

Material Change Ltd

Creeting Compost Site

The Watering Farm

Creeting St Mary

Ipswich

IP6 8ND

Noise Management Plan

Contents

[1. Introduction 3](#_Toc411610687)

[2. British Standard - Guidance 3](#_Toc411610688)

[3. Location of the site 4](#_Toc411610689)

[4. Receptors 4](#_Toc411610690)

[5. Operating Hours 5](#_Toc411610691)

[6. Complaint History 5](#_Toc411610692)

[7. Operational Noise Controls 5](#_Toc411610693)

[8. Noise from Composting Sites 6](#_Toc411610694)

[9. Machinery & Activities placement on site 7](#_Toc411610695)

[10. Noise Monitoring 15](#_Toc411610696)

[10.1 Daily noise assessments 15](#_Toc411610697)

[10.2 Consultant based noise monitoring 15](#_Toc411610698)

[11. Action Plans 16](#_Toc411610699)

[12. Noise Complaints 17](#_Toc411610700)

[13. Noise Complaint Investigation 17](#_Toc411610701)

[14. Noise action plans 18](#_Toc411610702)

[15. Liaison and document review 19](#_Toc411610703)

[15.1 Liaison 19](#_Toc411610704)

[15.2 Review requirement and timescale 19](#_Toc411610705)

[Appendix A: Odour Complaint Form 21](#_Toc411610706)

# Introduction

This Noise Management Plan details the processes on site at the Company’s Creeting compost site and the procedures to control noise emissions to ensure that the risk of noise nuisance at nearby sensitive receptors is minimised as far as possible.

The Noise Management Plan has been prepared using the guidance documents referred to below but also taking into consideration, the Company’s experience within the industry and the previous noise assessment report dated October 2011:

* H3 Horizontal Guidance for Noise Part 2 – Noise Assessment and Control
* How to Comply with your Environmental Permit guidance document
* BS4142: 1997 Methods for determining the level of industrial noise affecting mixed residential and industrial areas.

This Noise Management Plan is designed to

* Ensure that we use appropriate methods including monitoring and contingency arrangements to control and minimise noise pollution
* Prevent unacceptable noise pollution at all times from the Creeting Composting Facility
* Reduce the risk of noise pollution incidents or accidents by anticipating them and planning accordingly; and
* Demonstrate the measures we are taking to minimise off site noise impact of our operations.

# British Standard - Guidance

BS4142: 1997 Method for rating industrial noise affecting mixed residential and industrial areas

This British Standard describes methods for determining, at the outside of a building:

a) noise levels from factories, or industrial premises, or fixed installations, or sources of an industrial nature in commercial premises; and

b) background noise level.

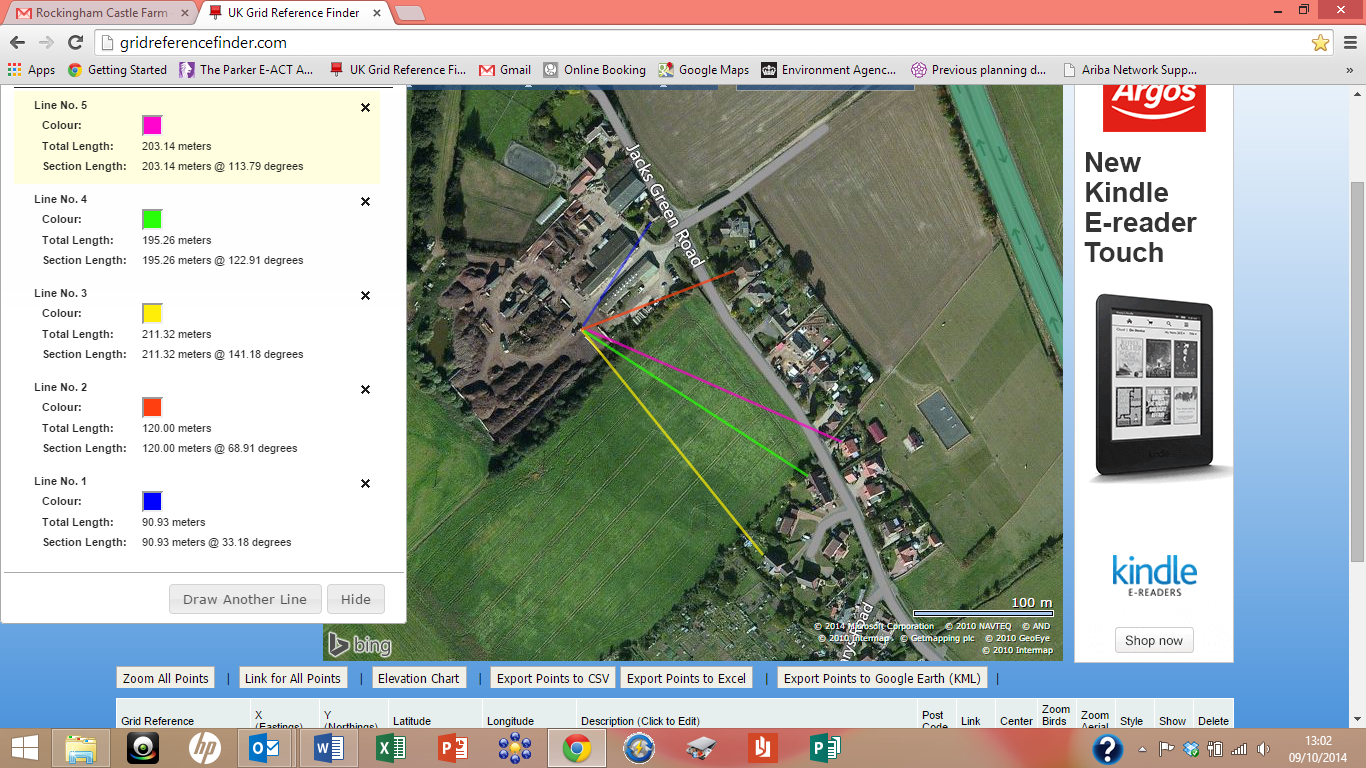
This standard also describes a method for assessing whether the noise referred to is likely to give rise to complaints from people residing in the building. This standard may be helpful in certain aspects of environmental planning and may be used in conjunction with recommendations on noise levels and methods of measurement published elsewhere. The method is not suitable for assessing the noise measured inside buildings or when the background and rating noise levels are both very low. Use of the standard to obtain noise ratings and to assess the likelihood of complaints is given in this standard’s annex.

The method recommended by BS4142 is to measure outdoor sound levels at dwellings during the emission of noise from the industrial or commercial premises under investigation and measure the background level at the same location in the absence of the industrial noise. A correction factor is applied if appropriate to the measured levels for some specific factors which effect its acceptability, described as a “distinguishable, discrete, continuous note (whine, hiss, screech, hum etc) or if there are distinct impulses in the noise (bangs, clicks, clatters or thumps), or if the noise is irregular enough in character to attract attention”. The corrected measured level (the rating level) is then compared with the background.

* Complaints are likely if the rating level exceeds the background by around 10 dB or more;
* A difference of around 5 dB is ‘of marginal significance’;
* If the rating level is more than 10 dB below the background level then this is a positive indication that complaints are unlikely.

# Location of the site

Creeting compost site is located at The Watering Farm, Creeting St Mary, Ipswich, IP6 8ND. The site is a purpose built open windrow compost site set in a semi-rural location, situated between the A14 to the north and east and the railway line to the south and west. There are residential properties to the north east to the south east of the site. Bordering the site are agricultural fields from the north to the south east which are farmed with normal agricultural machinery. These are all identified as other potential sources of noise within the locality. A band of established trees and an earth bank run down the site border from the east to the south eastern boundary and a public footpath runs through the middle of this tree line. It is accepted that the trees will only act as a visual barrier and will not provide suitable noise abatement.



# Receptors

The following properties have been identified as being sensitive receptors and may be subjected to noise pollution from the site during normal operating hours, in particular when the wind is blowing in the direction of the properties. The distances have been calculated as a minimum from the closest operational area of the site where the shredding operations take place:

1. The Watering Cottage – 90m North East of the site
2. Birch Lodge – 120m North East of the site
3. Jordan Close – 211m South East of the site
4. The Willows – 195m South East of the site
5. Birwill – 203m East of the site

# Operating Hours

Normal site operations are carried out

Monday to Friday **08:00 to 18:00**

Saturday **08:00 to 13:00**

The site is not usually open on Sundays or Bank Holidays

It is sometimes necessary to carry out temporary works, such as major maintenance programmes to working surfaces, plant and machinery during normal working hours or after hours in the event of a major breakdown, as well as the occasional receipt of local authority deliveries on Bank Holidays by prior agreement, which will cause more noise than normal. If and when this is required, it will be discussed with the Environment Agency and likely sensitive receptors prior to taking place and all reasonable steps to minimise the duration and impact of any such works will be taken.

# Complaint History

Material Change took over operation of the site in August 2011. Prior to taking over the site there were three noise complaints made during 2011 and since Material Change have been operating the site there were none in 2012, seven in 2013 and three up until August in 2014.

# Operational Noise Controls

Under the site’s Environmental Permit, Schedule 3 – clause 44.1 Noise and Vibration requires that emissions from the activities shall be free from noise and vibration at levels likely to cause pollution outside the site, as perceived by an authorised officer of the Environment Agency, unless the operator has used appropriate measures, including but not limited to, those specified in an approved noise and vibration management plan to prevent or where that is not practicable to minimise the noise and vibration.

Clause 44.2 requires the operator to submit to the Environment Agency, a Noise and Vibration Management Plan if the activities are giving rise to pollution outside the site due to noise and vibration.

This condition requires us to take appropriate measures to prevent or minimise noise. The measures required need to be what are reasonable, good practice and balances the costs and benefits to prevent or minimise noise.

An acoustic barrier has been constructed using proprietary noise absorption and deflection materials. The barrier is substantial in size but is demountable and can be re-located if required. This is not the intention but the option exists if circumstances dictate.

The current location of the acoustic barrier allows for the shredder to be located in an area ideally suited for the rapid shredding and carting of shredded material to windrow. This location is nearer to the southern boundary than previously agreed however the barrier is sufficiently effective to enable operation of the shredder without impacting adversely on the local residents. This location has been in use for some months now without receiving any noise complaints from neighbours.

Screening operations are carried out using a combination of fixed (or static) screens and a mobile ‘Star Screen’ which benefits from a ‘wind sifter’ enabling plastics to be taken out of the screened material. The mobile screener is located adjacent to the small static screen and is very low noise generative

Details of the control measures at the site are set out in the table in paragraph 9 of this plan.

Preventative maintenance is carried out on all plant and machinery to ensure engines and parts are running smoothly and quietly. All plant and machinery is greased each morning prior to works commencing and plant is maintained on a schedule by qualified external plant contractors. Repairs to plant and machinery are carried out when such breaks down and any repairs generating noise are undertaken behind fixed buildings to reduce noise emissions off site.

Training of staff who operate plant and machinery is undertaken when they join the Company. Staff will be trained on the correct use of plant and daily maintenance programmes. Any defects to plant and machinery are to be reported through the daily check sheet reporting programme. Defective plant and machinery causing excessive noise will be taken out of service until repairs are undertaken. All site staff will be provided with a copy of this Noise Management Plan.

# Noise from Composting Sites

Operational compost sites are a common source of noise pollution due to the plant and machinery used on site. Most sites are located in rural areas to avoid causing nuisance to local residents but some historical sites were located in industrial and residential areas. Where this is the case, additional measures must be put in place to reduce noise emissions off site causing a nuisance to local receptors.

Appropriate measures to reduce/control noise are shown in Section 9 – Table 1.

Where very low background levels prevail, site noise levels should not be significantly above the background and, if practicable, should be well below.

Sometimes ambient noise increases over time (creeping background). This increases the environmental value of noise abatement measures and this must be considered when planning

noise control techniques to maintain acceptable noise levels.

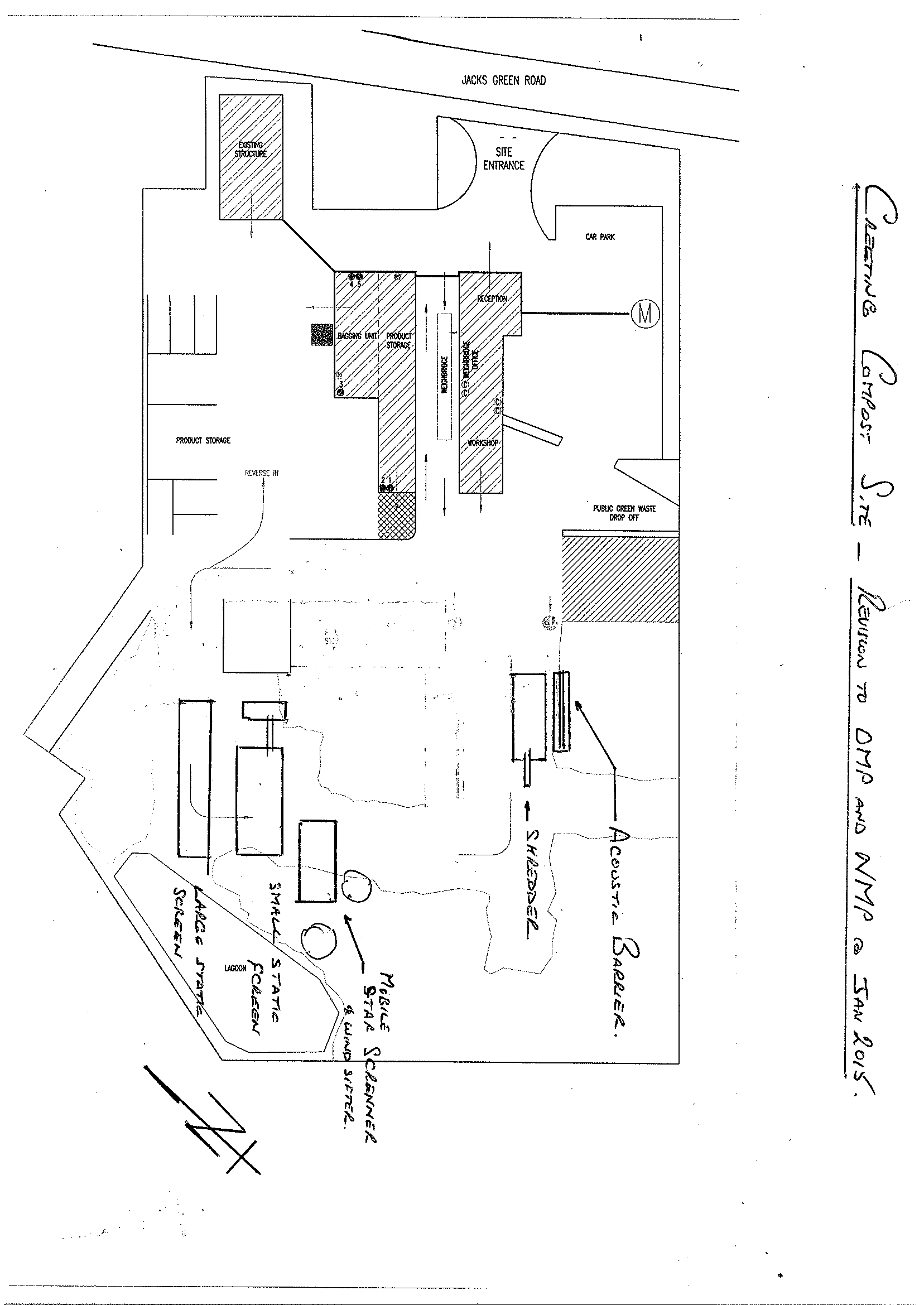
It may be necessary to carry out noise surveys, measurements, investigations of individual items of plant to identify whether the equipment is exceeding the upper exposure limit both for workers on site and for sensitive receptors near site.

An initial risk assessment was undertaken to identify the noise sources both on and off site and this highlighted certain processes, plant and machinery where noise reduction was required.

Consideration is being given to an extension to the vertical height of the existing south eastern bund. This will comprise clean soils placed under a U1 exemption to a vertical height of about 1.5m sloped to a trapezoid shape. This will primarily extend along the south eastern boundary for a distance of approximately 30m. This bund will act as a visual barrier and to a limited extent, a noise attenuation barrier.

Refer to Table 1 for the risk assessment.

# Machinery & Activities placement on site



| **Table 1** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Source of noise** | **Nature of noise and/or vibration source** | **Contribution to overall emission levels** | **Location of noise emitter** | **Control Measure** | **Action to prevent nuisance** |
| Beast shredder | Specific elements noted below |  | Shredder is located at the southern end of the site. | An acoustic barrier is in place to deflect noise emitted from the shredder.  Maintain shredder in good working condition and carry out any defect repairs within 24 hours.  Daily noise check prior to operations  Do not shred outside of normal operational hours. | If specific controls do not prevent off site impact then review type of shredder, location and acoustic barrier. Undertake further assessment of directional noise from shredder and assess if acoustic barrier extension would address  If off site nuisance is due to maintenance requirement suspend operations until rectified |
| Beast shredder – engine noise | Continuous engine noise during operations | Medium on site, low off site | See above | Acoustic barrier designed to minimise noise from engine and fan in particular  Rev’s are limited on automatic operation | Review barrier design and extend if needed |
| Beast shredder – fan (radiator) | Continuous noise but increased during auto reverse phase | High on site, moderate to low off site dependant on wind direction & speed | See above | Acoustic barrier designed to minimise noise from engine and fan in particular | Review barrier design and extend if needed |
| Beast shredder – rattling from exhaust | Distinct metallic rattle | Medium on site, low off site | See above | Directional exhaust removes this noise source |  |
| Beast shredder – normal exhaust operation |  |  |  | Only use shredder with manufacturer’s silencer  Directional exhaust points away from receptors |  |
| Beast shredder – shredding noise from green waste | Continuous noise with occasional impact of woodier material in shredding chamber | Medium on site, low off site | See above |  |  |
| Beast shredder – shredding noise from woody waste | Frequent impact of woody material on shredding chamber | High on site, moderate to low off site dependant on wind direction & speed | See above | Shred wood and stumps blended in with green waste to reduce noise created by this process or process this material only when wind is blowing away from sensitive receptors. | Reduce input of separate deliveries of wood and pallets if noise cannot be controlled and control measures are not effective |
| Beast shredder – discharge conveyor | Continuous muffled motor noise | Low on site, very low off site | See above |  |  |
| Air compressor – compressor noise | Engine noise | Low on site, very low off site | Adjacent to shredder and static screen | Maintain in good working condition and carry out any defect repairs within 24 hours. | Move shredder to behind buildings to blow down if wind is blowing towards receptor i.e. to north east and east |
| Air compressor – operational debris clearance noise | High pitched air noise | Medium on site, low off site | Adjacent to shredder and static screen |  |  |
| Telehandler & loading Shovel – reversing bleeper | Health and safety requirement to warn of vehicle movement | Moderate on site, low off site dependant on wind direction & speed and location of receptors. | Works across all areas of site | Ensure all reversing alarms are broadband/white noise on company owned and hired in equipment |  |
| Telehandler & loading Shovel – bucket on ground | Impact bang as metal bucket hits concrete | High on site, moderate to low off site dependant on wind direction & speed and location of receptors |  | Machine drivers instructed to raise bucket off the ground so as not to cause drag noise (this will also increase the life of the impermeable surface and the bucket/grab).  Machine drivers instructed to lower bucket into default position slowly so that it does not bang as it returns. | Further training followed by disciplinary action if required |
| Telehandler & loading Shovel – Load discharge noise | Impact bang as bucket hits stops and as materials are dropped into lorry body | Moderate on site, low off site dependant on wind direction & speed and location of receptors. |  | Machine drivers instructed and trained to minimise drop heights when discharging load  Machine drivers instructed not to repeatedly bang bucket to empty. | Further training followed by disciplinary action if required |
| Telehandler & loading Shovel – engine and exhaust noise | Typical engine noise including revving when under heavy load | Moderate on site, low off site dependant on wind direction & speed and location of receptors. |  | Implement an “Engine off” when not in use policy as this will save fuel and reduce noise.  Machine drivers instructed not to rev engines unnecessarily and stick to site speed limits.  Maintain plant on a regular basis and ensure any defects to exhausts or other parts generating noise is carried out within 48 hours. | Further training followed by disciplinary action if required |
| Static Trommel Screener (default machine) – general operational noise from various moving parts | Droning noise from rotating drum | Low on site, low off site  . | Located to the north western edge of the site as identified on the above site plan. | Assess noise output if modifications are made to system | Assess specific requirements if installation changes |
| Static Trommel Screener (default machine) – noise caused by maintenance requirements | Noisy bearings, flapping from conveyor belts or curtains, loose guards or doors not closed properly | Low on site, low off site |  | Carry out daily checks to screener and surrounding canopy.  Maintain equipment on a regular basis and ensure any defects to parts generating noise, eg. bearings is carried out within 48 hours.  Ensure guards are securely bolted and doors are properly closed to eliminate rattling.  Ensure conveyor belts are running straight and curtains are fixed in place to eliminate flapping noise. | Stop operations if noise nuisance is detected and carry out necessary repairs if noise is identified to be due to damage or wear & tear within stated timescales. |
| Mobile Screener (back up machine deployed to site in event of breakdowns or backlog of material) | Droning noise from rotating stars/drum and engine noise | Moderate on site, low off site | This machine will be mobilised to site only when required and will be located adjacent to the static screen on the western boundary. | Assess weather and wind conditions on the weather monitoring station before carrying out screening with this screener.  Carry out routine inspection and maintenance on this equipment before mobilising to site.  Carry out daily checks on the machine whilst it is deployed on site and conduct repairs to any defects to exhausts or other parts generating noise is carried out within 48 hours.  Ensure guards are securely bolted and doors are properly closed to eliminate rattling.  Ensure conveyor belts are running straight to eliminate flapping noise. | Stop operations if noise nuisance continues to be detected and carry out necessary repairs within stated timescales if damaged machine parts are causing the noise pollution. |
| Mobile Screener (back up machine deployed to site in event of breakdowns or backlog of material) – normal operations | Droning noise from rotating stars/drum and engine noise | Moderate on site, low off site | This machine will be mobilised to site only when required and will be located adjacent to the static screen on the western boundary. | Assess normal operational noise output before delivery to site | As above |
| Mobile Screener (back up machine deployed to site in event of breakdowns or backlog of material) – due to maintenance requirement | Noise from loose components, vibrating guards, etc | Moderate on site, low off site | This machine will be mobilised to site only when required and will be located adjacent to the static screen on the western boundary. | Carry out daily checks on the machine whilst it is deployed on site and conduct repairs to any defects to exhausts or other parts generating noise is carried out within 24 hours.  Ensure guards are securely bolted and doors are properly closed to eliminate rattling.  Ensure conveyor belts are running straight to eliminate flapping noise. | Stop operations if noise nuisance continues to be detected and carry out necessary repairs within 24 hours if damaged machine parts are causing the noise pollution. |
| Dustcart deliveries, Skips, bulkers, RoRo’s delivering or collecting materials – engine noise | Engine noise on site and at site entrance | Moderate on site, moderate off site | Vehicles travelling from and to weighbridge and around the site | Drivers instructed to stick to site speed limit and keep engine revs low. Drivers not to rev engines unnecessarily.  Drivers instructed to switch off engines whilst waiting to be loaded or if drivers are taking their breaks on site. | Site staff to listen out for increased noise levels and follow actions in control measures to address issue immediately. |
| Dustcart deliveries, Skips, bulkers, RoRo’s delivering or collecting materials – discharge noise | Emptying of compactor bin with unnecessary banging of compactor plate on dustcarts.  Banging down of bins and chains | High on site, moderate off site | Vehicles are tipping at reception bay located on the above plan. | Drivers instructed through local authority not to bang compactor plate to assist with emptying vehicle.  All drivers instructed on arrival at site to keep noise levels down and not to bang skips onto ground when loading or offloading.  Ensure RoRo bin doors are fastened back in open position before tilting bin to avoid swinging doors banging.  Site speed limit enforced | Driver to be reported to local authority is this action is carried out and repeated.  Driver to be re-instructed and if deemed necessary, banned from site. |
| Dustcart deliveries, Skips, bulkers, RoRo’s delivering or collecting materials – due to maintenance | Banging noise from mechanical equipment | Moderate on site and off site | Vehicles travelling from and to weighbridge and around the site | Contractual requirement for delivery vehicle maintenance included in major contracts | Local authority or delivery contractor advised if noise is detected. |
| Site cleaning – scraping yard | Mechanical cleaning of site | Moderate on site, low off site | Across all operational areas | Grab used for scraping up (not loading shovel). | Rubber scraper to be fabricated if causing noise pollution off site. |
| On site maintenance involving machinery /equipment | Hand tools/Power tools | Moderate to low on site  Low to zero off site | Maintenance works will be conducted near the bagging shed or at plant location if static machinery. | Repairs and maintenance to mobile plant will be carried out near the bagging shed to avoid noise being emitted off site.  Static plant is located far enough away from sensitive receptors to not cause any noise pollution off site. | Move mobile plant to the west or inside shed if noise from maintenance is causing noise pollution off site. |
| On site maintenance involving concrete repairs | Breaker when removing concrete, delivery vehicles when placing concrete. Works undertaken very infrequently. | High on site moderate off site | Anywhere on operational area where repairs are required | If works are to be carried out and likely to cause noise pollution off site, advise sensitive receptors in advance of these works, what is involved and the likely duration of the noise and apologise for any inconvenience caused.  Restrict works to normal working hours where possible.  Excavator bucket is used to lift and remove broken concrete rather than use a disc cutter or pneumatic drill which is extremely noisy equipment.  The mixing, pouring and laying of new concrete is deemed very low risk on noise. | Assess method for breaking out for future works |

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# Noise Monitoring

# 10.1 Daily noise assessments

The site supervisor or delegated employee shall undertake listening inspections of all specific items of plant and machinery as well as overall assessment both on and off site to identify noise sources coming from site. A mobile noise monitoring device or noise monitoring app will be used by the employee to assist with assessing if the levels of noise have increased (or decreased) relevant to the activities being undertaken. This will assist with giving real time information and an understanding as to the potential for that activity on site to cause impact off site. It will also be used to give an understanding of what activities are noisier than others to assist in reducing the impact on the local community. All employees undertaking such assessments will be experienced in working with plant and machinery and be able to identify the difference between normal and abnormal machine noise. The qualitative results of this monitoring shall be recorded on the daily check sheets and areas of concern highlighted to the Operations/Plant Manager for remedial action. Staff training in noise assessment will be provided as required. This assessment will not negate the need for the site to undertake periodic noise monitoring surveys that comply with the British Standard as set out in section 10.2 below.

Noise assessments/monitoring shall be undertaken during normal operations and should avoid periods of plant maintenance, breakdowns and meal breaks.

## 10.2 Consultant based noise monitoring

Any consultant based noise monitoring carried out should meet the British Standard BS4142: 1997 by a qualified consultant. All equipment shall be calibrated as required by the Standard and maintained in accordance with the manufacturer’s guidelines.

Noise monitoring has recently been carried out by consultants Walker Beak Mason to identify background levels of sound in the area prior to works commencing on site and during lunch break and levels of noise attributed to various operations at the site. Sound meters and calibrators used by Walker Beak Mason are calibrated on a monthly basis against a B&K Pistonphone and Norsonic Calibrator which themselves are sent away annually for calibration by a UKAS approved laboratory. A copy of Walker Beak Mason’s report has been provided in conjunction with the submission of this Noise Management Plan. On the day of the monitoring, the shredder was located adjacent to the office due to concreting works taking place on site. Noise contribution from the concreting works would have been minimal as only pouring and laying was taking place at the time, the principle impact of the works was the location of the shredder.



1 – shredder location

2 & 4 – screener location

3 – screening bund

5 – green waste stockpile

Repeat noise monitoring will be undertaken every 24 months, or sooner if the mitigation measures which are detailed in section 9 do not prevent nuisance off site. The NMP will be reviewed and further measures assessed for implementation.

The effectiveness of the noise control systems will be assessed by on site and offsite qualitative assessments, liaison with neighbours and regulators, repeat noise monitoring assessments every quarter if not prompted sooner by complaints (see section 12 and 13).

# Action Plans

As a result of the monitoring carried out by external consultants Walker Beak Mason in February 2014, issues were highlighted and changes made on site as follows:

* White noise reversing bleepers have been fitted to all loading equipment.
* A mobile acoustic barrier has been constructed using 100mm acoustic foam with a 3mm outer layer of acoustic barrier and a 2mm outer steel sheet with a total surface density value of 21kg/m2 on a 6m x 4m steel frame to further reduce nuisance potential and to allow usage of the shredder in alternative areas of the site.
* Operational practices on site have been changed in terms of banging and scraping buckets when loading.
* Delivery drivers have been instructed not to bang compactor scraper bar when discharging their loads.
* The works to the static screen have been carried out and the McCloskey trommel screen is no longer on site. On occasions it may be necessary to bring in a mobile trommel/star screen when tonnage exceeds the capability of the static screen. This screener will be placed adjacent to the static screen to minimise noise off site and will be monitored as part of the daily procedures.
* Modifications have been made to the exhaust outlet tilting it at 90® to direct exhaust noise away from receptors.
* Drivers instructed to switch off their engines when not in use ie. During breaks or whilst being loaded with product.
* Drivers instructed not to rev engines unnecessarily and to stick to speed limit on site.
* Blending of wooden pallets/logs with softer brashy green waste to reduce noise as it passes through the shredding teeth.
* Additional training will be provided to site staff and disciplinary measures carried out if a breach to operational procedures is identified as being a contributor to noise.

# Noise Complaints

In the event of noise off site being reported, an immediate investigation will commence and the outcome reported back to the EA. If the noise report has been substantiated by the EA, the noise emittor will have been identified and operations will cease or if possible, moved to a quieter location if such is repairs and/or maintenance related.

The complaint will be logged in the site diary and on the Noise Complaint Report Form (Appendix A).

Table 1 of this report details the actions on site which will be taken following a non-compliance with the consented/agreed levels of noise and/or a complaint being received.

In the event that the noise complaint has been received after the event, checks will be made against the site diary to ascertain what was being undertaken on site including any maintenance requirements on machinery and the weather records for the day. This information will be reported back to the EA.

A complaints system is in place and details of any complaints received are recorded in the site diary and noted on the Compliance Report which is presented to the management team.

Complaints will be reviewed and processes and practices on site looked into with the aim of preventing a reoccurrence or mitigating the impact of this noise emitter. Weather conditions and wind directions will be checked to see if such have contributed to the noise being carried off site and if found to be a contributor, operations will be reduced until such time as conditions allow for the process to continue without detrimental effect on receptors.

Further mitigation measures will be assessed for implementation and the NMP revised with amended control measures if any changes would be effective and are proportional.

# Noise Complaint Investigation

The following actions will be taken immediately on receipt of a noise complaint or if noise is identified during the monitoring process as per Section 9 of the NMP:

* Any complaint received at the site will be logged in the site diary and on a noise complaint report form (Annex B). The Environment Agency will be informed immediately that a complaint has been received if not the advisor.
* The site supervisor will be given the details of the complaint as soon as possible including the location, nature, time and date of the complaint.
* If complaints are recent/current, a member of staff will do a drive round to check on the noise in the area from which the complaint is received in order to assess the presence /absence of any noise and its source.
* For all complaints, reference will be made to the the site activities at the time of the complaint and further onsite investigations conducted to determine whether any abnormal operations are/were occuring (concrete repairs, machinery repairs etc). The following key potential causes of excessive noise emissions will be investigated:
* Is the delivery driver/crew new and unaware of the noise reduction requirements on site?
* What are/were the weather conditions (eg. Low or high pressure, wind strength, direction)?
* Was a defective piece of plant/machinery being used?
* Are/were there any unusual activities taking place off-site e.g. agricultural operations, tree surgery, dustcart collections?
* Once the cause has been established, appropriate actions (see below) will be immediately implemented and actions devised to prevent a reccurrence of the incident.
* In all cases the data from the on-site weather station from the time of the complaint will be reviewed and forwarded to the Environment Agency in addition to details of any unusual events conducted onsite. All data will be monitored and reviewed by the Site Manager on a weekly basis.
* Feedback will be given to complainants on the findings of these investigations and a summary will be provided of any remedial measures taken to reduce/eliminate noise issues and ensure that the problem has been suitably resolved. The complainant will be asked if the perceived problem is still occurring to measure any improvement achieved.
* The Operations Manager will submit a short factual response to the Environment Agency; detailing the complaint(s) received, the investigations conducted, the findings of those investigations, whether the complaint was substantiated, any remedial measures implemented and any ongoing improvement actions to be implemented with a target period of seven days from receipt of the complaint.
* Complaint trend analysis will be conducted to identify any trends and patterns in complaints to assist in identification of possible casuses and solutions.
* Records of all complaints, subsequent investigations, and remedial actions will be kept for at least five years. The Site Manager shall ensure they are readily retrievable, and maintained as fit for retention. As applicable, records will be stored in accordance with the Data Protection Act 1998.

# Noise action plans

In the event that a noise complaint is proven to be justified and attributable to site operations, or a ‘non-conformance’ occurs, the following actions shall be taken:

* If not previously undertaken, a walk-around of the entire site and a review of the operations will be conducted in order to identify the likely cause(s) of the noise.
* Upon identification of the likely noise source(s), appropriate corrective and preventative measures shall be identified and implemented, depending on the outcome of the investigations. The measures will consider, but not be limited to:
  + Assess noise at the site boundary and at the receptors location;
  + Temporarily cease operations;
  + Review of the delivery/collection procedures;
  + Review of all processing plant;
  + Review of machinery used and look at alternatives.

Details of any noise ‘non-conformances’ including the nature of the incident, results of investigations, action taken and any required amendments to the NMP will be made available to the Environment Agency on request.

# Liaison and document review

## 15.1 Liaison

Material Change will ensure that established clearly defined and accessible communication channels are set up for residents to report noise issues. These will include:

* Contact details (including telephone number and address), displayed on the main site notice board (positioned at the entrance to site).
* Ability for residents to report noise in person at the site weighbridge.
* Website giving relevant contact details: email, telephone, postal address etc.
* No operations take place on site before or after hours and so no emergency contact details are required to be provided.

If deemed necessary, a formal local liaison group will be established and regular meetings will be held to which Environment Agency Officers, Environmental Health Officers, local residents and councilors will be invited. The frequency of these meetings will be regularly reviewed to ensure that they occur at appropriate times.

Local residents and the Environment Agency will be informed of any imminent events (resulting from planned or unplanned activities) that pose a risk of noise at offsite locations, including an explanation of why the occurence is unavoidable.

## 15.2 Review requirement and timescale

This noise management plan is a living document and will be formally reviewed on an annual basis as a minimum or more frequently as required to ensure that the controls described are effective and reflect best available techniques. In addition the NMP will be reviewed following any relevant changes in site operations, machinery or procedures that are likely to have implications from a noise perspective.

Any required changes to the conditions set out within this document shall be formally agreed with the Environment Agency prior to implementation.

# Appendix A: Noise/Odour Complaint Form

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Assessor** | | | | **Meteorological details** | | | |  | | |  |  | **ACTIONS** |
| Name : | | Date: | | Wind speed | | |  | Wind Direction: | | | Temperature  (°C) |  | **TAKEN** |
| Misting/Odour Control in Operation: (Y/N) | |  | | Cloud cover (%)  Precipitation? | | |  | Pressure (Pa) | | |  |  |  |
| Site Operations being Carried Out: | |  | | Shredding/ Screening / Other: | | |  |  | | |  |  |  |
| **Noise/Odour observations** | | | | | | | |  | | |  |  |  |
| **Location (map reference point)**  **Points 1 to 6** | **Odour Intensity (0-6)** | | **Constant or intermittent, persistent?** | | **Receptor sensitivity (High, medium, low)** | **What does it smell like?** | | | **Is source evident? / Other comments** | **Noise**  **Detected**  **Yes/No** | **Location/**  **Cause** | **Intensity** |  |
| **1** |  | |  | |  |  | | |  |  |  |  |  |
| **2** |  | |  | |  |  | | |  |  |  |  |  |
| **3** |  | |  | |  |  | | |  |  |  |  |  |
| **4** |  | |  | |  |  | | |  |  |  |  |  |
| **5** |  | |  | |  |  | | |  |  |  |  |  |
| **6** |  | |  | |  |  | | |  |  |  |  |  |

**Note: No windrow formation/screening when wind in Easterly direction i.e. from static screeners to site entrance.**

**Odour Intensity :** 0 No odour 1 Very faint odour 2 Faint odour 3 Distinct odour 4 Strong odour 5 Very strong odour 6 Extremely strong odour