



Pest Management Plan

Otterpool Waste Transfer Station: Environmental Permit Application

Countrystyle Recycling Limited

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Basis of Report

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1.0 Introduction

Countrystyle Recycling Limited (CRL) has instructed SLR Consulting Limited (SLR) to prepare a Pest Management Plan (PMP) as part of an Environmental Permit (EP) application for the Otterpool Waste Transfer Station (WTS) located in Ashford, Kent, TN25 6DA, under the Environmental Permitting (England and Wales) Regulations 2016 (as amended). Herein the facility will be referred to as 'the Site'.

The EP Application (EPR/ FP3722SP/A001) includes the following proposed activities as summarised below:

- The site will accept up to 95,000 tonnes per annum (tpa) of predominantly non-hazardous mixed waste with a small proportion of that consisting of clinical waste (approximately 12,000 tpa) including nappies and sharps.
- Waste will be accepted on site for storage and bulking up prior to transfer to a suitably permitted alternative facility for further recovery or disposal.
- Treatment on site will only consist of manual sorting, and separation, storage, bulking up and transfer off site for further recover/disposal.

This PMP outlines the methods by which CRL will systematically assess, reduce and prevent a potential infestation of pests at the Site during normal operation and during potential abnormal events.

1.1 Relevant Guidance

This PMP has been written in accordance with the following guidance:

- Risk assessments for your environmental permit, last updated 31 August 2022, Environment Agency, gov.uk;
- Control and monitor emissions for your environmental permit, last updated 24 November 2022, Environment Agency, gov.uk; and
- Fly management: how to comply with your environmental permit, Version 1, April 2013.

1.2 Pest Management Plan Structure

This PMP aims to cover the following 6 points:

- Training;
- Pest prevention methods;
- Monitoring;
- Pest control techniques;
- Trigger level for additional control measures to be required; and
- Review of the PMP.



2.0 Training

Operations at the Site will be under the overall control of a technically competent person who holds the relevant Certificate of Technical Competence (COTC) under the Waste Management Industry Training and Advisory Board (WAMITAB) scheme.

Table 2-1 below details the CRL employers who hold the relevant COTC.

Table 2-1 COTC Holders

Name	DOB	Position	WAMITAB Level
Earl Champan	22/11/1969	SHEQ Manager	Level 4 High risk
Chris Wallace	31/05/1984	Site supervisor	Level 4 high risk

The WAMITAB holders will ensure that all relevant training is cascaded down to all other Site managers and operatives via a Toolbox Talk. The training will include the following (list not exhaustive):

- Understanding the significance of pests on Site;
- Basic identification of flies based on the information contained in Appendix A;
- On-Site inspection techniques;
- Where and how to record any findings;
- Who to report any significant findings to and by what means;
- Material rejection procedures; and
- Any relevant control techniques.

Toolbox talks are provided to any new members of staff before they begin work on Site.



3.0 Sources of Pests in the Surrounding Area

Within the surrounding Site locale, the only other activity or business that has the potential to attract pests is the stables associated with Invvu Construction Consultants, located 180m west of the Site. While the stables are not directly related to the registered business use, their presence at the property has been noted as a potential source of pests.

The location of surrounding land uses and receptors is illustrated on the Environmental Site Setting, Drawing 003.



4.0 Material Types, Storage, Time and Dimensions

The types of waste along with maximum storage times and maximum storage dimensions are illustrated in table 4-1 below.

Table 4-1 Waste Transfer Station Material Types, Storage Time and Dimensions

Material Type	Max Storage Time	Length (m)	Width (m)	Height (m)	Max Volume (m3)
Waste Stored in Bays in Waste Transfer Building					
Comingled (x3 bays)	5 days	12	10.5	3	378
Bulky (1x bay)	5 days	8.5	10.5	3	267.75
Paper and cardboard (1x bay)	5 days	8.5	10.5	3	267.75
Residual (x1 bay)	5 days	10.5	11.5	3	362.25
Street sweepings (x1 bay)	5 days	9.5	10.5	3	299.25
Garden Waste (x1 bay)	5 days	8.5	10.5	3	267.75
Clinical Waste Stored in Designated Bay in Waste Transfer Building					
Clinical Wastes Container (x 1 bay)	5 days	8.5	10.5	3	267.75
Waste Transfer Building					
Bulky POPs (x1 bay)	3 days	8.5	10.5	3	267.75
Food Waste (x1 bay)	3 days	8.5	10.5	3	267.75
Waste Stored in External Bays					
Quarantine (non-conforming waste types for removal from site)	36 hours	-	-	-	-



5.0 Pest Prevention Methods

Measures for minimising and controlling pests from the WTS are outlined in this section and have been based upon the outcome of the risk assessment and the processes and equipment utilised on Site.

5.1 Overview

The key method of controlling pest emissions is through good Site design, management practices and subsequent good housekeeping, i.e. 'avoidance' is the key method of controlling pests.

The control measures have been based on:

- Good operating and management practices to avoid pest infestations arising from Site activities;
- Good process design or revision to minimise pests;
- Abatement or control to reduce pests, and
- Shielding receptors through the use of operating and management practices (e.g. locating food waste within buildings and/or within sealed containers).

5.2 Pest Control Measures

5.2.1 Environmental Design Measures

The processing and storage of materials at the WTS has the potential to cause pest nuisances. A range of pest mitigation measures have been incorporated into the WTS design, which are as follows:

Table 5-1 Designed in Mitigation Measures

Site Operation / Area	Pest Control Measure
Waste Transfer Building	<p>The storage of black bag (comingled) waste, bulky waste, paper and cardboard, street sweepings, garden waste, clinical waste, bulky POPs and food waste prior to removal from site will take place within the transfer building.</p> <p>The wastes are stored in bays or dedicated sealed containers.</p> <p>All internal waste storage areas in the transfer building are clearly labelled to ensure the segregation of waste. Timeframes for the storage of these wastes are low, and under normal operating conditions putrescible waste is typically transported offsite within 3 to 5 days.</p> <p>The Site will benefit from good housekeeping and all areas of the transfer building will be cleaned on a daily basis.</p>
External Waste Quarantine Area	<p>The external waste quarantine bay for storage of rejected waste that does not conform to the waste acceptance checks is clearly labelled to ensure the segregation of rejected waste. Timeframes for the storage of these wastes are very low, and under normal operating conditions rejected waste is transported offsite within 36 hours of receipt. Wastes that are potentially malodourous or likely to attract pests are typically removed from site within 24 hours.</p> <p>The Site will benefit from good housekeeping and all external areas of the Site will be cleaned on a daily basis.</p>



Site Operation / Area	Pest Control Measure
General	There are no external bays, bales or stockpiles stored on site. All activities will take place within the sealed Waste Transfer Building. There will be no waste treatment activities on site.

5.2.2 Management Actions and Pest Control Techniques

A risk assessment identifying the possible sources of pests, pathways and receptors has been undertaken and is presented in Table 5-2 below. The assessment details the preventative pest control measures implemented on Site that aim to prevent or minimise the presence of pests.



Table 5-2: Pest Management Plan

What do you do that can harm and what could be harmed			Managing the Risk	Assessing the Risk		
Hazard	Receptor	Pathway	Risk management	Probability of exposure	Consequence	What is the overall risk
What has the potential to cause harm?	What is at risk what do I wish to protect?	How can the hazard get to the receptor?	What measures will you take to reduce the risk? – Who is responsible for what?	How likely is this contact?	What is the harm that can be caused?	What is the risk that still remains?
Pests:						
<p>Flies including:</p> <ul style="list-style-type: none"> • Common Housefly; • Lesser Housefly; • Blow fly; and • Fruit fly. <p>Vermin including:</p> <ul style="list-style-type: none"> • Rodents; • Pigeons; and • Seagulls. 	Potentially sensitive receptors including residential, commercial and industrial premises and open ground users (as shown in Drawing 003).	Via air (flies, pigeons and seagulls) or over ground (rats).	<p><u>Low Potential to Attract Pests</u></p> <p>The following material types are not considered to attract pests:</p> <ul style="list-style-type: none"> • Mineral wastes; • Paper; • Cardboard; • Plasterboard; • Bulky waste; • Tyres; • Wastes from metal processing; and • WEEE (small electricals). <p>These material types do not contain any putrescible material.</p> <p>Strict waste acceptance procedures will ensure that only authorised materials are accepted.</p>	Low	Nuisance, loss of amenity and harm to human health.	Low



What do you do that can harm and what could be harmed			Managing the Risk	Assessing the Risk		
			<p>Material storage times will be in accordance with Table 4-1 above.</p> <p>Control measures for these material types are not considered necessary.</p>			
			<p><u>Medium Potential to Attract Pests</u></p> <ul style="list-style-type: none"> • Cans and plastic (including composite packaging); • Glass; • Wood; • Street sweepings and • Green waste. <p>The above material types are considered to have a medium risk of attracting pests due to the likelihood of a small proportion of putrescible material. Large quantities of food waste should not be present, and the maximum waste storage volumes indicated in Table 4-1 will be adhered to. Therefore, the following control measures will be implemented which are considered adequate to minimise pests as a result of the acceptance of the above list of material types:</p> <ul style="list-style-type: none"> • Waste acceptance procedures will ensure that only authorised materials are accepted; • If a load arrives at the Site emitting an unacceptable odour or has a fly infestation, it will be rejected, and 	Medium	Nuisance, loss of amenity and harm to human health.	Medium



What do you do that can harm and what could be harmed			Managing the Risk	Assessing the Risk		
			<p>logged in the Site diary for future reference;</p> <ul style="list-style-type: none"> • Good housekeeping practices will be in place including a daily clean of the Site. A washdown will be carried out as required; • Mobile plant will be cleaned weekly using the vehicle wash bay and the baler will be cleaned weekly; • The Site Manager will be responsible for ensuring good housekeeping practices are undertaken; • Where practicable the Site will operate on a 'first in, first out' basis.; • Material storage times will be in accordance with Table 4-1 above; • Spillages and accumulations of material will be cleaned up as soon as possible, including difficult to reach areas, ensuring material does not accumulate in corners. • Checks will be carried out by Site operatives, as part of the Site's general housekeeping, to ensure that there is no old material stuck between building walls and bays or in corners. If material is identified, it will be cleaned up as soon as possible; • As detailed in Section 2, Site operatives will be trained in the 			



What do you do that can harm and what could be harmed			Managing the Risk	Assessing the Risk		
			<p>identification of pests and will be vigilant and undertake a daily inspection for sightings of birds, rats, and flies. The findings of the visual inspection will be recorded in the Site diary;</p> <ul style="list-style-type: none"> In the event that complaints are received due to an increase in flies at the Site, it will be investigated in accordance with the actions detailed under Section 8.3 and the appropriate course of action decided by the Site Manager; and If rats or birds are identified on Site, the actions detailed in Section 7 will be considered and the appropriate course of action decided by the Site Manager. 			
			<p><u>High Potential to Attract Pests</u></p> <p>The following material types are considered to have a high risk of attracting birds, rats and flies due to the proportion of putrescible material and moisture levels. Therefore, the following material types will have extra control measures in addition to the measures listed above:</p> <ul style="list-style-type: none"> Clinical Waste; Agricultural, horticultural, forestry, hunting and fishing wastes; Food Waste; and General/black bag waste. 	High	Nuisance, loss of amenity and harm to human health.	High



What do you do that can harm and what could be harmed			Managing the Risk	Assessing the Risk		
			<p>Clinical Waste</p> <p>Clinical waste would be deposited and stored within the designated containers within the WTB thus providing a level of containment to odours. The container would subsequently be loaded for off-site export, and the bay would be emptied. A low volume of clinical waste would be stored at the Site (a maximum of 50 tonnes on site at any one time) and retention times would be short.</p> <p>The clinical waste bay is washed down fortnightly, and swept daily as required.</p> <p>Agricultural, horticultural, forestry, hunting and fishing wastes</p> <p>Waste would be deposited and stored within the designated comingled waste bays within the WTB thus providing a level of containment to odours. This is not treated on Site. It always remains within the dedicated storage bays within the WTB.</p> <p>The comingled waste bays are washed down fortnightly, and swept daily as required.</p> <p>Food Waste</p> <p>Food waste would be deposited and stored within the designated container within the WTB thus providing a level of containment to odours. The container would subsequently be loaded for off-site export, and the bay would be emptied. A relatively small volume of food waste would be received at the Site (in comparison to mixed municipal waste and</p>			



What do you do that can harm and what could be harmed			Managing the Risk	Assessing the Risk		
			<p>green waste) and retention times would be short.</p> <p>The food waste bay is washed down fortnightly, and swept daily as required.</p> <p>General/Black Bag Waste</p> <p>Residual/general waste is collected in bags and is not treated on Site. It always remains within the dedicated storage bays within the WTB.</p> <p>Where practicable the Site will operate on a 'first in, first out' basis;</p> <p>Material storage times will be in accordance with Table 4-1 above.</p> <p>Therefore, under normal operating conditions a minimum amount of mixed municipal waste will be allowed to remain within the facility at the end of each working day or over the weekends.</p> <p>Good housekeeping practices will be in place. Spillages and accumulations of mixed municipal waste will be cleaned up as soon as possible, including difficult to reach area, ensuring material does not accumulate in corners.</p>			



6.0 Monitoring

All pests usually have predictable behaviour patterns (food types, habitats, and breeding).

Typical species that could be present on Site and will be inspected for are as follows.

Table 6-1: Typical Pest Species on Site

Boundary	Description
Fly	<ul style="list-style-type: none"> • Common Housefly; • Lesser Housefly; • Blow Flies; and • Fruit Flies.
Vermin	<ul style="list-style-type: none"> • Rodents; • Pigeons and • Seagulls

The occurrence of pests will be monitored, and findings recorded to enable the instigation of appropriate control measures. This will be carried out on a daily basis and will be carried out more than once per day if increased pest activity is noted.

All Site staff will be required to remain continuously vigilant for signs of crawling flies and airborne insects during material acceptance. In addition, all Site staff will be required to remain continuously vigilant for signs of rats, pigeons or seagulls anywhere on Site.

6.1 Fly Monitoring

Fly monitoring shall be undertaken visually by Site personnel throughout the working day, i.e., routine vigilance. In addition, the Site Manager (or suitably trained delegated persons) will provide observations.

All Site staff will be required to:

- Remain continuously vigilant for signs of crawling flies and airborne insects during material acceptance. Each load considered by staff to be high risk i.e., food waste and any split black bags (untorn black bags would unlikely identify the presence of any crawling flies and airborne insects), will be visually inspected when tipped for the signs of flies or fly larvae;
- Verbally report any sightings to the Site Manager; and
- Record any findings in the Site diary.

In the event of any signs of fly infestations within the building or external area of the Site, the Site Manager (or suitably trained delegated persons) will record the event on a Pest Event Form (included in Appendix B of this PMP). The following details will be recorded:

In the event of sighting of a fly infestation, the following details will be recorded:

- Current Site operations including all Site activities;
- Fly mitigation techniques employed at the time of event;
- Weather conditions (wind speed (qualitative i.e. strong/light), wind direction, rainfall and temperature);
- Identification of any significant fly infestation on Site or fly infestation beyond the Site boundary; and



- Details of corrective actions and additional mitigation measures put in place if required.

Waste will be checked on Site for fly larvae before it is transported off site. When vehicles tip material on Site, the Site foreman will check loads for contamination and also check loads considered by staff to be high risk i.e., food waste and any split black bags, for signs of flies or fly larvae. At this point the Site foreman will check for fly larvae among a smaller load of material. Any identification of significant fly larvae will be reported to the Site Manager and containerised in the quarantine area and sprayed if necessary.

6.2 Vermin Monitoring

Vermin monitoring shall be undertaken visually by Site personnel throughout the working day, i.e., routine vigilance. In addition, the Site Manager (or suitably trained delegated persons) will provide observations.

All Site staff will be required to:

Remain continuously vigilant for signs of rats, pigeons or seagulls anywhere on site;

Verbally report any sightings to the Site Manager; and

Record any findings in the Site diary.

In the event of sightings of vermin within the building or external area of the Site, the Site Manager (or suitably trained delegated persons) will record the event on a Pest Event Form (Appendix B). The following details will be recorded:

- Current Site operations including all Site activities;
- Vermin mitigation techniques employed at the time of event;
- Weather conditions (wind speed (qualitative i.e. strong/light), wind direction, rainfall and temperature);
- Identification of any vermin presence on Site or vermin presence beyond the Site boundary; and
- Details of corrective actions and additional mitigation measures put in place if required.

6.3 Further Actions

In the event of a complaint, more frequent and/or targeted visual monitoring and off-site visual monitoring will be undertaken if required until the issue is resolved.

The results of the inspections will be held on Site for review and audit purposes and will be made available to the Environment Agency (EA) on request.



7.0 Pest Control Techniques

7.1 Fly Control Techniques

Depending on the severity of the infestation, techniques could be deployed in-situ to a large-scale fly problem or targeted to small proportions of material if it can be removed from the wider pile and isolated within the quarantine area.

The Site Manager will make contact with an external pest control contractor who will determine the most appropriate course of action. Likely pest control techniques will include the following (list not exhaustive):

- 'Paint on' insecticide formula;
- Insecticide space treatment (fogging spray); and
- Ultra-Low Volume System (ULV).

Any use of insecticides will be undertaken by the trained external pest control contractor. Insecticide use will be agreed with the EA, prior to being carried out and all suitable controls will be in place. All relevant Health and Safety Executive (HSE) approvals and assessments will be undertaken.

As checks and monitoring of pests is undertaken daily, any control measures required will be implemented within the same day. This is achieved through responsible management practices, with the Site Manager responsible for ensuring that any fly control measures are implemented within the same day.

7.2 Rodent Control Techniques

Rodent control will be achieved via the use of approved rodenticides deployed in bait boxes. All use of rodenticides will be undertaken in line with the following guidance:

- Campaign for Responsible Rodenticide Use (CRRU) UK Code of Practice: Best Practice and Guidance for Rodent Control and the Safe Use of Rodenticides – March 2015; and
- CRRU Guidance: Permanent Baiting – July 2019.

Permanent baiting Site locations will be identified; however, these will not contain active rodenticides unless it can be demonstrated that there is an ongoing rodent related problem. A pest control company will re-bait the boxes monthly and monitor for signs of activity. This will allow an ongoing rodent related problem to be identified. If this is established, active rodenticide will be used until the issue is resolved. Checks of the bait boxes by the Site Manager will be undertaken bi-monthly.

7.3 Bird Control Techniques

Techniques for bird abatement that could be considered by a suitably qualified individual are:

- Pre-recorded bird distress calls;
- Bird kites which mimic birds of prey;
- Helium balloons;
- Birds of prey; and
- Scarecrows.

Selection of the most appropriate technique(s) is dependent upon a number of factors. Preference will be given to passive techniques to minimise disturbance to neighbours.



Consideration will be given to the presence of protected bird species in the vicinity of the facility, prior to utilising falconry/birds of prey. Techniques can also be rendered ineffective due to habituation and therefore a combination of different techniques will be used to ensure their individual effectiveness.



8.0 Trigger Levels and Complaints

8.1 Fly Monitoring

If flies are observed, within the EP boundary, at a level where there is a risk of nuisance the Site Manager will immediately assess the appropriate control technique in line with Section 7.1 above.

8.2 Vermin Monitoring Trigger Levels

If any rats, pigeons or seagulls are observed within the EP boundary, the Site Manager will immediately assess whether a specialist pest control contractor should be called.

8.3 Complaints

Any complaints related to pests will be handled in accordance with the Complaints Procedure included in Appendix C and recorded on the Complaints Record Form included in Appendix D.

8.3.1 Complaints Regarding Flies

In step 5 of the Complaints Procedure, it is necessary to determine that the facility is the source of flies at the complainant's address. To do this, the following will be investigated.

- The species of the fly found at the complainants address to determine if it is the same as any flies found on Site;
- Whether there is evidence of breeding of the same species of fly at the facility;
- If there are any other significant sources of the same species of fly near to the Site (see Section 3.0); and
- If changes in fly numbers at the Site (for example due to a particular load of material being delivered) are mirrored at the complainant's address.

Step 5 of the Complaints Procedure also requires the source of the complaint to be investigated if it is attributed to the facility. The following measures will be used to investigate the complaint;

- Check the Site for the presence of adult flies and take dated photographs of any key issues seen;
- Examine the material for fly larvae; and
- Check that there is no old material stuck between building walls and bays or in corners.



9.0 Review of the Pest Management Plan

This PMP sets out the appropriate measures CRL will undertake in order to maintain good housekeeping practices with the aim of minimising the risk of pests from the operations. A review will be carried out to ensure the plan remains suitable and sufficient to meet the needs of the facility.

The review will be carried out on an annual basis or because of any of the following activities (list not exhaustive):

- The issue of an EP variation by the EA;
- Material changes to the operational process;
- A substantiated complaint; or
- Any changes in legislation or guidance documents applicable to the pest management at the facility.

Following such a review should the document be updated, a revised draft of the plan will be submitted to the EA for discussion, consideration, and approval.





Appendix A Pictures and Description of Common Fly Types

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Common Housefly
(*Musca domestica*)



Lesser Housefly
(*Fannia canicularis*)



Stable fly
(*Stomoxys calcitrans*)



Black dump fly
(*Hydrotaea aenescens*)



Cluster fly
(*Pollenia rudis*)



Blowflies:

Blue bottle
(*Calliphora sp.*)



Green bottle
(*Lucilia sp.*)





Larvae of common housefly in wet manure (larvae of blowflies appear similar) (Copyright C. Boase)



Pupae of common housefly in dry manure (pupae of blowflies appear similar) (Copyright C. Boase)



Pupae of lesser housefly (larvae appear similar) (Copyright C. Boase)

Stage	Feature	Common housefly (<i>Musca domestica</i>)	Lesser housefly (<i>Fannia canicularis</i>)
Adult	Size:	Typically 6-7mm long, but does vary.	Typically 4-6 mm long, but does vary.
	Pattern on dorsal surface of thorax:	Four distinct longitudinal dark lines.	Three indistinct longitudinal dark lines.
	Abdomen colour:	Yellow-ish at basal end.	Often yellow-ish along sides.
	Wing venation:	Fourth longitudinal vein bends forwards (see below).	Fourth longitudinal vein straight (see below).
	Position of wings when at rest:	Projecting out from the sides of the abdomen, giving a delta- shaped outline.	Folded one over the other, directly over the abdomen, giving a more parallel sided outline.
	Adult resting behaviour	Typically resting in numbers on a range of surfaces within the building, e.g. walls, posts, ceiling etc. Sometimes in large clusters in preferred places.	Even when abundant, tends not to rest in numbers on walls or ceilings. More often resting on the manure, or on surfaces very close to the manure.
	Flight behaviour at source:	Flies very readily and in numbers. Often alighting on or colliding with people within the building.	Even within poultry sheds, the numbers of flies on the wing is low. Males flight is typically jerky circling high up within the building. Very seldom alighting on people.
	Flight behaviour at complainants' premises:	CHF will continually alight on work surfaces, food, walls, cupboards and people.	LHF normally flies in jerky circles within the room, often high up and around hanging objects occasionally alighting on light shades or pelmets etc. It seldom alights on people or food.

Stage	Feature	Common housefly (<i>Musca domestica</i>)	Lesser housefly (<i>Fannia canicularis</i>)
Larva	Appearance:	White-ish, smooth, maggot appearance. Active wriggling behaviour, often in clumps, just beneath manure surface. Normally in wetter manure. Easy to see when manure disturbed.	Dull grey-brown, spiky exterior. Inactive, and seldom clumped. Normally in wetter manure. Needs careful and close examination of the manure to find them.
Pupa	Appearance:	Smooth, barrel shaped, from tan, through chestnut-brown to almost black in colour, depending on maturity. Normally in drier manure. Easy to find. (See below)	Dull grey-brown, spiky exterior. Normally in drier manure. Needs careful and close examination of the manure to find them. (See below)
Issue		Common housefly (<i>Musca domestica</i>)	Lesser housefly (<i>Fannia canicularis</i>)
Overwintering behaviour		This species cannot hibernate. It can only overwinter in warm locations, e.g. in pig farrowing units, or intensive poultry layer sites, where it continues breeding. Flies at cooler sites, e.g. free-range poultry units, will die out each winter, and so have to be re-colonised each spring, hence CHF problems in such sites, if they occur, are often later in the summer.	At the onset of winter, LHF will hibernate at the pupal stage, within the manure. These pupae will hatch the following spring, with the onset of warmer weather. Manure removal in the winter will take out most of the infestation.
Dispersal behaviour		Some adult flies will leave the source and may cause nuisance in buildings up to two or more km away. Dispersing flies are not obvious in intervening areas.	Some adult flies will leave the source and may cause nuisance in buildings up to two or more km away. Dispersing flies are not obvious in intervening areas.

Stage	Feature	Common housefly (<i>Musca domestica</i>)	Lesser housefly (<i>Fannia canicularis</i>)
	Typical breeding sites	<ul style="list-style-type: none"> - Intensive poultry layer units. - Free-range poultry layer units (less commonly). - Pig units. - Waste bins. - Waste transfer stations. - Landfill sites. 	<ul style="list-style-type: none"> - Free-range poultry layer units. - Waste bins. - Waste transfer stations. - Landfill sites.



Appendix B Pest Event Form

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27 March 2024

Pest Event Form
<u>Name of Author</u>
<u>Description of Event</u>
<u>Date / Time</u>
<u>Activities taking place during time of event</u>
<u>Pest mitigation techniques employed at time of event</u>
<u>Summary of weather conditions leading up to and during the event</u>
<u>Details of corrective actions and additional mitigation measures put in place if required</u>
Notes



Appendix C Complaints Procedure

Pest Management Plan

Otterpool Waste Transfer Station: Environmental Permit Application

Countrystyle Recycling Limited

SLR Project No.: 402.065068.00001

27 March 2024

C.1 Principle

This section outlines the procedure upon receiving a complaint regarding pests at the Otterpool WTS. The purpose of this written procedure is to ensure that all site operatives working on site are aware of the procedures for the correct recording of a complaint.

C.2 Responsibility

All site operatives are responsible for carrying out the procedure as detailed below. Any changes to the procedure required are the responsibility of the Site Manager to update and re-issue the amended procedure.

C.3 Procedure

In the event of a complaint being received by a site operative, the following steps will be taken and details recorded on the Complaints Record Form. The complaint will also be recorded in the Site Diary, kept in the Site office:

1. Details of the complainant (including; name, address and a telephone number) if provided;
2. Record of the date and time that the complaint was made and when the incident related to;
3. Record details of the nature of complaint;
4. Was anyone else on site or other stakeholders aware of the issue and if so, who?
5. Establish whether the complaint issue relates to the site, and if so investigate the source of the problem. Contact the Site Manager.
6. If verified, the Site Manager will be informed and they will record how the site has implemented methods to ensure the issue will not cause a complaint in the future.
7. The Site Manager to make a record of any signs of infestation. If the complaint is significant, the EA will need to be contacted as soon as possible. The severity of the incident will be determined by the Site Manager.
8. All Complaint Record forms must be signed and dated.

Any actions taken in response to the complaint will be recorded on the Complaints Record form and the site diary.

The records of any complaints received will be reviewed at future site audits to ensure that similar complaints are avoided in the future.



Appendix D Complaints Record Form

Pest Management Plan

Otterpool Waste Transfer Station: Environmental Permit Application

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Complainant Details Name:	
Address: (State if source is anonymous)	
Phone No:	
Date and time they made the complaint	
Date and time the complaint relates to	
What happened, what was the nature of the complaint?	
Was anyone else aware of this – other neighbours or your staff? If so who?	
Assuming the complaint relates to your site, you should contact the Site Manager and they should find the source of the problem and record what happened.	
What have you done to make sure that it does not happen again?	
Was there a significant pest incident? If so the EA must be informed on 0800 80 70 60as soon as possible.	Yes/No/not applicable. At what time did you phone? EA incident number:
You must also write or send an email to confirm this to the local office. Have you done so?	Yes/No/not applicable. Time: Date:
Please print your name and sign:	

