

# **Barracks Farm**

# **Environmental Permit Application**

## **Dust Management Plan**

Oaks Land Management Limited

July 2021

Prepared on Behalf of Tetra Tech Environment Planning Transport Limited.

Registered in England number: 03050297

# Document Control

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## 1.0 INTRODUCTION

### 1.1 REPORT CONTEXT

- 1.1.1 This document has been prepared by Tetra Tech on behalf of the operator, Oaks Land Management Limited (Oaks Land Management) as part of an environmental permit application for their proposed facility at Barrack Farm, Cobham Road, Fetcham, Leatherhead, KT22 9TP.
- 1.1.2 This Dust Management Plan identifies the potential causes and effects of dust and describes the measures that will be in place to prevent the occurrence of dust at the site.

### 1.2 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DUST MANAGEMENT PLAN

- 1.2.1 The Site Manager will be responsible for the implementation of this Dust Management Plan. All site staff will receive instructions on how the plan is to be implemented on site.
- 1.2.2 A review of the plan will be undertaken every 12 months in accordance with company policy This document forms part of the site's Environmental Management System (EMS) and will be reviewed on an annual basis to ensure that it is fit for purpose and meets the requirements of current guidance which includes the following:-
- Environment Agency – Control and Monitor Emissions for your Environmental Permit (updated 17<sup>th</sup> February 2020); and
  - Environment Agency – Technical Guidance Note (TGN) M17 – Monitoring of Particulate Matter in Ambient Air Around Waste Facilities (published July 2013).
- 1.2.3 In addition to the above, this Dust Management Plan will be reviewed under the following circumstances:-
- Changes to waste activities;
  - Increase to waste volumes accepted;
  - Changes to waste streams accepted;
  - Changes to plant and equipment that is used as part of the waste activities;
  - Receipt of a dust complaint.

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## 2.0 SITE SETTING

### 2.1 SITE LOCATION

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2.1.1 Barracks Farm is located to the north of Cobham Road and is located approximately 1.4km north from the village of Fetcham and is centred at approximate National Grid Reference (NGR) TQ 14277 57075. The site is located within the Mole Valley District Council area and the county of Surrey. The site location and proposed environmental permit boundary is detailed in drawing number OLM/A115247/PER/01. The site located on the northern side of barracks Farm and forms part of the wider Barracks farm site. The boundary of Barrack farm is bounded by hedgerows along Cobham Road. Access to the site can be gained from a track of Cobham Road. The entrance to Barracks Farm is located on the eastern side of the site.

### 2.2 SITE CONTEXT

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2.2.1 Barracks Farm is used for the rearing of beef, sheep and turkeys. The owners of the farm (F Conisbee and Son) operate an independent family run butchers in Surrey. The site contains several barns, a farmhouse, offices, workshops, a lagoon, storage buildings with cold stores and a turkey processing plant. The older barns have been converted to business units in association with the principle farm use. All buildings are understood to be fully occupied. The existing farm complex is located on higher ground than the surrounding fields with a shallow gradient to the north and west which results in a fall of several metres across the fields. The immediate surroundings of the application site are predominantly agricultural with the exception of the nearest property located approximately 60m south of the application site off Cobham Road.

2.2.2 With reference to the Nature and Heritage Conservation Screen (Reference Number EPR/GB3204CY/A001) conducted by the Environment Agency (EA) there is one statutory designated site (Bookham Commons (SSSI)) located approximately 735m west of the application site. There is also an area of woodland located approximately 136m south east of the site which is designated as ancient woodland.

2.2.3 The result of the screen also identified that the River Mole as a protected fish migratory route and there are two areas adjacent to the River Mole that are habitats for protected fish species.

2.2.4 In addition, according to the Multi-Agency's Geographic Information for the Countryside's MAGIC Map Application MAGIC website, there are a series of deciduous woodland located within 1km of the site which are designated as priority habitats. The nearest designation to the site is located approximately 70m east.

- 2.2.5 With reference to the British Geological Survey's (BGS) 'Geology of Britain Viewer' the bedrock geology clay and silt of the London Clay Formation. The bedrock was formed approximately 48 to 56 million years ago in the Palaeogene Period. There are no recorded superficial deposits within the application site.
- 2.2.6 The Multi-Agency MAGIC Map Application also shows that the site is situated within a Zone II Groundwater Protection Zone which is defined by a 400-day travel time from a point below the water table.
- 2.2.7 The closest surface water feature to the site is a stream which runs along the western boundary of the wider Barracks Farm site and flows in a south to north direction. There are also a number of streams located to the north and south east of the application site which flow off the River Mole which is located approximately 500m east of the site.
- 2.2.8 According to the Environment Agency flood maps, the site is not situated within a flood risk zone.

### **2.3 AIR QUALITY MANAGEMENT AREAS (AQMA)**

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- 2.3.1 According to the AQMA Interactive Map provided on the Department for Environment Food & Rural Affairs' (DEFRA) website, the site is not situated within a designated air quality management area. The nearest designated AQMA for PM10 is located approximately 3.4km north east from the site in Leatherhead.

### **2.4 WIND ROSE**

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- 2.4.1 Wind rose data was obtained from Fetcham from [www.meteoblue.com](http://www.meteoblue.com). The prevailing wind direction is from the south, south west (SSW). The prevailing wind direction is shown on Drawing Number OLM/A115247/REC/01.

## 3.0 OPERATIONS

### 3.1 PERMITTED ACTIVITIES

- 3.1.1 The proposal entails the importation of inert waste to raise ground levels to the levels of the plateau which the remaining farm is situated on. The works will be completed in accordance with the final profiles provided on the Proposed Site Plan (BKP042017/BRK/003) approved under planning permission MO/2017/1198.
- 3.1.2 It is considered that the proposed activities on the site will fall under the following Recovery and Disposal operations, provided for in Annex II to the Directive 2008/98/EC of The Council of 29<sup>th</sup> November 2008 Waste.

**Table 1: Proposed Permitted R/D Codes**

R/D Code	Description of Activity
R5	Recycling/reclamation of other inorganic materials
R13	Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection on the site where the waste is produced)
R10	Land treatment resulting in benefits to agriculture or ecological improvement.

### 3.2 WASTE TYPES

- 3.2.1 The proposed waste types that will be used as part of the development are detailed in Table 2 below and are the same waste types that are provided in the approved Waste Recovery Plan (Appendix G of the environmental permit application).

**Table 2: Proposed Waste Types**

EWC Code	EWC Code Description
<b>01</b>	<b>WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING, AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS</b>
<b>01 01</b>	<b>Wastes from mineral extraction</b>
01 01 02	Wastes from mineral non-metalliferous excavation
<b>01 04</b>	<b>Wastes from physical and chemical processing of non-metalliferous minerals</b>
01 04 08	Waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	Waste sand and clays
<b>10</b>	<b>WASTE FROM THERMAL PROCESSES</b>
<b>10 12</b>	<b>Wastes from manufacture of ceramic goods, bricks, tiles and construction</b>
10 12 08	Waste ceramic bricks, tiles and construction products (after thermal processing)
<b>17</b>	<b>CONSTRUCTION AND DEMOLITION WASTES (EXCLUDING EXCAVATED SOILS FROM CONTAMINATED SITES)</b>
<b>17 01</b>	<b>Concrete, bricks, tiles and ceramics</b>
17 01 01	Concrete

17 01 02	Bricks
17 01 03	Tiles and Ceramics
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
<b>17 05</b>	<b>Soil (excluding excavated soil from contaminated sites) soil and dredging spoil</b>
17 05 04	Soil and stones other than those mentioned in 17 05 03
<b>19</b>	<b>WASTES FROM WASTE MANAGEMENT FACILITIES</b>
<b>19 12</b>	<b>Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified</b>
19 12 09	Minerals (for example sand, stones) only
<b>20</b>	<b>MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES INCLUDING SEPARATELY</b>
<b>20 02</b>	<b>Garden and park wastes</b>
20 02 02	Soil and stones

### 3.3 WASTE QUANTITIES

3.3.1 A volume of 30,000m<sup>3</sup> of imported material is required in order to achieve the final profiles provided on the Proposed Site Plan (BKP042017-BRK-003) approved under planning permission MO/2017/1198. When using a bulk conversion factor of 2 tonnes/m<sup>3</sup> this equates to 60,000 tonnes.

### 3.4 FINAL LANDFORM AND AFTER USE

3.4.1 The Proposed Site Plan (Drawing Number BKP042017/BRK/003) and the cross section (Drawing Number BKP042017/BRK/004) details the final landform. The importation of the inert material will raise the land to the level of the plateau that the existing site is situated on. In accordance with planning permission MO/2017/1198 the raised land will be intended to allow the development of the following:-

- Two parallel livestock buildings would then be erected on the raised land each measuring 49m long, 15.25m wide with a height of 5.5m and a 4m separation between the two buildings.
- Construction of a bunded hardstanding measuring 70m x 30m for the storage of manure.
- Construction of a sustainable farm wetlands drainage scheme and the raising of ground levels to the minimum required to accommodate a reed bed system.

### 3.5 SITE EQUIPMENT AND MAINTENANCE

3.5.1 The following equipment will be used on site as part of the proposed waste recovery operation:-

- 360 excavator; and
- Loading shovel.

3.5.2 Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.



- 3.5.3 All plant and equipment will be maintained in accordance with a preventative maintenance programme which will be defined by the manufacturer's requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased dust emissions.
- 3.5.4 All plant and equipment will be inspected on a daily basis by a site manager prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.
- 3.5.5 In the event that a defect is identified on any item of plant or equipment, the use of the plant/equipment will be suspended until the necessary remedial works have been undertaken. In order to facilitate this, mobile plant will be isolated and the daily log will be updated to outline the operational conditions and availability of all plant and equipment.
- 3.5.6 Once the necessary remedial works have been undertaken, the daily log will be updated to provide details of the defects and the remedial actions that were undertaken.

## 4.0 DUST AND PARTICULATE MANAGEMENT

### 4.1 SOURCE AND CONTROL OF DUST

#### Sources of Dust – Local Contributors

- 4.1.1 The application site is located within the wider Barrack Farm which has the potential to create dust from the farming of livestock. The site is surrounded by agricultural land which at certain times of the year has the potential to cause dust emissions.
- 4.1.2 In addition to the above, the Environment Agency's public register indicates that there are two permitted facilities within 1km of the site that may have the potential to cause dust emissions and litter. The first facility is the Leatherhead Material Recycling Facility (MRF) which is located approximately 700m north east from the site (as shown on Drawing Number OLM/A115247/REC/01). The facility is regulated under a bespoke environmental permit (reference EPR/DP3890EZ and EAWML 83513) and is operated by Grundon Waste Management Limited.
- 4.1.3 The second facility is the Leatherhead Community Recycling Centre which is located approximately 750m north east from the site (as shown on Drawing Number OLM/A115247/REC/01). The facility is regulated under a bespoke environmental permit (EPR/QP3793EX and EAWML 83193) and is operated by SUEZ Recycling and Recovery Surrey Ltd.
- 4.1.4 It's considered that any potential dust emissions from both facilities will be controlled by the conditions of the environmental permits.

#### Sources and Control of Dust – Proposed Activities at Barracks Farm

- 4.1.5 It's considered that dust may be generated from the following activities as part of the proposed waste activities at Barracks Farm.
- Unloading of waste from delivery vehicles at the site;
  - Vehicles movements to and from the site, particularly HGVs if they have mud on their wheels;
  - Mobile plant manoeuvring on site;
  - External storage of waste material.

### 4.2 PATHWAY

4.2.1 The pathway for the majority of dust emissions will be the atmosphere, either directly e.g. wind whipping of material stockpiles or site surfaces or indirectly e.g. after tracking dust or mud onto the public highway from vehicle wheels.

### 4.3 SENSITIVE RECEPTORS

4.3.1 Receptors within 1km of the proposed application boundary have been listed in Table 3 and are shown on Drawing Number OLM/A115247/REC/01.

**Table 3: Location of potential receptors in relation to the proposed activity**

Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx.) (m)
<b>Designated ecological habitats e.g. Ramsar, SAC, SPA, SSSI, SNCI, LNR</b>		
Bookham Commons (SSSI)	W	735
<b>Historic buildings / Listed buildings / Archaeological sites (clusters grouped together)</b>		
Monks Green Farmhouse	S	195
Tea Tree Cottage Yew Tree Cottage	S	600
Orchard Cottage	SE	760
44 and 46, The Street	S	890
Home Farmhouse	S	952
Barn approximately 50m south east of Sheepbell	NW	920
Sheepbell Farmhouse	NW	965
<b>Domestic Dwellings (closest road listed in each direction)</b>		
Residential area of Fetcham	S	430
Residential area to the west of Cobham Road	SW	410
Fixby Cottage	SW	245
Isolated property on Cobham Road	S	155
<b>Commercial and Industrial Premises</b>		
N/A		
<b>Highways, Minor Roads and Public Footpaths</b>		
Cobham Road	S	170
<b>Schools, Hospitals and Other Public Buildings</b>		
N/A		
<b>Habitats</b>		
Priority Habitat Inventory (Deciduous Woodland)	E	140
Priority Habitat Inventory (Deciduous Woodland)	SE	605
Priority Habitat Inventory (Deciduous Woodland)	S	320
Priority Habitat Inventory (Deciduous Woodland)	SW	495
Priority Habitat Inventory (Deciduous Woodland)	SW	595
Priority Habitat Inventory (Deciduous Woodland)	SW	700
Priority Habitat Inventory (Deciduous Woodland)	SW	685
Priority Habitat Inventory (Deciduous Woodland)	NW	430
Priority Habitat Inventory (Deciduous Woodland)	NW	750
Priority Habitat Inventory (Deciduous Woodland)	E	650

Ancient Woodland (as identified from Nature and Heritage Screen)	SE	136
<b>Sensitive Land use (e.g. farmland, allotments, commercial fish farms and public open spaces) (surrounding on all sides, closest in each direction listed)</b>		
Agricultural land	N, S, E, W	Adjacent
<b>Areas of Protected Species</b>		
River Mole (Protected Fish Migratory Route)	E	500
Area of Protected Species	NE	490
Area of Protected Species	N	710
<b>Groundwater (sensitivity)</b>		

## 4.4 CONTROL MEASURES

4.4.1 The following table outlines the control measures that will be implemented at the site to control dust emissions from the sources outlined in Section 4.1 above. These measures will be implemented at all times to control dust on site and to minimise the risk of dust to impact sensitive receptors beyond the site boundary (as detailed in Table 3).

**Table 4: Dust Emissions Risk Assessment and Management Plan**

What do you do that can harm and what could be harmed?			Managing the risk	Assessing the risk		
Hazard	Receptor	Pathway	Risk Management	Probability of Exposure	Consequence	What is the overall risk?
What has the potential to cause harm?	What is at risk? What do I wish to protect?	How can the hazard get to the receptor?	What measures will you take to reduce the risk? If it occurs – who is responsible for what?	How likely is this contact?	What is the harm that can be caused?	What is the risk that still remains? The balance of probability and consequence
Dust emissions from vehicle movements.	Occupiers of domestic dwellings listed in Table 3. Historic buildings listed in Table 3. Areas of protected species listed in Table 3. Priority Habitats listed in Table 3 above. Statutory Ecology Habitats listed in Table 3. Sensitive land uses listed in Table 3. Users of local roads listed in Table 3.	Air	Wastes being delivered to the site will be covered or sheeted to prevent the generation of dust while the waste is in transit.  Vehicle speeds will be limited on site and access road to 10mph to prevent re-suspension and entrainment of dust.  All equipment and vehicles when not in regular use shall be switched off to minimise the risk of dust emissions that may arise from idling.  A road sweeper will be contracted to clean the site access road and Emerton Road where vehicles exit the site. The road sweeper will be used if visible dust is identified on the site access road and Emerton Road.	Unlikely due to measures in place.	Local nuisance i.e. dust on cars, clothing and vegetation.  Smothering.  Nutrient enrichment.	Not significant due to the management techniques employed.

			The Site Manager undertakes a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the Site Manager.			
Dust emissions generated during unloading of inert waste from HGVs.	<p>Occupiers of domestic dwellings listed in Table 3.</p> <p>Historic buildings listed in Table 3.</p> <p>Areas of protected species listed in Table 3.</p> <p>Priority Habitats listed in Table 3 above.</p> <p>Statutory Ecology Habitats listed in Table 3.</p> <p>Sensitive land uses listed in Table 3.</p> <p>Users of local roads listed in Table 3.</p>	Air	<p>A water bowser will be used to dampen site roads and stockpiles if deemed necessary.</p> <p>The loading/unloading of wastes will be undertaken in a controlled manner to keep dust emissions to a minimum.</p> <p>Drop heights will be minimised as much as practicable to reduce the generation of dust whilst the waste is being handled.</p> <p>The Site Manager will undertake a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the Site Manager.</p>	Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.	<p>Local nuisance i.e. dust on cars, clothing and vegetation.</p> <p>Smothering.</p> <p>Nutrient enrichment.</p>	Not significant due to management techniques employed.
Dust from haul road	<p>Occupiers of domestic dwellings listed in Table 3.</p> <p>Historic buildings listed in Table 3.</p> <p>Areas of protected species listed in Table 3.</p> <p>Priority Habitats listed in Table 3 above.</p> <p>Statutory Ecology Habitats listed in Table 3.</p> <p>Sensitive land uses listed in Table 3.</p> <p>Users of local roads listed in Table 3.</p>	Air	<p>Wastes being delivered to the site will be covered or sheeted to prevent the generation of dust while the waste is in transit.</p> <p>The use of modern plant and regular maintenance shall be practiced to minimise the risk of mechanical failure which may lead to increased dust emissions.</p> <p>The site will benefit from an operational wheel wash which is used by HGV's before they leave the site. This will minimise the risk of dust emissions on the haul road.</p> <p>A road sweeper will be contracted to clean the site access road and Emerton Road where vehicles exit the site. The road sweeper will be used if visible dust is identified on the site access road and Emerton Road.</p>	Unlikely due to measures in place.	<p>Local nuisance i.e. dust on cars, clothing and vegetation.</p> <p>Smothering.</p> <p>Nutrient enrichment.</p>	Not significant due to the management techniques employed.

			The Site Manager undertakes a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the Site Manager.			
Acceptance of dusty wastes	<p>Occupiers of domestic dwellings listed in Table 3.</p> <p>Historic buildings listed in Table 3.</p> <p>Areas of protected species listed in Table 3.</p> <p>Priority Habitats listed in Table 3 above.</p> <p>Statutory Ecology Habitats listed in Table 3.</p> <p>Sensitive land uses listed in Table 3.</p> <p>Users of local roads listed in Table 3.</p>	Air	<p>All waste loads will have the potential to cause dust issues and therefore will be assessed visually at the site entrance to confirm that they are suitable to be accepted at the site.</p> <p>In the event that a waste load is identified to be dusty and not suitable for acceptance, the load will be subject to the 'Unauthorised and Rejected Waste' procedure which is detailed in the Operating Techniques (Appendix B of the main application).</p>	Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.	<p>Local nuisance</p> <p>Potential respiratory health risk to public and staff.</p> <p>Smothering</p>	Not significant due to management techniques employed.

## 4.5 DUST MONITORING

- 4.5.1 All site personnel shall be trained as to the potential sources and effective mitigation.
- 4.5.2 Daily visual inspections will be conducted by site operatives and especially during periods of dry weather or high winds to ensure that any dust sources are identified and dealt with promptly. During these inspections, site operatives will monitor the site's, plant as well as the local road network for any visible dust. This is based on the SGN S5.06 which notes that the 'no visible dust' criteria is normally an appropriate benchmark value for fugitive emissions from equipment, plant buildings, storage yards and materials handling.
- 4.5.3 As part of the monitoring process, site personnel will complete the Daily Dust Conditions Log which is provided as Appendix A.
- 4.5.4 All staff will remain vigilant and be required to identify when potentially dusty conditions are occurring on site. In the event that visible dust is being generated from the site activities, the site manager will be notified who will then assess whether all of the control measures detailed in Table 4 are being implemented effectively. In the event that dust emissions cannot be controlled, despite the control measures listed in Table 4, activities on site will cease and the Environment Agency will be informed as soon as practicable.

Activities will not commence until such point the prevailing conditions change or a more permanent dust control measure has been implemented.

- 4.5.5 In addition to the above, the site manager will record the prevailing weather conditions as part of the daily site inspection. The site manager will monitor the prevailing weather conditions during periods of prolonged dry weather or high winds and assess whether the risk of dust is considered to be high. For the purposes of this Dust Management Plan high winds have been defined Number 7 on the Beaufort scale where wind speeds range from 28-33 knots. The Beaufort Scale defines land conditions in high winds as “whole trees in motion; inconvenience felt when walking against the wind”.
- 4.5.6 Following this assessment, if the risk of dust is considered to be high – despite the control measures outlined below – then operations will cease on site until the weather conditions are considered to be more favourable. In the event that operations cease on site as a result of dust, the Environment Agency will be informed as soon as practicable.

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## 5.0 REPORTING AND COMPLAINTS PROCEDURE

### 5.1 PURPOSE OF COMPLAINTS PROCEDURE

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- 5.1.1 A Dust Management Plan should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affected should be informed of any action taken in response to the complaint.
- 5.1.2 A procedure has been developed (see Table 5) below to ensure that complaints will be handled by Oaks Land Management appropriately and consistently and to reassure the Environment Agency and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant dust issues.

### 5.2 COMPLAINTS REPORT ROUTE

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- 5.2.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there will be a display board at the site entrance which details the site name, the permit number, the Environment Agency's contact details and the operator, Oaks Land Management details. By providing contact details for the EA as well as the operator, this ensures that the member of public can report their complaint and be confident that it will be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.

### 5.3 COMPLAINTS REPORTING ROUTE

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- 5.3.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there will be a display board at the site entrance which details the site name, the permit number, the Environment Agency's contact details and Oaks Land Management's contact details. By providing contact details for the Environment Agency as well as the operator, this ensures that the member of public can report their complaint and be confident that it will be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.



**Table 5: Complaints Procedure**

	Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1.	<p>The Site Manager will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint.</p> <p>The Environment Agency will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet contained within the site's Environmental Management System</p>	Site Manager	Within two working day of receipt of the complaint.
2.	<p>The complaint will be investigated by:-</p> <ul style="list-style-type: none"> <li>a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records.</li> <li>b) Checking the site records and waste acceptance records to see if any particularly dusty waste was accepted.</li> <li>c) Checking the site records to see whether the complaint corresponds to any operational issues at the site.</li> </ul> <p>If the cause of the complaint is established, it will be recorded within the Complaint Record Sheet (Appendix B). If no particular cause is identifiable then this will also be recorded.</p>	Site Manager	Within one working day of receipt of the complaint.
3.	If a number of complaints are received about a particular incident, then it might be necessary to increase the frequency of dust monitoring.	Site Manager	Within one working day of receipt of the complaint.
4.	The Site Manager will instigate any necessary reviews of procedures and will implement any required changes.	Site Manager	Within seven working days of receipt of the complaint.
5.	If appropriate, the complainant and the Environment Agency will be informed of any corrective actions taken.	Site Manager	Within seven working days of receipt of the complaint.
6.	A follow up audit on the corrective actions implemented shall be undertaken to ensure the complaint is not made again in the future and that the preventive procedure is effective.	Site Manager	Within two weeks of receipt of the complaint.
7.	<p>Once the follow up audit has been completed, the Site Manager will ensure that the complaint and any action taken and the effectiveness of that action are recorded in the Environmental Management System.</p> <p>This record shall also note any amendments to procedures, both environmental and health &amp; safety, which may be required following the investigation. The record shall be kept</p>	Site Manager	Within two weeks of receipt of the complaint.

	in the site office at all times or if it is an electronic record it will be accessible from the site.		
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## 5.4 COMPLAINTS RECORDS

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- 5.4.1 Auditable records will be kept of any complaints made and the investigations undertaken. This will provide an ongoing record of the causes incidents which will enable Oaks Land Management to identify any patterns which would prompt a review in dust management procedures and control measures.

## DRAWINGS

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## APPENDIX A – DAILY DUST CONDITIONS LOG

## Daily Conditions Log

Date	
Name	
Observations	
Actions	
Signature	

## APPENDIX B – COMPLAINT RECORD SHEET

<b>Dust complaint report form</b>	<b>Date:</b>	<b>Ref. No.</b>
Name and address of complainant		
Tel no. of complainant		
Time and date of complaint		
Date, time and duration of offending dust		
Weather conditions (e.g., dry, rain, fog, snow)		
Wind strength and direction (e.g. light, steady, strong, gusting)		
Complainant's description of dust		
Has complainant any other comments about the offending dust?		
Any other previous known complaints relating to installation (all aspects, not just dust)		
Any other relevant information		
Potential dust sources that could give rise to the complaint		
Operating conditions at the time offending dust occurred		
Action taken:		
Final outcome:		
Form completed by	Signed	