



## Dust Management Plan

Peter Bennie Limited

Pitsford Quarry Recycling Facility  
A508 Market Harborough Road  
Pitsford  
Northamptonshire  
NN6 9NL



PROVIDING SOLUTIONS, ENSURING COMPLIANCE

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## Document Control Table

Project Reference	21/014d
Project Title	Environmental Permit Application
Document Title	Dust Management Plan: Version 1
Document Issue Date	27 April 2022
Client	Peter Bennie Limited
Status	Issue

## Revision Table

Version No.	Comment	Produced by	Checked by	Date
1	Issue	Lauren Raby	Kate Brady	27 April 2022



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## 1. Introduction

- 1.1. Westbury Environmental Limited has prepared this Dust Management Plan on behalf of Peter Bennie Limited (the Operator) to support an Environmental Permit application.
- 1.2. This application comprises a bespoke environmental permit application for physical waste treatment. The proposed waste treatment activities include the sorting, separation, screening, crushing and blending of waste at Pitsford Quarry, A508 Market Harborough Road, Pitsford, Northampton, NN6 9NL (the Site).
- 1.3. The Site extends to an area of approximately 2.2 hectares. The location and extent of the Site is shown in the Sensitive Receptor Plan, Drawing No. 21/014d 002.
- 1.4. This Dust Management Plan provides information on the sources, risks and mitigation measures related to the potential of dust from the proposed changes to waste operations on the Site.

### Content of the Dust Management Plan

- 1.5. This Dust Management Plan will form part of the Environmental Management System (EMS) for the Site. Procedures and Forms referenced within this Dust Management Plan will be included within the EMS. Completed forms (records) will be kept, as required by conditions included in an Environmental Permit.
- 1.6. This Dust Management Plan is structured as follows:
  - Section 2 provides a summary of the relevant legislation and guidelines.
  - Section 3 provides information relating to the Site setting, including the location of the Site and nearby sensitive receptors.
  - Section 4 provides a summary of the operations carried out on the Site and the delivery of material to the Site.
  - Section 5 provides information on the site management and the mitigation measures employed at the Site.
  - Section 6 provides information on how dust emissions are monitored at the Site.
  - Section 7 provides a summary of what happens when an alarm is triggered.
  - Section 8 provides a description of how complaints can be made and how they are addressed by the site management.



## 2. Relevant legislation

- 2.1. The Air Quality Strategy (AQS) for England, Scotland, Wales and Northern Ireland fulfils the requirement under Part IV of the Environment Act 1995 for a national air quality strategy which sets out policies for improving ambient air quality and keeping these under review. The first strategy, the National Air Quality Strategy (NAQS), was published in March 1997. In January 1999, proposals to amend the strategy were put out for consultation and a consultation document was produced. Following consultation, a revised version of the strategy was published in January 2000. This was further revised in 2007 and has not been revised since this date.
- 2.2. The AQS provides a framework for air quality control through air quality management and air quality standards and objectives for different pollutants (including particulate matter). These air quality standards and objectives were transposed into English Law by the Air Quality (Standards) Regulations 2010.

### **Air Quality Management Area (AQMA)**

- 2.3. The system of local air quality management (LAQM) was introduced under the Environment Act 1995. LAQM requires local authorities to periodically review and assess the current and future quality of air in their areas. Where it is determined that an air quality objective is not likely to be met within the relevant time period, the authority must designate an AQMA.
- 2.4. The Site is not located within an AQMA. The closest AQMA is the Northamptonshire AQMA for NO<sub>x</sub> which is located c. 14km south west of the Site.

### **Low Emission Zone (LEZ)**

- 2.5. A LEZ is an area that has restrictions on the type and age of vehicles permitted in it, therefore, vehicles emitting high levels of pollution can be prevented from entering and operating within the zone.
- 2.6. The Site is not located within a LEZ.



### 3. Site location and sensitive receptors

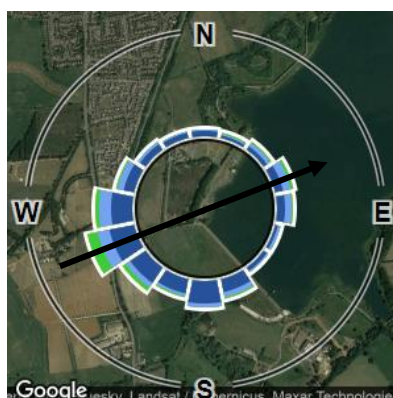
#### Site Location

- 3.1. The proposed waste treatment facility is located on Pitsford Quarry, A508 Market Harborough Road, Pitsford, Northampton, NN6 9NL (the Site). The proposed permit boundary is shown on Sensitive Receptor Plan 21/014d 002.
- 3.2. The Site is located at National Grid Reference (SP 75660 67153) approximately 6.6km north of the centre of Northampton.
- 3.3. The Site extends to an area of approximately 0.8 hectares.
- 3.4. The Site is located within a Local Wildlife Site (LWS) designated for open mosaic and acid grassland. However, historical mapping shows that where the waste operations will take place, grassland has not been present for over 15 years.
- 3.5. The Site's location is surrounded by agricultural land to the north, east, south, and west. The land surrounding the permit boundary is under the control of the applicant.
- 3.6. The Site does not overlie a superficial aquifer but is located within a Secondary A bedrock aquifer. The Site is not located within a Source Protection Zone (SPZ).

#### Meteorology

- 3.7. Unlike many other atmospheric pollutants, the generation of dust is particularly dependent upon weather conditions.
- 3.8. The prevailing meteorological conditions at any site will be dependent upon many factors, including its location in relation to macroclimatic conditions as well as more site specific, microclimatic conditions. The most significant meteorological factor is the predominant wind direction and wind speeds, and consequently data has been collected regarding the predominant wind speeds and directions appropriate to the Site.
- 3.9. Wind speed and direction data have been obtained from Pitsford Reservoir weather station for the period from 04/2015 to 03/2022. Pitsford Reservoir weather station is located approximately 3.4km north of the Site. This observing station is the closest wind station to the Site according to "Windfinder.com" and has wind speed and direction data appropriate for characterisation of the wind climate at the Site, see Figure 3.1.

**Figure 3.1 Wind rose from Pitsford Reservoir Weather Station from 04/2015 to 03/2022. Arrow indicates predominant wind direction**



#### Sensitive Receptors

- 3.10. This Dust Management Plan identifies all types of receptors within 500m of the Site that may be sensitive to dust emissions.



- 3.11. Locations with a high sensitivity to dust for this Dust Management Plan include deciduous woodland, agricultural land and residential dwellings.
- 3.12. The distance from the Site boundary to the sensitive receptor plays an important role in the potential impact experienced from airborne dust. Concentrations of airborne dust reduce significantly further away from the source.
- 3.13. Due to the nature of the materials being handled on this Site the particle size of the dust emitted is of intermediate to large particles. Therefore, it can be concluded that these particles are highly likely to be deposited within 50m of the source.
- 3.14. The direction and distances from the boundary of the Site to the boundary of sensitive receptors are provided in Table 3.1, see Sensitive Receptors Plan, Drawing No. 21/014d 002.

**Table 3.1: Sensitive Receptors within 500m of the Site boundary**

Ref	Receptor	Description	Direction from Site	Distance from Site Boundary (m)
1	T's Wood	Local Wildlife Site	N	~0
2	Moulton Road	Road	NE	80
3	Harrison Courier Services and Residential House	Area of residential dwellings and associated infrastructure	N	155
4	Pitsford Fishery	Water Body	SE	225
5	Residential Housing	Area of residential dwellings and associated infrastructure	SW	300
6	Pond	Water Body	SW	300
7	Decidious Woodland	Woodland	SW	305
8	Grotto Spinney	Local Wildlife Site	NE	385
9	Decidious Woodland	Woodland	N	450
10	Residential Housing	Area of residential dwellings and associated infrastructure	SE	495
11	Residential Housing	Area of residential dwellings and associated infrastructure	NW	495

- 3.15. The Site is located within an area mainly used for agricultural land uses and woodland. The Site itself has been a former quarry. The Site is technically located within the Local Wildlife Site (LWS) called T's Wood. However, this LWS is designated for open mosaic and acid grassland. As the Site is a former quarry, the area in which waste operations will take place has not been grassland for at least 15 years. Grotto Spinney LWS is located 310m southwest of the Site.
- 3.16. In the low likelihood that dust is emitted from the Site, it is considered that this is likely to be deposited within 50m of the source.
- 3.17. Due to the distance from the Site to T's Wood, it is considered that dust from the waste operations at the Site may reach this sensitive receptor.
- 3.18. However, the risk of dust being emitted from the Site is low as waste acceptance procedures will be in place to ensure that loads comprising mainly dust, fibres or loose fibres are not accepted on Site. Additionally, hoses and a wheel wash facility will be used to minimise dust emissions from the movement of the waste.
- 3.19. Furthermore, if dust was to escape the Site, there are hoses available on the Site to spray any dust that has been deposited.
- 3.20. There are residential areas located to the north and southwest are located approximately 155m and 300m from the Site respectively. These residential areas are part of the residential town of Northampton. Residential areas are at a safe distance from the Site to not be impacted by dust.





- 3.21. Pitsford Fishery is located 225m southwest of the Site as well as a pond 330m southwest, both in which are further than 50m away from the Site, therefore at low risk from dust.
- 3.22. Deciduous Woodland is located 305m southwest and 450m north of the Site, which are further than 50m away from the Site, therefore, also at low risk from dust.
- 3.23. Due to the predominant wind direction from the south-southwest, it is considered that receptors located north-northeast of the Site are at greater risk of experiencing adverse impacts of dust emissions from the Site. Receptors to the north-northeast of the Site include T's Wood, Moulton Road, and Residential Housing.
- 3.24. The mitigation measures discussed in Section 5 of this Dust Management Plan will limit the likelihood of dust emissions reaching these sensitive receptors.



## 4. Operations at the Site

- 4.1. Waste will be delivered onto the Site by Heavy Good Vehicles (HGV's). The movement of vehicles visiting the Site has the potential to cause dust emissions, particularly in dry and windy conditions. A 5mph speed limit and the minimisation of vehicle movements will be enforced on the Site to help reduce the amount of dust generated by vehicle wheels.
- 4.2. All vehicles entering / exiting the Site will be sheeted to minimise the likelihood of dust emissions. Loaded vehicles arriving onto the Site that are not sheeted will be rejected in accordance with the Waste Rejection Procedure within the EMS.
- 4.3. Vehicles entering the Site will be visually inspected prior to unloading to ensure that excessively dusty loads are not accepted. Excessively dusty loads will be rejected from the Site in accordance with the Waste Rejection Procedure in the EMS.
- 4.4. Mud could be tracked out of the Site by vehicles, potentially causing dust emissions from the road surface.

### Overview of Waste Operations

- 4.5. Specific operations to be carried out on the Site are listed below with further information regarding the potential for these activities to cause dust emissions:
  - Vehicle Movements
    - The movement of vehicles within the Site has the potential to cause dust emissions, particularly in dry and windy conditions.
    - Mud could be tracked out of the Site by vehicles potentially causing dust emissions from the road surface.
  - Waste Treatment Activities
    - Screening
    - Crushing
    - Handpicking

### Site Layout

- 4.6. The proposed layout of the Site is shown on the Site Layout Plan, Drawing No. 21/014d 001.
- 4.7. Waste treatment activities will be undertaken in a dedicated location, within the centre of the Site, see Site Layout Plan 21/014d 001.
- 4.8. Dust monitoring will be undertaken continuously. There are no specific dust monitoring points. Monitoring is undertaken by all Site operatives.

### Plant and Equipment

- 4.9. The following equipment will be used on the Site for the waste operations:
  - Wheeled shovel
  - Screener
  - Crusher
  - Excavator
- 4.10. All the plant and equipment used on the Site will be subject to maintenance checks in accordance with the procedures within the EMS.
- 4.11. All plant will be operated in a proper manner with respect to minimising emissions, for example, switching off plant when not in use and no-revving of engines etc. The Operator will implement a policy of replacing older machinery with new, lower emission machinery as it becomes available and as the business development allows.



## 5. Dust management and mitigation

### Responsibility for Implementation of the Dust Management Plan

- 5.1. The Site Manager is responsible for the implementation of the Dust Management Plan and for ensuring that the mitigation strategies in place are adhered to. Where the Site Manager is unavailable to oversee the implementation of dust suppression measures, a suitably experienced Site Operative is delegated responsibility from the Site Manager.
- 5.2. This Dust Management Plan will be reviewed every four years or when a change in operations is deemed to have a potential effect on increasing dust emissions. The review process will amend any mitigation measures that have been identified as areas for improvement in reducing dust emissions on Site.
- 5.3. All staff members have received the necessary training to deliver dust suppression measures detailed within this Dust Management Plan. All staff will be given training on the EMS for the Site, which includes a Dust Procedure. All staff on the Site will be trained on the Dust Procedure which includes details regarding mitigation measure and monitoring/recording visual inspections. Site procedures will be communicated between staff via EMS training and weekly toolbox talks. Where new dust suppression measures are to be implemented refresher training will be provided to ensure staff remain competent. This training will be delivered by the Site Manager.

### Sources and Control of Fugitive Dust Emissions

- 5.4. Table 5.1 details the potential sources of dust on the Site and which mitigation measures are implemented in order to break the source-pathway-receptor routes for dust emissions.
- 5.5. Table 5.2 lists the mitigation measures to control dust emissions at the Site.

**Table 5.1: Source-pathway-receptor routes**

Source	Pathway	Receptor	Type of Impact	Where relationship can be interrupted
Mud	Transportation of dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry.	A508 Market Harborough Road other public highways	Mud on A508 Market Harborough Road and other local roads.  Resuspension of mud as airborne particulates.	Site is dampened down by hoses when overly dry or dusty conditions present.  A road sweeping vehicle is hired and deployed when necessary to control the amount of mud on the public highways and minimise the generation of dust.
Debris	Falling off lorries	A508 Market Harborough Road other public highways	Visual soiling, also consequent resuspension as airborne particulates	Vehicles delivering waste are sheeted.  Where debris is identified as an ongoing issue a road sweeper is hired and deployed.  All areas are subject to regular housekeeping.
Vehicle / Plant movements	Atmospheric dispersion	Surrounding sensitive receptors including designated protective habitats.	Airborne particulates and build-up of dust on surfaces of site and local roads.	The Site is subject to regular housekeeping.
Tipping, treatment, and storage of wastes in the open.	Atmospheric dispersion	Surrounding sensitive receptors	Visual build-up of dust.	The potential for dust emissions will be minimised by lowering drop heights.  Operations will be halted when wind speeds are deemed to be excessive.



**Table 5.2: Mitigation measures**

Mitigation Measure	Description / Effect	Use on Site	Trigger for implementation	How is it implemented?	Further mitigation if not effective
<b>Preventative Measures</b>					
Site speed limit, 'no idling' policy and minimisation of vehicle movements on Site.	Reducing vehicle movements reduces dust emissions from the Site. Enforcement of the speed limit and limiting movements will reduce the chance and amount of re-suspension of dust by vehicle wheels.	There is a no-idling policy in place on the site for vehicles.  Vehicle movements will be minimised by ensuring that the double handling of materials is avoided where possible. A 5mph speed limit is enforced on the entire Site.	5mph speed limit signage.  Enforcement of speed limit by Site Manager and constant observation and reminders by Site operatives.	These measures will be implemented by staff training on the EMS and speed limit signs on the Site.	If excessive dust emissions are continued to be observed leaving the Site boundary, then the further mitigation measure(s) will be triggered.  If there is mud on the public highway, then a roadsweeper will be hired in and deployed to clean the surface.  If excessive dust emissions from vehicle movements continue after these measures, then operations shall cease.
Minimising drop heights for waste.	Minimising the height at which waste is dropped should reduce the distance over which dust could be blown and dispersed by winds and reduces the chance of dust cloud generation from the depositing material.	The EMS will require that the handling of waste material on Site should be minimised at all times.  Staff will be trained with regard to minimising drop heights.	This measure will be implemented whenever the Site is operational i.e. whenever material is being moved.	By plant operators lowering the grabs, shovels, conveyors etc. on the equipment being used to move potentially dusty materials.	Hoses will also be available to dampen surfaces and stockpiles to reduce dust generation.  If excessive dust emissions continue after these measures, then operations shall cease.
Good housekeeping	Having a consistent, regular housekeeping regime that is supported by management,	The EMS implemented on the Site will have a specific procedure for enforcing good housekeeping.	These measures will be implemented whenever the Site is operational.	Good housekeeping is implemented by following the housekeeping procedure	If excessive dust emissions are continued to be



Mitigation Measure	Description / Effect	Use on Site	Trigger for implementation	How is it implemented?	Further mitigation if not effective
	will ensure the Site is regularly checked and issues remedied to prevent and remove dust build up.	<p>On-site litter will be collected and disposed of daily by a Site Operative to keep the Site tidy.</p> <p>Due to the presence of hedging around the perimeter of the Site there is little risk of litter from the waste operations leaving the Site.</p>		within the EMS and by carrying out site inspections.	observed leaving the Site boundary, then the further mitigation measure(s) will be triggered e.g., water suppression.
Sheeting of vehicles	Prevents the escape of debris, dust and particulates from vehicles as they travel.	The EMS will state that all vehicles entering / exiting the Site must be sheeted to minimise the likelihood of dust emissions. Excessively dusty loads will not be accepted onto the Site.	<p>Loading of potentially dusty materials on to a vehicle will be followed by closing of the sheet covers on that vehicle. Visual observation of incoming vehicles will take place.</p> <p>All vehicles carrying waste to the site will be sheeted at all times unless being loaded or unloaded.</p>	<p>The sheeting equipment will be activated and checked to ensure proper coverage before the vehicle is allowed to leave the site.</p> <p>Incoming vehicles that are not sheeted will be rejected from the site or sheeted immediately.</p>	If excessive dust emissions are continued to be observed leaving the Site boundary, then the further mitigation measure(s) will be triggered. Materials may be dampened.
Ceasing operations during high winds and/or exceptionally dry conditions.	Mobilisation of dust and particulates is likely to be greater during periods of strong winds or exceptionally dry conditions and hence ceasing operation at these times may reduce peak pollution events.	<p>During exceptionally dry and/or windy conditions, if any operations / Site movements cause or are likely to cause visible dust emissions beyond the Site boundary, or if abnormal dust emissions are observed within the Site, site waste operations may be suspended to avoid further dust emissions.</p> <p>The weather conditions at the Site will be considered and recorded at the start of each working day so that the day's work may be planned to take in regard any potential dust emissions. If the wind speed and direction are likely to increase the</p>	<p>If excessive dust is being generated by the operations, then the Site Manager will notify staff and operations may be temporarily ceased.</p> <p>Operations commence once the wind has subsided and/or the area is dampened down.</p> <p>Prevailing weather condition monitoring (Visual observation) including wind strength,</p>	The Site Manager makes the decision to cease activities that are causing the dust emissions.	N/A



Mitigation Measure	Description / Effect	Use on Site	Trigger for implementation	How is it implemented?	Further mitigation if not effective
		<p>risk of nuisance to neighbouring receptors, then operations may be temporarily stopped. There is no specific wind speed limit and/or no specific criteria for this to occur, as dust is dependent on other conditions such as rain.</p> <p>The Site Manager will decide whether to cease operations as a result of weather conditions.</p> <p>This decision is based on a combination of factors, including those mentioned above. The conditions are recorded on the Inspection Checklists. The record includes an overall description of the weather conditions including, but not limited to, wind strength (e.g. windy, not windy), wind direction (e.g. towards northern boundary) and rain.</p>	<p>wind direction and rainfall. This monitoring will be recorded on the Inspection Checklists.</p>		
<b>Remedial Measures</b>					
Road sweeper	Removes the mud from the A508 Market Harborough Road other public highways and reduces the potential for dust emissions from vehicle movements in the area.	<p>A road sweeping vehicle is hired to control the amount of mud on local roads and minimise the generation of dust when appropriate.</p> <p>The road sweeper will be maintained in accordance with the manufacturer's specifications.</p> <p>Appendix 1 Inspection Checklists will be populated with items on the Site that are required to be maintained on a scheduled basis, such as the road sweeper.</p>	<p>Visual observation of the state of the local roads - findings recorded on the Inspection Checklists in Appendix 1.</p> <p>This identifies the need for the use of the road sweeper. Constant observation by all operatives on the Site.</p> <p>The Site Manager will check on the state of</p>	<p>The road sweeper would be deployed to clean the local roads. Site management instructs a trained Site Operative to carry out the road sweeping.</p> <p>The Site will be swept as required.</p>	N/A



Mitigation Measure	Description / Effect	Use on Site	Trigger for implementation	How is it implemented?	Further mitigation if not effective
		<p>The cleanliness of roads in the vicinity of the Site entrance are checked as part of the Inspection Checklists.</p> <p>If the Inspection Checklist identifies a requirement for the road sweeper to be used, then a road sweeper will be hired and deployed to be used by a trained member of staff.</p>	<p>the road at least once daily and if mud is visible on the road, that has been tracked out from the Site, then the road sweeper will be hired and deployed.</p>		
Water suppression	<p>Using mains water and hoses. This measure can remove particles from the air and dampen down dry / dusty materials.</p>	<p>Hoses will be in use at the Site to dampen surfaces and material to prevent dust emissions. The condition and integrity of the sprays will be checked as part of the Inspection Checklists in Appendix 1.</p>	<p>When excessive dust emissions are observed to be leaving the Site boundary. Visual observation will be carried out by all employees on the Site.</p> <p>Findings from the visual observations will be recorded on Inspection Checklists.</p> <p>Use of water hoses on the Site are used to minimise dust emissions unless the Site is not operational or there is wet weather.</p>	<p>The hose is attached to the mains water by Site Operatives. The tap is then switched on to allow water out of the hose.</p>	<p>If excessive dust emissions are continued to be observed leaving the Site boundary, then the further mitigation measure(s) is triggered. Cease operations causing the dust emission.</p>





## **Other considerations:**

### **Water availability**

- 5.6. A mains water supply is available on the Site.
- 5.7. To prevent dust generation, site surfacing and material may be dampened down using water from hoses attached to the mains water supply.

### **In the event of a drought**

- 5.8. During exceptionally dry and/or windy conditions, if any operations / site movements cause or are likely to cause visible dust emissions beyond the Site boundary, or if abnormally high dust emissions are observed within the Site, operations may be suspended to avoid further dust emissions. This will be decided by the Site Manager.
- 5.9. Depending on the severity of the drought conditions, restrictions may be in place on the amount of water available for use on Site from the supplier (mains water supply). In this case, operations may be reduced or suspended in order to comply with any water usage restrictions.



## 6. Monitoring

### Visual Dust Monitoring

- 6.1. Dust emissions at the Site will be monitored by visual observation. This monitoring will take place anywhere within and at the Site boundary.
- 6.2. The duration of visual monitoring will be during operational hours. It is expected that staff members will also check for dust emissions as they approach and leave the Site.
- 6.3. It will be the responsibility of every member of staff to monitor the dust emissions on the Site as they undertake their daily tasks.
- 6.4. Reports will be made to the Site Manager regarding dust emissions when dust is observed leaving, or about to leave, the Site boundary.
- 6.5. If excessive dust emissions (dust clouds) are observed, then the Site Manager will establish what is causing the excessive dust emission to be generated and take remedial action. The results of the investigation and what action was taken will be recorded and retained.
- 6.6. As well as visual monitoring being undertaken by Site Operatives at all times, there are times of the day where visual monitoring is required to be recorded on the Inspection Checklists. The recorded visual monitoring checks will be carried out by a Site Operative, who will have been trained in accordance with the procedures within the EMS. Remedial actions required will be specified and identified on the Inspection Checklists.
- 6.7. Recorded visual monitoring will be undertaken at least twice a day, for a minimum of five minutes each time. They will take place at the beginning of the working day and when operations with the highest potential to produce dust are taking place. At the time when the Site is considered to have the highest potential for dust emissions, visual monitoring recorded checks will be completed. This is considered to be the most beneficial methods to ensure that mitigation measures on Site are effective.
- 6.8. Extra and unplanned monitoring will be carried out on the Site when conditions are particularly windy or dry, new activities are being undertaken, new machinery is being used or following the receipt of a complaint or incident related to dust emissions.



## **7. Actions when an alarm is triggered**

- 7.1. Monitoring will be carried by visual observation and assessing whether dust emissions are excessive i.e. leaving the Site boundary.
- 7.2. The staff member who identified the dust generation/ emission will raise the alarm by notifying the Site Manager.
- 7.3. If the Site Manager confirms that dust is being generated and causing dust emissions from the Site, they will take remedial action.
- 7.4. Remedial measures are stated in Table 5.2: Mitigation measures.



## 8. Reporting and complaints response

- 8.1. The EMS on the Site will have a procedure for responding and dealing with complaints. A complaints form will be available on Site and must be filled in and kept on file whenever a complaint is received in accordance with the EMS complaints procedure.

### Engagement with the Community

- 8.2. The Site Notice Board will be placed at the entrance of the Site with the following information:
- The Permit holder's name (Peter Bennie Limited).
  - An emergency contact name and telephone number.
  - A statement that the Site is permitted by the Environment Agency
  - The Environmental Permit reference.
  - The Environment Agency national numbers, 03708 506506 and 0800 807060 (incident hotline).
- 8.3. The provision of the above information will ensure that members of the community can contact the Operator should they be concerned by dust emissions or wish to make a complaint. This also applies to any events that may happen when the Site is unmanned / not operational.

### Reporting of Complaints

- 8.4. Should a complaint regarding dust be received by the Site, the complaint will be recorded on the Complaints Form in the EMS and investigated in accordance with the Complaints Procedure within the EMS. The Complaints Form will record who made the complaint, what the complaint was about and what has been done to resolve the issue and make sure this does not happen again. A copy of the Complaints Form is included as Appendix 2.
- 8.5. The Site Manager will identify what caused the excessive dust emission to be generated. This generation may have been caused by failure of site machinery or dust procedures. If the excessive dust emission has been caused by a procedure not being carried out properly, then staff will receive further training on the dust procedures and site management. If the excessive dust emission has been caused by plant failure, then the plant will be repaired as soon as possible.
- 8.6. All complaints will be acknowledged and investigated, with resultant actions reported to the complainant. Any complaints received by the Environment Agency relating to dust emissions from the site are dealt with on the same day.

### Out of Hours Arrangements

- 8.7. In the event of an out-of-hours complaint or incident occurring at the Site related to dust emissions, then a Director can be contacted via phone call.
- 8.8. The Director can attend the Site or instruct a relevantly trained Site Operative to attend the Site in their absence. On arrival at the Site, the cause of the dust emission will be identified, and the most suitable corrective measure will be instigated.

### Management Responsibilities

- 8.9. Site staff will be responsible for dust management issues and detecting/reporting dust emissions. All members of staff will be given training on the EMS for the Site, which will include a Dust Procedure. All staff on the Site will be trained on the Dust Procedure which will include details regarding mitigation measures and monitoring/recording visual inspections.
- 8.10. On receipt of a complaint the Site Manager will investigate and establish the cause. The most effective corrective or preventative action must then be determined to prevent future emissions occurring. Where additional time is required in order to implement the appropriate corrective or preventative action the complainant will be contacted with details of the actions to be implemented and the estimated



timescales for completion. The maximum response time for investigating the cause of the complaint and contacting a complainant will be two working days.

- 8.11. Should numerous complaints be received at the Site regarding the same issue, the cause of the complaint(s) will be investigated in accordance with the Accidents, Incidents & Complaints Procedure within the EMS. Operations on the Site will cease, should excessive dust emissions be seen leaving the boundary following the implementation of additional mitigation measures or when instruction from the Environment Agency to cease operations has been received.



## **Drawings**

Drawing No. 21/014d 001

Site Layout Plan

Drawing No. 21/014d 002

Sensitive Receptors Plan

Client: Peter Bennie  
Limited

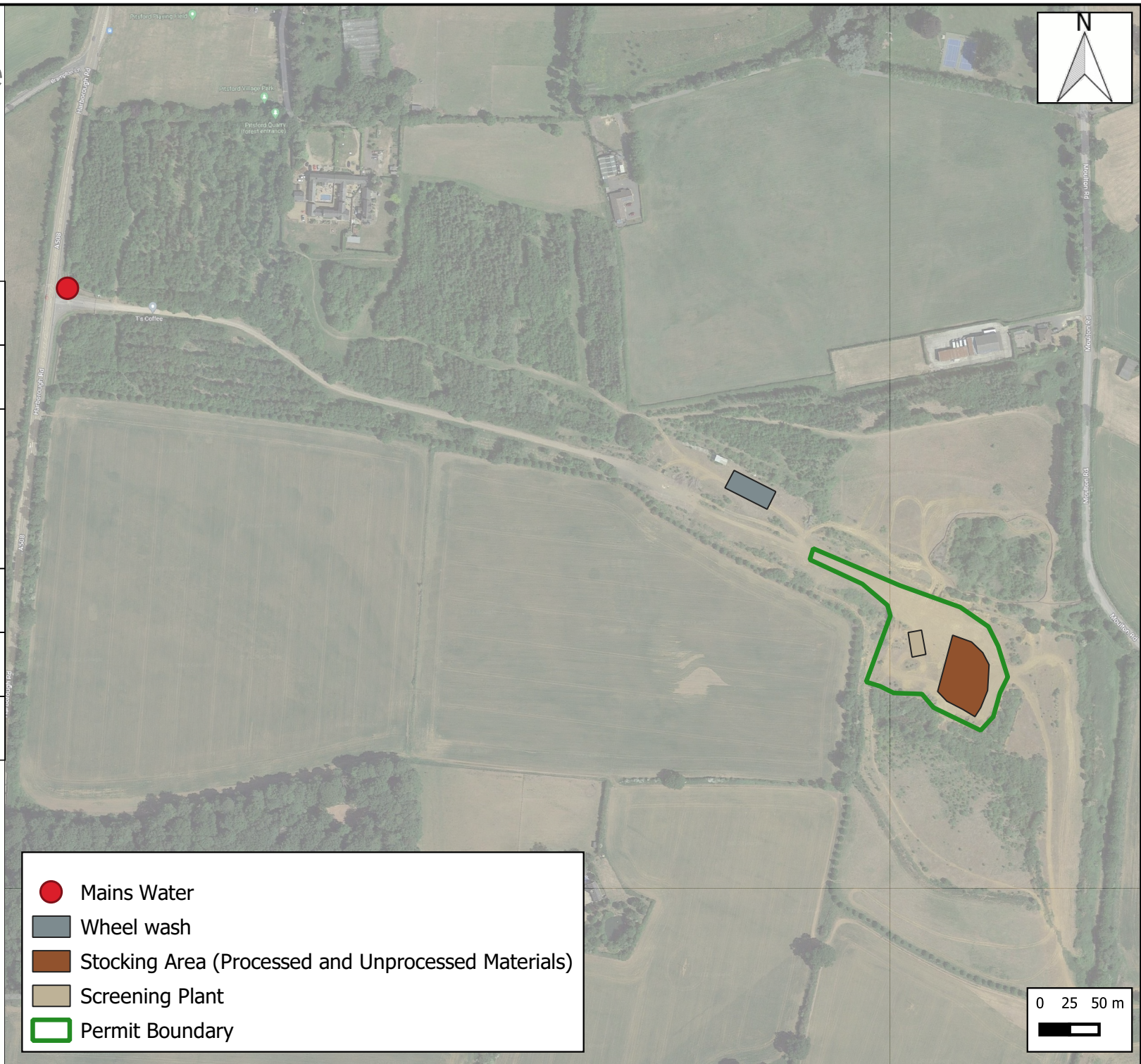
Title: Site Layout Plan






Site:  
Pitsford Quarry Recycling Facility,  
A508 Market  
Harborough Road,  
Northampton. NN6 9NL

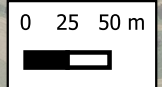
Date: 26 April 2022

Scale: 1:4,500

Reference: 21/014d 001



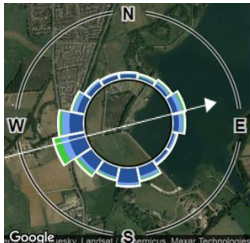
-  Mains Water
-  Wheel wash
-  Stocking Area (Processed and Unprocessed Materials)
-  Screening Plant
-  Permit Boundary



### Boughton Quarry










<b>Client</b>	Peter Bennie Group
<b>Title</b>	Sensitive Receptors Plan
<b>Plan No.</b>	21/014d 002
<b>Site</b>	Pitsford Quarry Recycling Facility, A508 Market Harborough Road, Northampton, NN6 9NL
<b>Scale</b>	1:10,000
<b>Version</b>	1
<b>Date</b>	26/04/2022

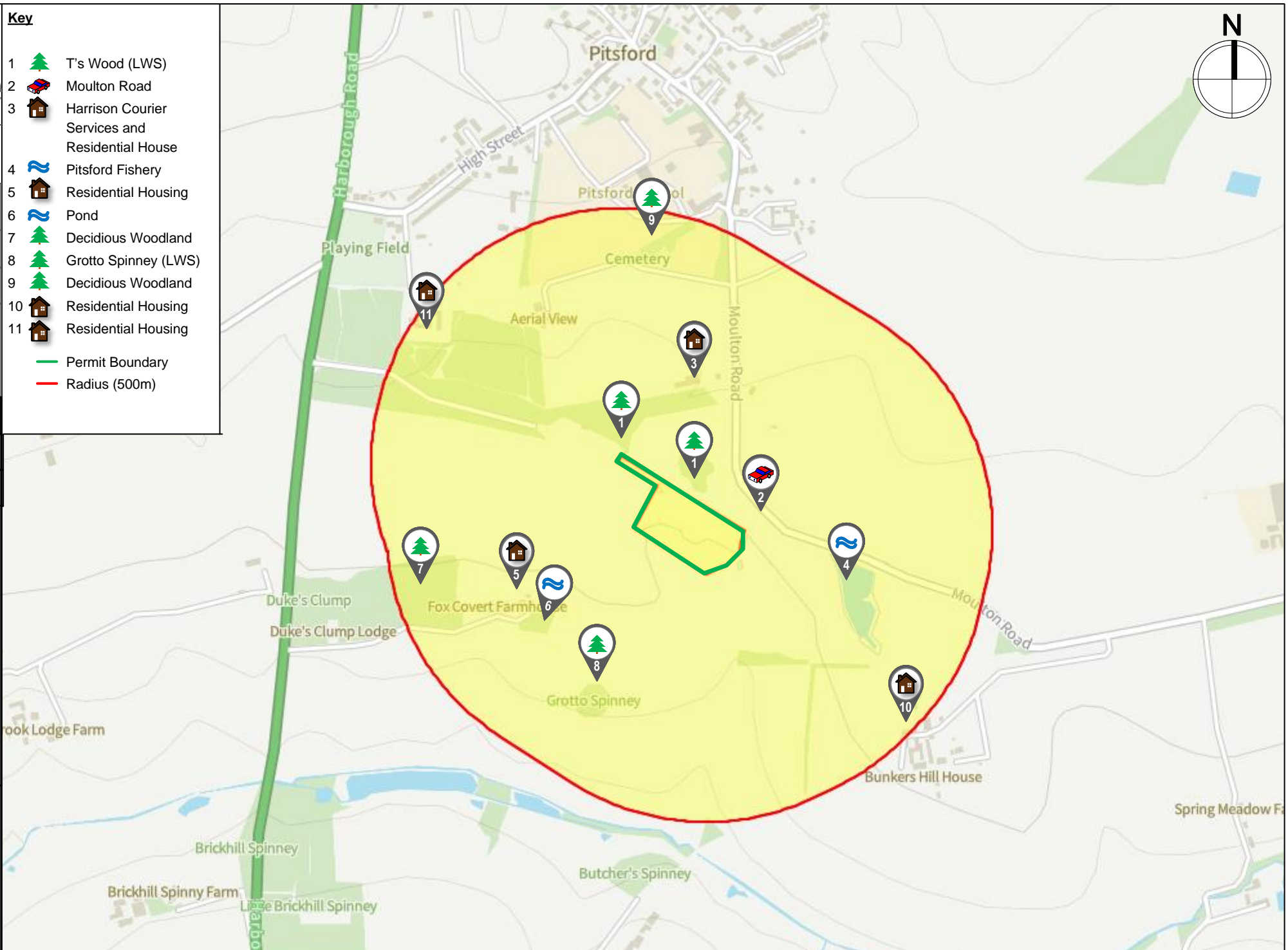
#### Wind Direction



Wind statistics based on observations from Pitsford Reservoir weather station. The predominant wind direction is W/SW.

#### Key

- 1  T's Wood (LWS)
  - 2  Moulton Road
  - 3  Harrison Courier Services and Residential House
  - 4  Pitsford Fishery
  - 5  Residential Housing
  - 6  Pond
  - 7  Deciduous Woodland
  - 8  Grotto Spinney (LWS)
  - 9  Deciduous Woodland
  - 10  Residential Housing
  - 11  Residential Housing
- Permit Boundary  
— Radius (500m)







## **Appendix 1**

### Inspection Checklists



## Daily Checklist

V.1 April 2022

Item	Aspects	Checked ✓ / ✗	Comment	Remedial Action (if required)	Action Form ✓ / ✗	
					Required	Completed
Litter	Within waste operation area					
	Along Site boundaries					
	Immediately outside Site entrance and exits					
Toilet	Cleanliness and good housekeeping					
Signage	Adequate and clear					
Roads	Public highway clear of mud and debris					
Dust Emissions	No excessive dust emissions should be escaping the boundary of the Site					
Plant / Equipment	Cleanliness and good housekeeping after use					

Date: \_\_\_\_\_ Time of Check: \_\_\_\_\_ Completed by: \_\_\_\_\_ Signature: \_\_\_\_\_



## Weekly Checklist

V.1 April 2022

Item	Aspects	Checked ✓ / ✗	Comment	Remedial Action (if required)	Action Form ✓ / ✗	
					Required	Completed
Site Security	Locks on gates working and no holes in gate.					
	No damage to boundary hedging					
Water Hoses	Hoses in good condition					

Date: \_\_\_\_\_ Completed by: \_\_\_\_\_ Signature: \_\_\_\_\_



## Annual Checklist

V.1 April 2022

Item	Aspects	Checked ✓ / ✗	Comment	Remedial Action (if required)	Action Form ✓ / ✗	
					Required	Completed
Access Road on Site	In good condition, no potholes/damage					

Date: \_\_\_\_\_

Completed by: \_\_\_\_\_

Signature: \_\_\_\_\_



## **Appendix 2**

### Complaints Form



## Complaints Form

V.1 April 2022

Who made the complaint?	Name:	
	Address:	
	Phone No.:	
Date and time they made the complaint:		
What happened? What was it about?		
Was anyone else aware of this – other neighbours or your staff? If so, who?		
Did the complaint relate to your site? If so, what happened? What went wrong?		
What have you done to make sure that it does not happen again?		
Was there any significant pollution – for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse?		
If there was, then you must notify the Environment Agency on 0800 807060 and any other relevant regulators.  Have you done so?    Yes <input type="checkbox"/> No <input type="checkbox"/>		At what time did you phone?
You must also write or send an email to confirm this to your local Environment Agency office.  Have you done so?    Yes <input type="checkbox"/> No <input type="checkbox"/>		What date did you contact?
Please print and sign our name:		