

Haye Down Waste Transfer Station

784-B033235

Operational Noise 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 Operational Noise Management Plan (ONMP) has been prepared on behalf of, West Devon Borough Council (The Council) to support an Environmental Permit Application for a Household, Commercial and Industrial Waste Transfer Station at Haye Down Industrial Estate (the site), Haye Down, Tavistock, Devon, PL19 0NN, at approximate National Grid Reference SX 44659 79625 and to reduce the risk of long-term operational noise impacts associated with the development.
- 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 However, following changes to the methodology for collection whereby cans and plastics are co-mingled rather than collected as separate streams the site is no longer eligible to operate under the exemptions. As such, the operator (FCC) and The Council have identified that the exemptions which the site currently operates under are no longer suitable and a full Environmental Permit should be obtained.
- 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.
- 1.1.5 Activity on site will entail the use of the following plant and equipment: -
- Loading shovels;
 - 360 material handlers; and,
 - Forklift/telehandlers.
- 1.1.6 All equipment will be used externally and within the permitted operating hours.
- 1.1.7 The general methods of reducing and managing operational noise are presented within this ONMP. These methods are intended to control noise associated with site operations and to provide a method of communication between local residents and the site operator (The Council), should site operations noise cause noise disturbance to local residents.
- 1.1.8 A site layout plan is shown on Drawing Number BDY-03.

1.2 Responsibility For the Implementation of the ONMP

- 1.2.1 The implementation and dissemination of this ONMP 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.
- 1.2.2 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 ONMP are adhered to.
- 1.2.3 All site staff will receive instructions on how the plan is to be implemented during toolbox talks on site.
- 1.2.4 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.

1.3 Site Setting

- 1.3.1 The site is situated in the southern area of Haye Down and is centred at approximate National Grid Reference (NGR) SX 44659 79625. The application site is detailed on Drawing Number BDY-03.
- 1.3.2 The site is located within a purpose-built industrial estate comprising of additional industrial and commercial properties with the River Lumburn running approximately 750m to the southeast. The additional industrial and commercial properties surrounding the site include a recycling centre, a sand and pallet supplier, vehicle repair shop manufacturer, waste transfer station and self-storage service. There are several deciduous woodlands within 1km of the site.
- 1.3.3 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.

2.0 Operations

2.1 Permitted Activities

- 2.1.1 The site will operate a non-hazardous household, commercial and industrial waste transfer station and will comprise a building to the north of the site, 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.
- 2.1.2 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
D9	Physico-chemical treatment not specified elsewhere in Annex IIA which results in final compounds or mixtures which are discarded by means of any of the operations numbered D1 to D8 and D10 to D12
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)
R3	Recycling/reclamation of organic substances which are not used as solvents (including composting and other biological transformation processes)
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.

2.2 Waste Quantities

- 2.2.1 The maximum quantity of waste accepted at the facility shall not exceed 25,000 tonnes per annum.

2.3 Process Description

- 2.3.1 Materials will be delivered to the site in RCV's or tipping vehicles and either end tipped directly into the bays or stockpiles or deposited on the hardstanding in front of the bays or stockpiles, where a loading shovel will be operated to move the material into bays or stockpiles.
- 2.3.2 The majority of waste will be stored within designated storage bays for forward disposal or recovery within the WTS building. The building will have roller shutter doors which will be kept closed when not in use (i.e. arrival or departure of vehicles). In addition, pedestrian doors are also closed when not in direct use.
- 2.3.3 The only waste streams that will be stored outside are mixed glass (in a designated bay) and textiles (in a textile bank).

2.3.4 An indicative layout of the Waste Transfer Station is provided on Drawing Number BDY-03.

2.4 Waste Storage

- 2.4.1 Waste on site will be stored and handled in a way that ensures prevention and minimisation of pollution risks.
- 2.4.2 The handling of waste will be minimised due to the efficient location of the waste storage areas on site. The location of these areas is shown on Drawing Number BDY-03.
- 2.4.3 Waste handling will be undertaken by competent staff with the assistance of mobile plant. All waste storage areas are located securely within the security protected area of the facility to restrict unauthorised access and vandalism.
- 2.4.4 All waste accepted on site comprises of non-hazardous wastes, and the site will follow first-in-first-out (FIFO) procedure.
- 2.4.5 Storage areas, containers and infrastructure will be inspected daily to ensure there is no loss of containment. Written records of all inspections will be kept, and any spillages of waste will also be logged.
- 2.4.6 Due to the nature of the waste accepted on site, segregation procedures do not apply.

2.5 Noise Generating Equipment

2.5.1 The items contained within Table 3 below are identified as being the most significant sources of noise. An overview of the 'embedded' mitigation that is associated with the identified plant is highlighted within Table 3.

Table 2: Noise Generating Equipment and Mitigation Overview

Plant Item	Mitigation
HGV Movements and Unloading	HGV's arriving on-site will be asked to switch off engines whilst idle. Site access roads and service yards will be maintained and kept free of potholes and other deformities. Vehicle movements will only be undertaken during the site's operational hours. Measures will be taken to reduce impulsive noise associated with deliveries, through maintenance and training. See Section 2.7 and 3.0.

Plant Item	Mitigation
<p>Loading shovels; 360 material handlers; and, Forklift/telehandlers</p>	<p>Regular maintenance of equipment and training on correct use will be provided. All equipment will be turned off when not in use. All plant and machinery will have effective silencers where practicable. Utilisation of low-level warning signals. An anti-idling policy will be employed on site which requires all vehicles and plant to be switched off when not in use. All noise generating activity will only be undertaken during the operating hours. It is noted that the wind comes from a west southwestern direction and the northeastern boundary of the site is immediately adjacent to similar industrial properties. Additionally, the site is bound by trees and shrubbery which will provide a natural screen to noise. For more information, please see Section 2.7 and 3.3.</p>
<p>Staff Car Park</p>	<p>Training will be provided to staff about being considerate neighbours and considering noise impacts of their actions such as slamming doors or shouting.</p>

2.6 Operating Hours

2.6.1 The proposed operating hours of the Facility are as follows: -

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

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

2.7 Maintenance

2.7.1 The site will utilise Planned Preventive Maintenance (PPMs) as per the manufacturer's Operation and Maintenance Manual. Corrective actions can also be raised for potential anomalies that are identified. Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.

2.7.2 All plant and equipment will be maintained in accordance with a Preventative Maintenance Program (PMP) 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 noise emissions.

2.7.3 In accordance with the site's EMS, all plant and equipment will be inspected on a daily basis by a nominated 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.

2.7.4 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 Site Diary will be updated to outline the operational conditions and availability of all plant and equipment.

2.7.5 Once the necessary remedial works have been undertaken, the Site Diary style recording system will be updated to provide details of the defects and the remedial actions that were undertaken.

2.7.6 Management staff will undertake monthly checks, to ensure all equipment is operating efficiently and without excessive noise. Any defects or damage will be reported to the site Manager and remedied in reasonable time.

3.0 Noise Management

3.1 General Best Practice and Site Management

3.1.1 Site staff will ensure that the delivery and loading of waste takes place in a controlled manner so that noise generation is kept to a minimum. Such measures include: -

HGV Movements and Deliveries

- Internal roads and service yard to be maintained to avoid noise from trucks hitting from potholes, ruts etc;
- Engines to be switched off when vehicle is waiting or not in use;
- Manoeuvring should be minimised as far as practicable to avoid unnecessary revving of engines; and,
- No use of vehicle horns unless as an emergency health and safety requirement.

On-site Movement of Materials

- No unnecessary shouting in the external yard area; and,
- Mobile plant operators should seek to minimise drop heights and excessive banging of materials when loading/unloading.

Fixed Plant

- Regular inspection of plant will be undertaken;
- Ensuring that regularly maintained and appropriately silenced equipment is used; and,
- In terms of on-site employees, appropriate actions will take place with regard to the Noise at Work Regulations including the requirement for the use of ear defenders and appropriate warning notices.

3.1.2 In addition to the above, the following measures will be implemented: -

- Regular maintenance of all equipment which as a minimum are in-line with manufacturer's recommendations;
- Qualitative monitoring of noise levels generated by the site operations will be carried out on a weekly basis by site staff and be recorded on the weekly checklist; and,
- Should noise issues with any on-site plant be identified, immediate steps will be taken to take the plant out of circulation (where possible) and repairs will be actioned as soon as possible to remedy the problem.

3.2 Weekly Checklist

- 3.2.1 The site manager, or designated person will be responsible for ensuring that weekly checks are made around the site and its externals in order to identify any unusual or unexpected sources of noise and to establish whether any unusual noise is discernible at the perimeter of the site. The noise checks will be undertaken by the designated person who will undertake site walkovers to assess the qualitative character of the sounds. The qualitative observations will be recorded on a log sheet, an example noise log sheet has been included within Appendix A.
- 3.2.2 Any abnormal noise identified must be clearly marked on the inspection form. Should noise be identified during a routine noise assessment, which, based on its characteristics and the prevailing meteorological conditions, may originate from the facility, then an immediate investigation into the source of the noise will be undertaken. Such an investigation would also be undertaken in response to any complaints that may be received.
- 3.2.3 Immediately upon detection of any abnormal noise, or receipt of any noise complaint, the following checks will be made: -
- Physical check on mobile plant;
 - Physical check on fixed plant; and,
 - Qualitative noise checks either near to the source or at the boundary of the site which can be compared with previous observations to help determine changes to the noise level.
- 3.2.4 If any anomalies to normal site settings are observed, immediate remedial action will be taken, with any anomalies and corrective actions being recorded in the site diary.
- 3.2.5 Depending on the abnormal noise identified and anticipated time of resolution, the Site Supervisor and Site Manager will determine if operations are to cease or continue until the issue has been resolved.
- 3.2.6 Site management will not solely rely on the specific weekly noise checks, as noise levels generated by the operation will be assessed on a continuous qualitative basis by the site staff present on site and any noise identified outside the regular inspections will be reported to site management for investigation.

3.3 Training and Ongoing Management

- 3.3.1 Staff on site (including the Site Supervisor and Manager) will be provided with training and instruction in all aspects of the respective job role and responsibilities, this includes full training on any plant and fixed equipment they will operate.
- 3.3.2 For fixed plant this will comprise of the following as a minimum: -
- The hazards/risks of the equipment, including a consideration of site-specific factors;

- The safe operation of the equipment and associated operations;
- The use of safety components;
- Lock-off procedures/procedures for cleaning, clearing blockages and maintenance;
- The safe resetting of the equipment following activation of emergency stops; and,
- Equipment specific maintenance requirements.

3.3.3 Regular checks will be undertaken by the Site Supervisor and Manager to ensure that the plant is fully functional, operating as normal and that there are no irregularities within the noise emitted from the plant. The Site Supervisor (if not the Site Manager) will generally be the Technical Competent Person for the site and will have the relevant training regarding the operation of this type of waste management site.

3.3.4 The Site Supervisor (if not the Site Manager) will generally be the Technical Competent Person for the site and will have the relevant training regarding the operation of this site.

3.3.5 As part of the staff training, site personnel will be advised of the following aspects, particularly in relation to noise: -

- The proper use and maintenance of plant and equipment to minimise noise;
- Control of Noise at Work – Occupational Noise Hazards;
- Management of environmental noise; and,
- Avoidance of unnecessary noise when carrying out manual operations and when operating plant and equipment.

3.3.6 Site staff will be trained on site on the above topics. The training provided will promote the importance of being aware of and controlling both occupational and environmental noise.

3.3.7 Staff and management training records will be kept and can be made available to the Local Planning Authority on reasonable request.

4.0 Reporting and Complaints Procedure

4.1 Investigation and Records

- 4.1.1 Any noise complaints received at the facility or via the Local Authority will be recorded and The Council will acknowledge the complaint and conduct an appropriate investigation into the complaint. This will be both on site and at the location of the complaint, if known, to determine the significance of the noise and particular process giving rise to the complaint. Where possible, as much information and detail about the complaint will be recorded, whether this is from the relevant authority or complaint direct to site. This information will assist in the investigation and determining the source of the noise.
- 4.1.2 All complaints and queries will be logged as soon as in practicably possible. Should the complaint be received out of typical office hours, site management shall try to attend site as soon as possible to carry out an investigation dependent upon availability. An initial investigation shall be carried out at the latest on the following day after the complaint. Should the initial investigation indicate that further detailed investigation is required, the Site Manager will action the necessary additional work as quickly as reasonably possible. In this instance, the complainant, local authority, and other relevant stakeholders will be informed that additional investigative work is being undertaken and an approximate time for completion will be provided.
- 4.1.3 All complaints logged will be subject to investigation and records will be kept on site. Results of investigations into complaints would be recorded on site and reported back to the complainant or the reporting body if requested. All responses will be relayed through trained and experienced staff.
- 4.1.4 The Council will ensure that the complainant has all the relevant contact details of the site (i.e., the Site Manager), the EA's contact details. The Council will be in regular contact with the complainant and the EA whilst the cause of the noise is being investigated and remediated.
- 4.1.5 An evaluation of the effectiveness of the techniques used will be carried out on completion of any remedial measures and records of the above will be retained by site for future reference.

4.2 Non-Conformances and Complaints

- 4.2.1 Each complaint will be reviewed and assessed. If the site is identified as the source of the potential noise nuisance, an assessment shall be carried out in order to determine the source of the complaint and then the cause of the noise.
- 4.2.2 If the noise can be directly related to the site, corrective actions will be identified and programmed for remediation. Actions taken in response to any noise complaint will be recorded on a noise investigation form.

- 4.2.3 The site manager will be informed immediately of any findings of noise attributed to the site following initial observations and will authorise remedial measures to be taken. Remedial actions will be dependent on the source of the noise and may include but not limited to: -
- Resolution of noise causing issue on mobile plant; and,
 - Abnormal noise identification and resolution on fixed plant equipment using either internal staff or external maintenance company.
- 4.2.4 The Council will aim to remediate any noise issues from the site as quickly as possible. However, should it become evident that permanent repairs may be delayed, The Council would aim to apply short term remedial actions to reduce the noise impact. If this is deemed unsatisfactory, The Council will start looking at the contingency plan until long term actions can be implemented.
- 4.2.5 If necessary and following any complaints received, we will engage and communicate with our neighbours to improve our understanding of possible noise issues. This will include detailing the efforts being undertaken to control noise; and importantly the actions being taken in response to their complaint.
- 4.2.6 The Council will operate an open communication policy with residents and businesses surrounding its sites. Should any problems associated with noise be identified (either by The Council or through external sources), we would engage with those surrounding the site to ensure that they are kept up to date and have means of communicating with us through an appropriate communications strategy established by the communications team and in agreement with the client. This may include but are not limited to letter drops, direct contact with local residents or businesses (either by phone, email, or other contact method) and social media updates.
- 4.2.7 An example Noise Complaint Investigation form has been included within Appendix B.

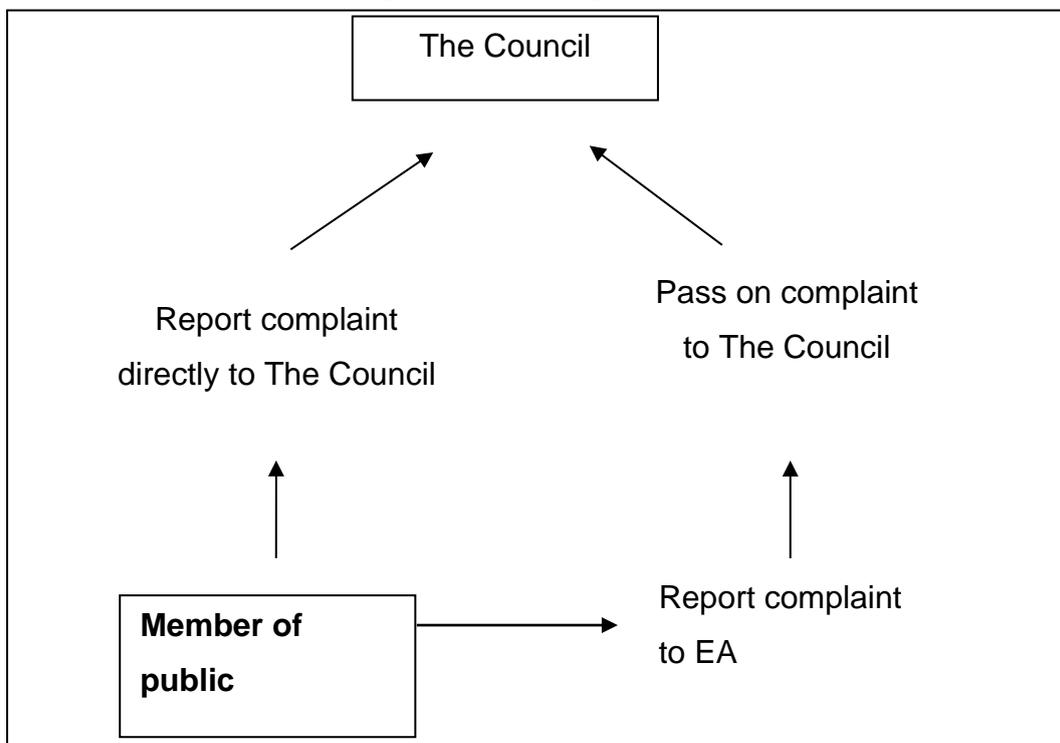
4.3 Noise Complaints and Management Review

- 4.3.1 All complaints will be investigated immediately by the Site Management including but not limited to a review of the number of complaints, weather conditions, investigations and remediation works. If required, the Site Management Plan and Noise Management Plan shall be updated to reflect any changes made to the management procedures on site following the review.
- 4.3.2 Site Management will review all procedures for the facility against other The Council and management procedures as well as industry practice and guidance, along with permit conditions to ensure continued best practice is carried out at the facility. Any amendments to practices on site will be reflected in updates of the Site Management and Noise Management Plans.
- 4.3.3 All noise complaints will be reported and where applicable communicated to relevant parties within The Council as part of the monthly Health and Safety review.

4.4 Means of Contact

4.4.1 The site will be readily contactable to outside organisations and to members of the public. Contact details to raise queries and complaints will be made available on the company website.

Figure 1: Reporting Route



4.5 Identified Noise Sensitive Receptor Locations

4.5.1 The table below summarises the sensitive receptors most likely to be impacted by noise from the The Council site within 1km. In the event that future monitoring of operational noise is required, it is likely that potential noise impacts on these receptors will need to be considered and monitoring locations representative of these residential receptors will need to be identified. These receptors are shown on Drawing Number WDB/B033235/REC/01.

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	25
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.			

Drawings

Permit Boundary Plan - WDB/B033235/PER/01

Site Layout Plan – BDY-03

Environmental Receptor Plan - WDB/B033235/REC/01

Appendix A – Example Daily Noise Checklist

Daily Noise Log Template (Qualitative Observations)

Date	
Observation Location(s)	
Observations	
Actions Required?	
Observers Name	
Signature	

Appendix B – Noise Complaint Investigation Form

Noise Investigation - Detailed Assessment Form

To be completed after "abnormal" noise is detected or following a complaint

NOISE ASSESSMENT REPORT

CAR Ref

Site Name and Address

Date

Weather

Temperature

Wind (strength & direction)

Ground Condition

Time Start

Time Finish

Complaint Received

Yes / No

Date/Time complaint received

Location of Complaint Area

Number of complaints (related to the same source)

Plan attached showing location of noise and vibration detected

Yes / No

(delete as appropriate)

Description and Photographs of location where noise and vibration detected

Time noise and vibration noticed and duration

Description of noise and vibration (e.g., hiss, rumble, humble)

Noise and vibration constant or intermittent in the period?

Additional Comments and relevant information

Signed

Persons Contacted Regarding Process

Action Required and taken