

Haye Down Waste Transfer Station

784- B033235

Dust Management Plan

Environmental Permit Application

West Devon Borough Council

November 2025

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1.0 Introduction

1.1 Report Context

- 1.1.1 This Dust Management Plan (DMP) has been prepared by Tetra Tech on behalf of Operator, West Devon Borough Council (The Council) to support an Environmental Permit Application for WDDBC's site located at Haye Down Industrial Estate (the site), Haye Down, Tavistock, Devon, PL19 0NN, at approximate National Grid Reference SX 44645 79630. The site location and permit boundary are presented on Drawing Number WDB/B033235/PER/01.
- 1.1.2 The site is currently operated by FCC Recycling (UK) Ltd on behalf of The Council. At present the site is being operated under a number of exemptions (S1 Storing wastes in secure containers, S2 Storing wastes in a secure place, T10 Sorting mixed wastes and T4 preparatory treatments (baling, sorting, shredding, etc) but there is no environmental permit.
- 1.1.3 A Local Enforcement Position Statement has been submitted to the Environment Agency to allow the continued operation of the facility, which is currently in breach of the waste exemptions, subsequently, it has been suggested that a bespoke environmental permit be applied for.
- 1.1.4 Consequentially, The Council are seeking to apply for a new bespoke permit for the operation of a Household, Commercial and Industrial Waste Transfer Station that will process a maximum of 25,000 tonnes per annum of non-hazardous waste. The site will also accept limited quantities of hazardous waste batteries.
- 1.1.5 According to the Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance a DMP must be prepared to support an application that comprises the *"keeping or treatment (or both) of household, commercial or industrial waste in a materials waste transfer station/ material recycling facility"* as well as the *"keeping or treating (or both) scrap metal"*.
- 1.1.6 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).
- 1.1.7 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. The Council and/or the nominated contractor, will implement the plan to ensure that all reasonable measures are taken to control dust emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

2.0 Site Description

2.1 Site Setting

- 2.1.1 The site is situated within Hayedown Industrial Estate located approximately 650m south of Haye Down and 1km east of Longcross in Devon. The site is centred at approximate National Grid Reference SX 44645 79630. The site location and the permit boundary are shown on Drawing Number WDB/B033235/PER/01.
- 2.1.2 The site is located in the southern portion of Hayedown Industrial Estate. The entrance to the Industrial Estate is located to the north of the site which can be accessed via an unnamed road located between Longcross and Haye Down.
- 2.1.3 The immediate surroundings of the site are other waste operations and industrial activities to the north, west and southwest, with agricultural land to the south. There are also residential properties located within the vicinity of the site to the east with the nearest located 60m east.

2.2 Overview of Site Activities

- 2.2.1 The site will operate a non-hazardous household, commercial and industrial waste transfer station and will comprise a building to the north of the permitted area, with outdoor storage bays and containment units located in the external yard. The Council propose to accept no more than 25,000 tonnes of waste per annum.
- 2.2.2 The operation of the waste transfer station will fall under the following Recovery and Disposal codes (R and D codes) shown in Table 1, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 1: Permitted R&D Codes

R/D Code	Activity Description
D14	Repackaging prior to submission to any of the operations numbered D1 to 13
D15	Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced)
R4	Recycling/reclamation of metals and metal compounds
R5	Recycling/reclamation of other inorganic materials
R13	Storage of waste consisting of materials for submission to any operation numbered R1 to R12 but excluding temporary storage pending collection on the site where it is produced.

2.3 Waste Types

- 2.3.1 Details of the proposed waste types are provided as Appendix A.

2.3.2 Prior to being accepted onto the site, each load will be inspected by transfer station staff. Potentially dusty wastes are stored within the confines of a building to limit the potential for wind blown dust.

2.4 Waste Quantities

2.4.1 The proposed facility will have an annual throughput of 25,000 tonnes.

2.5 Process Description

2.5.1 Materials will be delivered to the site in Kerbside sorters and bespoke vans and either end tipped directly into the bays or stockpiles or deposited on the hardstanding in front of the bays or stockpiles, where a telescopic handler will be operated to move the material into bays or stockpiles.

2.5.2 The majority of waste will be stored within designated storage bays for forward disposal or recovery within the WTS building.

2.5.3 The only waste streams that will be stored outside are mixed glass (in a designated bay) and food waste (in a suitable container).

2.5.4 An indicative layout of the Waste Transfer Station is provided on Drawing Number WDB/B033235/LAY/01.

2.6 Waste Storage

2.6.1 All stockpiles will be stored strictly at a height 1m below any storage bay or wall.

2.6.2 The waste storage details are set out within the Table below.

Table 2: Waste Storage Details

Waste Type	Location	How it is stored	Bay/Container Dimensions and Volume of Waste Stored (m)	Maximum Storage Time on Site	
Plastics & Metals	WTS Building	Bays	Plastics and Metal Bay 1		2 weeks
			Max waste storage height	3	
			Width of waste bay	6.5	
			Length of waste bay	6.3	
			Waste storage capacity (volume)	65	
			Plastics and Metal Bay 2		
			Max waste storage height	4	
			Width of waste bay	6.5	
Paper/Tetra	WTS Building	Bays	Paper/Tetra Bay 1 & Bay 2		2 weeks
			Max waste storage height	3	
			Width of waste bay	6.5	
			Length of waste bay	6.3	
			Waste storage capacity (volume)	65	
			Card Bay 1		

Card	WTS Building	Bays	Max waste storage height	3	1 week
			Width of waste bay	6.5	
			Length of waste bay	6.3	
			Waste storage capacity (volume)	65	
			Card Bay 2		
			Max waste storage height	3	
			Width of waste bay	6.5	
			Length of waste bay	6.3	
Glass	External Storage Area	Glass Bay	Length of bay	10	1 week
			Width of bay	12	
			Height of bay	3	
			Waste storage capacity (volume)	180	
Food Waste	External Storage Container	External Container	Length of container	12	3 Days
			Width of container	2.5	
			Height of container	2.5	
			Waste storage capacity (volume)	20	
Textiles	Storage Container	Textile Bank	Length of container	12	1 Month
			Width of container	2.5	
			Height of container	2.5	
			Waste storage capacity (volume)	20	
Batteries	Storage Container	Battery Storage Container within building or external storage bay with sealed drainage	Length of container	12	1 Month
			Width of container	2.5	
			Height of container	2.5	
			Waste storage capacity (tonne)	10	

2.7 Operating Hours

2.7.1 The operating hours of the Facility will be as follows: -

- 06:00-19:00 Monday – Friday; and
- 06:00 – 19:00 Saturday.

2.7.2 No works will be undertaken on Sundays or Bank Holidays other than emergency cover.

2.8 Plant and Equipment

2.8.1 The following equipment will be used on site: -

- Forklift, and;
- Telehandlers.

- 2.8.2 The performance of all plant and equipment will be reviewed in comparison to other models that may be available on the market. If there happens to be other models available that perform more efficiently than the site's existing plant and is financially feasible, The Council may decide to change their existing plant and equipment. As part of the process, The Council will ensure that all non-road going mobile plant have a minimum Stage IV emission rating and road going vehicles will have a minimum emission rating of Euro VI. As such, the brand, make, model and specification of the mobile plant and equipment that will be used on site is expected to vary throughout the operational life of the facility.
- 2.8.3 Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.
- 2.8.4 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. This particular programme forms part of the site's Environmental Management System.
- 2.8.5 In addition, all plant and equipment will be visually inspected on a daily basis by the Plant Operator (or a nominated deputy) 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.
- 2.8.6 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.

2.9 Dust Sensitive Receptors

- 2.9.1 Sensitive receptors within 1km of the site that may potentially be at risk from a fire have been listed in Table 2 and are shown in Drawing Number WDB/B033235/REC/01. The receptors identified within the Nature and Heritage Conservation Screen (EPR/NP3327SH/P001) have also been listed in Table 2.

Table 3: Location of Potential Receptors Within 1km of the Site

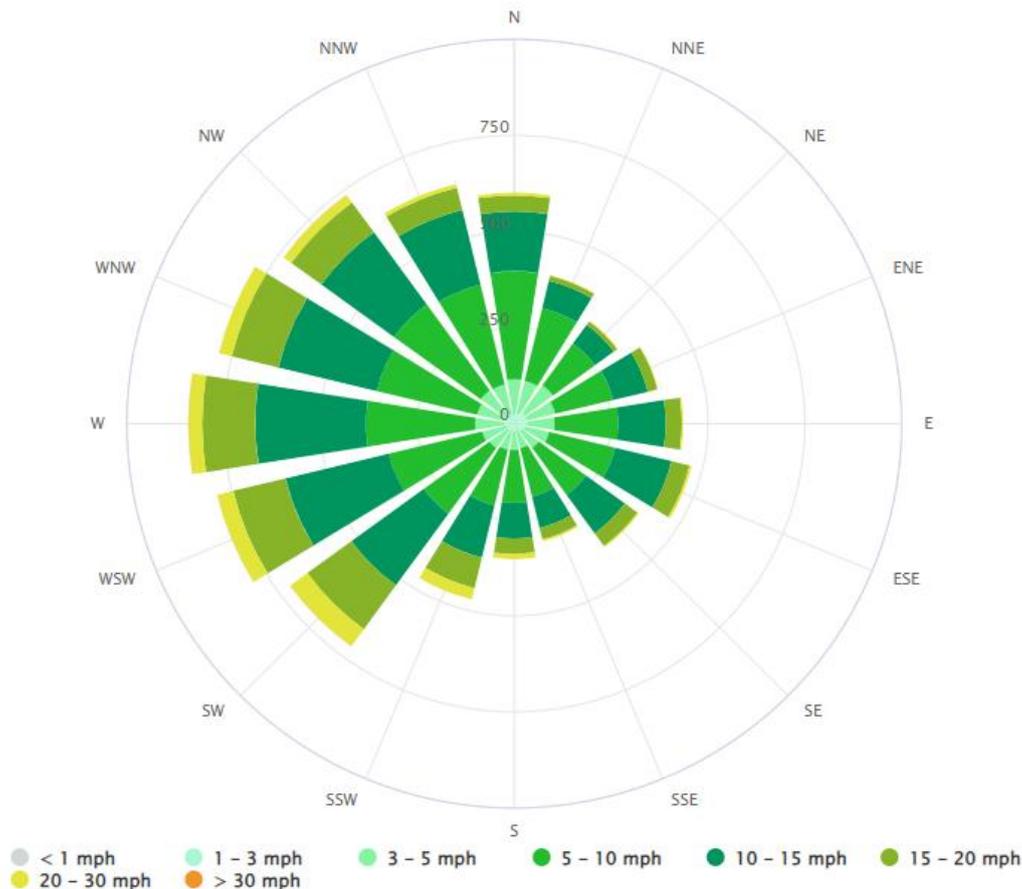
ID	Receptor	Direction from Operational Area	Minimum Distance from the site (approx. m)
Domestic Dwellings			
1	Haye Down Industrial Estate Dwellings	E	55
2	Haye Down Farm Residencies	E	360
3	Beech Farm Residencies	S	640
4	Higher Haye Residencies	S	970
5	Haye Comb Farm Residencies	SW	520
6	Longcross Properties	SW	840
7	Quither Down Farm Residencies	NW	680

8	Residency (Near A&M Pallets)	W	70
Commercial and Industrial Premises			
9	J A McLaughlin	E	290
10	Haye Down Industrial Estate	-	Adjacent
11	A&M Pallets	W	125
12	Industrial Property	N	610
13	Industrial Property (Haye Down Farm)	SE	240
14	Industry (Beech Farm)	S	755
15	Industry – Higher Haye	SW	970
16	Longcross Industry	SW	875
17	Industry	NW	745
18	Commercial Lamp Supplies	NE	410
19	Week Cottages Road Industry	NE	980
Highways or Minor Roads			
20	Week Cottages	NE	995
Sensitive Land Uses			
21	Haye Down Farm	E	365
22	Beech Farm	E	665
23	Quither Down Farm	NE	515
24	Haye Combe Farm	SW	515
25	Longcross Farm	SW	825
Priority Habitats			
26	Haye Down Industrial Estate Deciduous Woodland	-	Adjacent
27	A&M Pallets Deciduous Woodland	W	95
28	Quither Down Farm Deciduous Woodland	NE	620
29	Beech Farm Deciduous Woodland	S	470
30	Haye Combe Farm Deciduous Woodland	SW	355
31	Longcross Deciduous Woodland	W	900
32	River Lumburn Deciduous Woodland	SE	990
Listed Buildings and Scheduled Monuments			
33	Bowl barrow	E	735
34	Bowl barrow 2	E	960
Surface Water e.g. rivers and streams			
35	Small Pond	N	395
36	Quither Common Stream	NE	420
37	River Lumburn Tributary	SW	295
38	River Lumburn	SE	750
Groundwater (sensitivity)			
According to the Multi-Agency Geographic Information for the Countryside's (MAGIC) website, the site is not situated within a Source Protection Zone). With regards to aquifers, the MAGIC website shows that the majority of the site overlies Secondary A Bedrock aquifer. The Superficial Drift Aquifer also comprises a Secondary A Aquifer.			

2.10 Wind

- 2.10.1 The prevailing wind direction will determine which receptors will be affected and at what frequency.
- 2.10.2 Meteorological data has been used from Tavistock from www.meteoblue.com which is considered to be representative of conditions within the vicinity of the application site. According to the wind rose data for the area, the prevailing wind in the local area is from the west (W) as shown in Figure 1 below.

Figure 1: Tavistock Prevailing Wind Direction



- 2.10.3 As such, areas at most risk from dust emissions, should it occur, are therefore located east of the site. The site immediately bounded by a bay wall which runs along the east of the site, and additionally hedgerows and shrubbery.
- 2.10.4 As noted in Table 2, there are surface water features within 1km of the site. According to the EA's 'Dust & Emission Management Plan' template, surface water and groundwater are not identified as receptors that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.
- 2.10.5 As indicated in Drawing Number WDB/B033235/PER/01, the site is bordered by additional industry to the north, west and southwest, with agricultural land to the south, and rural land to the east with few residential properties.

2.11 Local Contributors to Dust

2.11.1 According to the EA's public register, there are a number of waste facilities within 1km of the site that may be considered as local contributors to dust emissions. Details of these facilities are summarised in the table below.

Table 4: Local Contributors of Dust within 1km of the Site

Name of Site	EPR/Registration	Name of Operator	Site Address	Site Type	Direction and distance from the site
Hayedown Waste Transfer Station	EPR/ KB3200XN	SPARLING RECYCLING LIMITED	Hayedown Waste Transfer Station, Haydown Industrial Estate, Tavistock, Devon, PL19 0NN	S0811 No 11: Inert & excavation Waste TS + treatment	65m North
Hayedown Landfill Site	EPR/ EP3196HE	Roger Sparling	Land/ Premises At, Hayedown Ind Est, Hayedown, Tavistock, Devon, PL19 0NN	A6: Landfill taking other wastes (Closed)	185m Northeast
Hayedown Waste Transfer Station	EPR/ EB3305TV	SPARLING RECYCLING LIMITED	Hayedown Waste Transfer Station, Hayedown Ind Est, Hayedown, Tavistock, Devon, PL19 0NN	A11: Household, Commercial & Industrial Waste T Stn	65m North
Kingsley Baker trading as Men for All Seasons	CBDU457103	Kingsley Baker trading as Men for All Seasons	Higher Haye Cottage, Tavistock, PL19 0LJ	Carrier Dealer - Upper Tier	970m Southwest
Higher Haye Farm	WEX311747	Roger Geake	HIGHER HAYE FARM, TAVISTOCK, PL19 0LJ	U10	970m Southwest

3.0 Dust and Particulate Management

3.1 Responsibility for the Implementation of the DMP

- 3.1.1 The implementation and dissemination of this DMP will be the responsibility of the Site Manager, supported by other staff. The Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.
- 3.1.2 A nominated deputy will be appointed for all times when the Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the DMP are adhered to.
- 3.1.3 All site staff will receive instructions on how the plan is to be implemented during toolbox talks on site.
- 3.1.4 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.

3.2 Sources and Control of Dust

- 3.2.1 The key aspects of the process which may lead to dust emissions are identified in Table 4 below and the control measures that will be used are detailed in Table 5.

Table 5: Source-Pathway-Receptor Routes from Waste Activities at the Site

Source	Pathway	Receptor	Type of impact
Mud	Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	Public highways listed in Table 2.	Visual soiling, also consequent resuspension as airborne particulates
Debris	Falling off waste delivery vehicles	Public Highways listed in Table 2.	Visual soiling, also consequent resuspension as airborne particulates
Tipping and storage of waste inside building	Escape from buildings and subsequent atmospheric dispersion	Occupiers of domestic dwellings listed in Table 2. Workforce in commercial and industrial properties listed in Table 2. Amenities listed in Table 2. Habitats listed in Table 2.	Visual soiling and airborne particulates.
Vehicle exhaust emissions	Atmospheric dispersion	Occupiers of domestic dwellings listed in Table 2.	Visual soiling and airborne particulates
Non road going machinery exhaust emissions	Atmospheric dispersion	Workforce in commercial and industrial properties listed in Table 2.	Airborne particulates
			Airborne particulates
			Airborne particulates

		Amenities listed in Table 2. Habitats listed in Table 2.	
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Table 6: Measures to Control Dust/Particulates from Permitted Waste Activities

Abatement Measure	Description / Effect	Trigger for implementation
Preventative Measures		
Enclosure	Wastes accepted for the site will be predominantly stored internally with the exception of food waste and mixed glass which will be stored in external bays. All wastes will be stored on an impermeable surface. As the wind direction is of an eastern direction it is anticipated that the suspension of dust or the likelihood of dust transgressing the sites boundary will be minimal.	All preventative measures will be implemented during the operating hours detailed in Section 2.7.
Site speed limit	The site will have a speed limit of 5mph in place to restrict speed on site. This will prevent the suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit.	
No-idling policy	A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use.	
Minimising drop heights for waste	Drop heights will be minimised as much as practicable to reduce the generation of dust whilst waste is being moved.	
Site surfacing	The site surfaces comprise an impermeable surface. The site surfacing will be visually inspected on a weekly basis to ensure that all areas provide a smooth-running surface. In the event that any damage is identified on the site's surfacing, necessary remedial work will be undertaken as soon as possible. If possible, the area may also be closed off until the necessary remedial works have been undertaken.	
Sheeting of vehicles	Wastes being delivered to the site will be covered or sheeted to prevent dust emissions whilst the waste is in transit.	
Maintenance of Plant and Equipment	All plant and equipment will be maintained in accordance with the manufacturer's requirements. This will minimise the risk of mechanical failure which may result in increased dust emissions. In addition, all plant and equipment will be subject to visual checks on a daily basis prior to use to ensure that the equipment functions correctly. In the event that any damage is identified on any plant or equipment that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, defective plant or equipment may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards	

	to cleaning equipment (i.e. road sweeper), arrangements will be made to employ alternative equipment.	
Good housekeeping	The site will be subject to visual inspections on a daily basis to ensure that there is not a build-up of particulates on surfaces and equipment. In addition, site staff will remain vigilant during operational hours for any visible dust on surfaces and equipment. Any abnormal build-up of dust noticeable on surfaces and equipment will be removed as soon as is practicable.	

3.3 Best Available Techniques

- 3.3.1 The EA's 'Dust & Emission Management Plan' template has been used to ensure that the Best Available Techniques (BAT) are implemented on site.
- 3.3.2 General site housekeeping will ensure that dust does not build up on site and all dust generating activities will be monitored closely and site operatives will be vigilant and report any excessive dust issues to the Site Manager to be dealt with at the next available notice.
- 3.3.3 The Site Manager or nominated employee will undertake a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the manager.
- 3.3.4 Should dust, mud, litter or other debris be identified, a road sweeper will be employed to maintain the site cleanliness.
- 3.3.5 Further, the site layout has been constructed with consideration to neighbouring receptors, including the Protected Habitats, Surface Water Features and Deciduous Woodlands, so that they are unlikely to experience an increase in dust levels this is because the prevailing wind direction is from the west.
- 3.3.6 Vehicles delivering waste to the site will be covered or sheeted to prevent the generation of dust whilst the waste is in transit. Drop heights will also be minimised as much as practicable to reduce the generation of dust from loading/unloading activities.
- 3.3.7 All plant and machinery will have effective silencers where practicable and be maintained in accordance with the manufacturer's requirements to minimise the risk of mechanical failure which could result in increased dust emissions.
- 3.3.8 Owing to the layout of the site within an industrial setting which is bounded to the north, west and southwest by other industrial uses, and by bay walls/hedgerow to the east, it is considered impractical to consider the planting of grass or trees as there is no available open ground, albeit there is a line of trees to the eastern boundary of the site.
- 3.3.9 With the above measures in place, it is considered that the site is considered to be compliant with BAT.

3.4 Visual Dust Monitoring

- 3.4.1 Visual dust monitoring of waste stockpiles will be undertaken to determine if dust is being generated on site. The visual dust monitoring points are shown on Drawing Number WDB/B033235/VMD/01.
- 3.4.2 Daily monitoring in the form of a visual assessment will be conducted across the site boundary to ensure that there are no visible dust emissions. According to the EA’s Technical Guidance Note (TGN) M17 ‘Monitoring Particulate Matter in Ambient Air around Waste Facilities’, a minimum of two monitoring points (one upwind and one downwind in relate to prevailing wind) should be established. As such, a visual assessment will take place at the points shown on Drawing Number ERI/B066441/VDM/01 as a minimum. These points take into consideration the prevailing wind direction (SW) and sensitive receptors that are potentially downwind to some of the working phases
- 3.4.3 Monitoring will also comprise daily observations on the meteorological conditions (particularly the wind speed and direction) at the site. This information will be used by the Site Manager (or a nominated deputy) to determine the risk of dust emissions which is typically elevated during periods of dry weather or high winds. For the purposes of this DMP 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*”.
- 3.4.4 Daily monitoring will be undertaken by a member of site personnel who is trained in this procedure.
- 3.4.5 The results of the visual assessment and comments on the meteorological conditions will be recorded in the Daily Site Inspection Log (Appendix C) or via Eco Online and will be reviewed by the Site Manager (or a nominated deputy). The Council or the nominated contractor will maintain a record of the Daily Dust Conditions Log which will be referred to in the event of a complaint (as detailed in Table 7).
- 3.4.6 Monitoring will be undertaken during the operating hours detailed in Section 2.7. The Council do not propose to make any arrangements to monitor dust outside operating hours as it’s considered that the risk of dust will be low during this period.
- 3.4.7 In the event that visible dust or high winds are identified through daily monitoring, the following actions will be undertaken.

Table 7: Action Plan for Visible Dust or High Wind Speeds

Action		Person responsible for ensuring action is carried out	Timescale for action completion
1	The Site Manager (or a nominated deputy) will be notified and will make the appropriate managerial staff and site operatives aware.	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.

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	<p>In the event that visible dust is identified from daily monitoring, the Site Manager (or a nominated deputy) will review site operations to establish if the site can be identified as the source of the dust.</p> <p>In the event that high wind speeds are observed, the Site Manager (or a nominated deputy) will proceed to implement remedial action(s) that are detailed in Step 2.</p>		
2	<p>If the visible dust can be directly related to the site or high wind speeds are observed, remedial action will be undertaken and may include the following depending on the source: -</p> <ul style="list-style-type: none"> • Reduce/limit waste deliveries to and from the site; and, • Reduce/limit activities that present a high risk to dust emissions (e.g. shredding and granulator). 	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
3	A follow up visual assessment will be undertaken off site on the local road network for any visible dust.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
4	If visible dust is not identified, the Site Manager (or a nominated deputy) will ensure that any action taken and the effectiveness of that action is documented and a record will be maintained.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
5	In the event that visible dust is identified following the implementation of remedial action(s) and the dust control methods fail, operations on site will cease and the EA will be informed.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).

4.0 Reporting and Complaints Procedure

4.1 Purpose of Complaints Procedure

- 4.1.1 A DMP 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.
- 4.1.2 A procedure has been developed (see Table 7 below) to ensure that complaints will be handled by The Council appropriately and consistently and to reassure the EA 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.

4.2 Complaints Reporting Route

- 4.2.1 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 EA's contact details and The Council's contact 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.

4.3 Complaints Records

- 4.3.1 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 The Council to identify any patterns which would prompt a review in dust management procedures and control measures.

Figure 2: Reporting Route

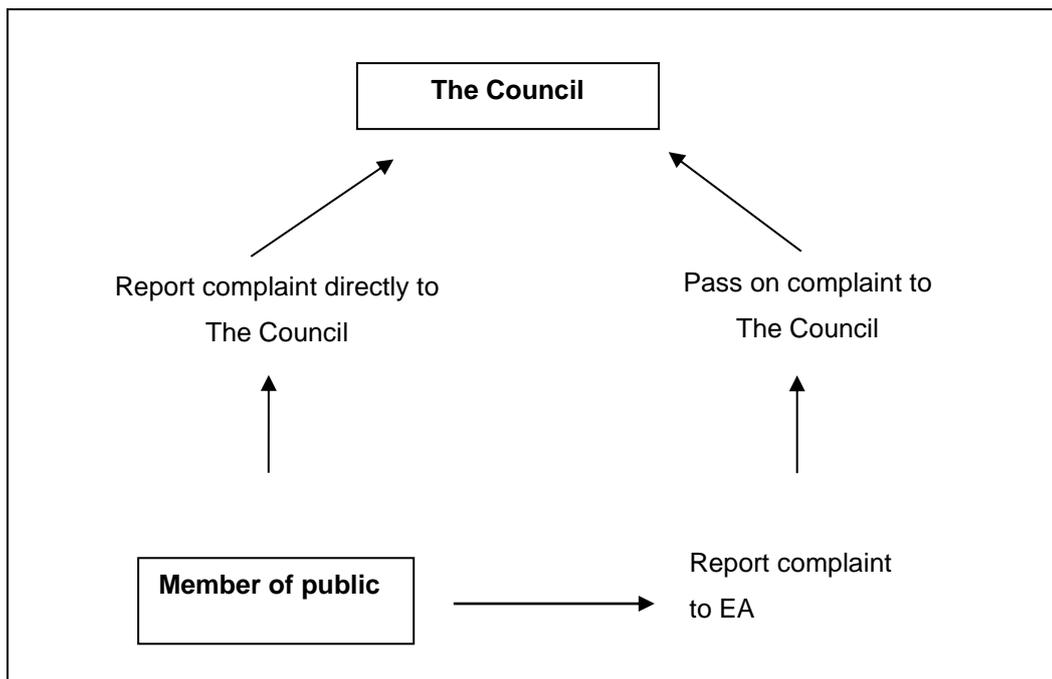


Table 8: Complaints Procedure

Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1. The Site Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint. The EA will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet (Appendix B).	Site Manager or appropriately trained operator	Within two working days of receipt of the complaint.
2. The complaint will be investigated by: - a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records. b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted. c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site. 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.	Site Manager or appropriately trained operator	Within one working day of receipt of the complaint.

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3.	If more than one complaint is received about a particular incident, and the cause has not been established, The Council would engage with the complainant(s) and agree corrective action(s) to be undertaken and timescales to implement.	Site Manager or appropriately trained operator	Within one working day of receipt of the complaints.
4.	The Site Manager will instigate any necessary reviews of procedures and will implement corrective action(s) that were agreed with the complainant(s).	Site Manager or appropriately trained operator	Works would commence within seven working days of agreeing corrective action. Completion will depend on timescales agreed with the complainant.
5.	Following the corrective action(s) have been implemented, the complainant and the Environment Agency will be informed.	Site Manager or appropriately trained operator	Within one working day of corrective action(s) being implemented.
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 or appropriately trained operator	Within two weeks of corrective action(s) being implemented.
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 & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record, it will be accessible from the site.</p>	Site Manager or appropriately trained operator	Within two weeks of receipt of corrective action(s) being implemented.

Drawings

WDB/B033235/PER/01 – Permit Boundary Plan

WDB/B033235/REC/01 – Environmental Receptor Plan

WDB/B033235/VMD/01 – Visual Dust Monitoring

Appendix A – Proposed Waste Types

Table A1: Proposed Waste types

EWC Code	Description
15	WASTE PACKAGING, ABSORBENTS, WIPING CLOTHS, FILTER MATERIALS AND PROTECTIVE CLOTHING NOT OTHERWISE SPECIFIED
15 01	Packaging (including separately collected municipal packaging waste)
15 01 01	Paper and cardboard packaging
15 01 02	Plastic packaging
15 01 04	Metallic packaging
15 01 06	Mixed packaging
15 01 07	Glass packaging
15 01 09	Textile packaging
16	WASTES NOT OTHERWISE SPECIFIED IN THE LIST
16 02	Wastes from electrical and electronic equipment
16 02 16	Printer cartridges
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS
20 01	Separately Collected Fractions (Except 15 01)
20 01 01	Paper and cardboard
20 01 02	Glass
20 01 10	Clothes
20 01 11	Textiles
20 01 33*	Batteries and accumulators included in 16 06 01, 16 06 02 Or 16 06 03 and unsorted batteries and accumulators containing these batteries
20 01 34	Batteries and accumulators other than those mentioned in 20 01 33
20 02	Other mixed municipal waste
20 03 01	Mixed municipal waste

Appendix B – Complaints Form

Dust complaint report form	Date:	Ref. No.
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	

Appendix C - Daily Site Inspection Log

Date	
Name	
Observations	
Actions	
Signature	