (per bay)	0.75	20 (per bay)	<1 week
AREA 17	Waste vehicle parts	Removed from ELV	Freestanding pile / interlocking block wall	4.8	4	4	1.5	16 (per bay)	0.75	20 (per bay)	<1 week
AREA 18	Baled depolluted ELVs & waste vehicle parts	Processed	As above	4.8	13	6.5	1	82	1	82	<1 week
AREA 19A & 19B	Waste tyres and alloys wheels	Removed from ELV	Free standing pile / three-sided interlocking block wall	4.8	13	7	1	91	0.75	68	<1 week



**Oaktree Environmental Ltd**  
Waste, Planning and Environmental Consultants



**DRAWING TITLE**  
SITE LAYOUT & FIRE PLAN (PART 2 OF 2)

**CLIENT**  
Assington Autos Ltd

**PROJECT/SITE**  
The Breakers Yard, Barracks Road, Assington CO10 5LP

**SCALE @ A1**  
1:250

**CLIENT NO**  
3041

**JOB NO**  
001

**DRAWING NUMBER**  
BAR/3041/03B

**REV**  
B

**STATUS**  
Issued

**DRAWN BY**  
CP

**CHECKED**  
AAL

**DATE**  
07.07.23

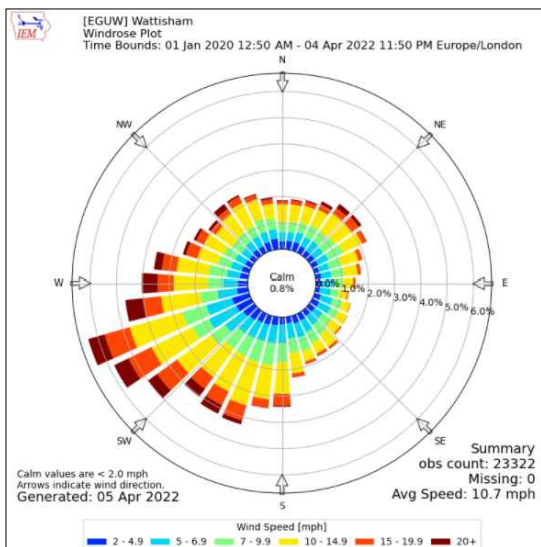
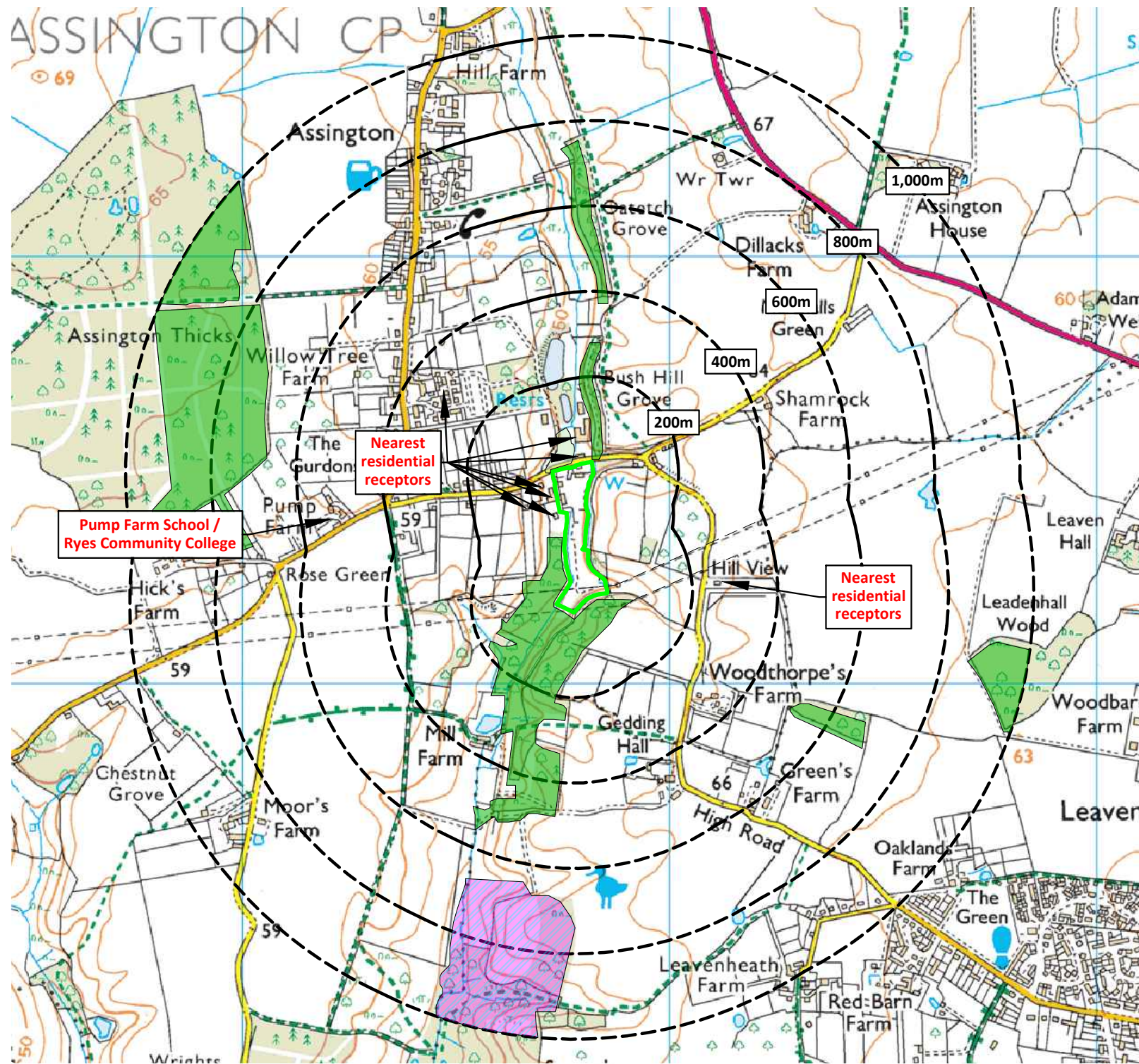
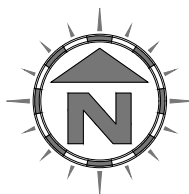
**NOTES**  
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**REVISION HISTORY**

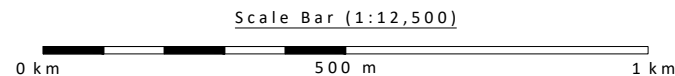
Rev:	Date:	Init:	Description:
-	07.04.22	CP	Application copy
A	20.04.23	CP	Updated site layout + infrastructure improvements
B	07.07.23	CP	Updated site layout + infrastructure improvements

**KEY:**

- Permit boundary
- Surface water (river / stream / beck)
- Surface water (estuary / pond / pool / lake / reservoir)
- Areas with mix of residential, retail and commercial properties
- Workplaces (includes agriculture industry, commerce and retail)
- Class A roads
- Class B roads
- Class C roads
- Priority Habitat - Deciduous Woodland
- SSSI - Argen Fen
- 🌳 Non-protected woodland areas



Compass Wind Rose for Wattisham (EGUW)  
 Period 2020 - 2022  
 - source: Iowa State University



**NOTES**

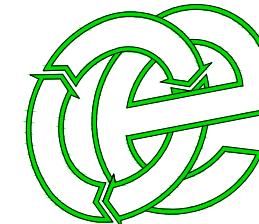
1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be blowing northeast from the southwest.

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**REVISION HISTORY**

Rev:	Date:	Init:	Description:
-	05.04.22	CP	Initial drawing

**Oaktree Environmental Ltd**  
 Waste, Planning and Environmental Consultants



**DRAWING TITLE**  
 RECEPTOR PLAN

**CLIENT**  
 Assington Autos Ltd

**PROJECT/SITE**  
 The Breakers Yard, Barracks Road, Assington  
 CO10 5LP

SCALE @ A3	CLIENT NO	JOB NO
1:12,500	3041	001

DRAWING NUMBER	REV	STATUS
BAR/3041/04	-	Issued

DRAWN BY	CHECKED	DATE
CP	--	05.04.22

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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 Council.
- 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	