Ravenhead Quarry Landfill

Environmental Risk Assessment (H1) – Appendix A Noise Management Plan

Booth Ventures Waste (North West) Limited

Report No. K0158-BLP-R-ENV-04-02 APP A
March 2023
Revision 02

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Document Control

Document:	Environmental Risk Assessment (H1) – Appendix A Noise Management Plan
Project:	Ravenhead Quarry Landfill
Client:	Booth Ventures Waste (North West) Limited
Report Number:	K0158-BLP-R-ENV-04-02 APP A

Document Checking:

Revision	Revision/ Review Date	Details of Issue	Authorised		
			Prepared By	Checked By	Approved By
00	February 2023	Draft	E Greenhalgh	John Baxter	John Baxter
01	February 2023	Final	E Greenhalgh	John Baxter	John Baxter
02	March 2023	Final	E Greenhalgh	John Baxter	John Baxter
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1 Introduction

1.1 Background

This Noise Management Plan (NMP), prepared by ByrneLooby supports a permit application for Ravenhead Quarry Landfill (the Site). The Site is currently an active quarry, operated by Booth Ventures Waste (North West) Limited, excavating aggregate for the construction industry. This permit application proposes to infill the existing quarry void as a restoration activity. In support of the restoration activity imported wastes with a recoverable composition will be processed to recover aggregates in accordance with the quality protocol approved by the Environment Agency (the Agency)[1].

A copy of this NMP will be included in the Site's Environmental Management System (EMS) held at the Site Office and all members of staff will have access to this document. This report has followed Agency guidance[2].

1.2 Site Summary

Ravenhead Quarry is located approximately 500m to the north of the M58 motorway, on the southwest boundary of Upholland, and is approximately 2.5 kilometres to the east of Skelmersdale at National Grid Reference (NGR) SD 5126 0479. Access is from the west off Chequer Lane.

The site is located within a semi-rural location with residential land to the southwest, northwest, north and northeast, and agricultural land use to the east and southeast. Ibstock Brick Works is located to the northwest and East Pimbo Industrial Estate to the southwest.

The site is currently an active quarry, operated by Booth Ventures Waste (North West) Limited, excavating aggregate for the construction industry. The quarrying operations currently occupy the southern end of the quarry, and the mineral processing operations occupy the northern end of the quarry. The whole site is part of the larger Ibstock Brick Works site, which is owned by Ibstock Brick Ltd.

1.3 Proposed Operations and Associated Assessment

The planning submission and permit application propose the use of Qualifying Materials fill, as specified in The Landfill Tax (Qualifying Material) Order 2011 (as amended), to landfill the void at Ravenhead Quarry. The infilling of the void will provide final restoration contours commensurate with the surrounding land surface (as far as is reasonably practical).

In support of the restoration operations and to support sustainability, imported wastes with a recoverable composition will be processed to recover aggregates in accordance with the quality protocol approved by the Agency. It is anticipated that approximately 5% of the wastes imported will be suitable for processing (crushing and/or screening).

Suitable wastes will be stockpiled on a hardstanding pad (aggregate over lower permeability soil) located on the southwestern site boundary prior to treatment. When sufficient recoverable wastes have been stockpiled treatment will be undertaken periodically for short periods by mobile plant. Recovered aggregate will either be used onsite (e.g. for creation of roads and hardstanding areas) or exported and used in accordance with quality protocol (e.g. pipe bedding and highway sub base).

[1] Quality protocol: aggregates from inert waste - GOV.UK (www.gov.uk)
[2] Noise and vibration management: environmental permits - GOV.UK (www.gov.uk)

The recovery of aggregates from imported wastes will cease when the final restoration of the quarry void is completed.

2 Potential Sources of Noise

2.1 On-Site Sources

Noise emissions from the waste recovery activities are associated with the following:

- Vehicular movements to and from the site;
- Vehicular movements within the site;
- Waste deposition;
- Operation of plant as part of the site operations; and
- Crushing and screening operations.

Noise is also associated with operations associated with the active quarry. These are not the subject of this assessment or this management plan however the control measures provided are applied to the quarrying activities where applicable.

A summary of the wastes brought to site is shown below in Table 1 with the approximate overall tonnage for the void of ~2.1M tonnes (1.06Mm^3).

Table 1 Destination Waste Types

General Waste Description	Approximate Tonnage per year	Location
Inert & non-hazardous (non-biodegradable) soils and excavations wastes	300,000	Direct to Ravenhead Quarry Landfill

Assuming 5% of annual inputs to the site area is suitable for recovery approximately 15,000 tonnes of waste will be treated per year. All recovered aggregate will meet the end of waste criteria detailed in the quality protocol. The recovered aggregate may be utilised on site or exported for use in off-site construction projects.

The waste to be received at the site will be soils and construction and demolition wastes. Certain operational activities (moving, handling, placing and treating these wastes) may give rise to nuisance noise. Noise emissions will be minimised at the site as the activities will be carried out primarily below ground level in the base of the pit therefore the sidewalls will act as a barrier to sound.

Excessive noise may present nuisance to surrounding human receptors.

Current planning conditions provide limits of 55 dB LAeq 1hr (free field) daytime and 42dB LAeq 1hr (free field at all other times. Temporary works e.g. for landscaping works and restoration shall not exceed 70 dB LAq 1hr (free field) for more than 8 weeks in any one year unless otherwise agreed by the Mineral Planning Authority.

Adoption of the Noise Management Plan will minimise the potential for unacceptable noise arising and should mitigate any impacts at sensitive receptors.

2.2 Off-Site Sources

The Site is located within Ravenhead Quarry which forms part of the wider Ibstock Brick Works. East Pimbo industrial estate is located to the southwest. These Sites have the potential to generate noise.

Other sources of off-site noise include the surrounding roads (M58, A577, Chequer Lane and Town Hill Road) and surrounding agricultural land.

2.3 Control Measures for On-Site Noise

The risk of excessive noise and vibration associated with the proposed activity will be restricted primarily to movement and operation of site plant. Treatment activities such as screening and crushing also have the potential to generate noise and vibration. The site is located within a semi-rural location with residential land to the northwest, west and northeast, and agricultural land use to the east and southeast. The site is already an active quarry, with plant operating onsite and lorries arriving and departing. It is therefore considered that the disposal/restoration, and treatment operations, and treatment operations are unlikely to generate an increase in noise impact. The majority of the activity is below ground surface (within a quarry / void) hence noise is lessened compared to above ground surface operations.

Operational hours will adhere to planning conditions. Waste materials will be delivered to the site by standard road going Heavy Good Vehicles (HGV) / tipper wagons, which will be subject to appropriate on-site speed limits. The site speed limits will be clearly displayed using signage around the site. Tipping and placement of materials shall not be conducted from height where possible to reduce noise associated with this operation.

All plant, equipment and machinery used in connection with the operation and maintenance of the site shall be equipped with effective silencing equipment or sound proofing equipment to the standard of design set out in the manufacturer's specification. They will be maintained and operated in accordance with the manufacturer's recommendations to reduce unnecessary noise from engines or bodywork. All plant will be acquired in accordance with the Site's EMS procedures which consider environmental issues such as emissions, fuel usage and maintenance requirements.

Vehicle engines will be switched off when not in use where practicable. Vehicles will not be left idling. All mobile plant used on site will be fitted with and use Brigade Alarms (smart bbs–tek) reversing alarms or comparable as approved in 2016 under planning permission LCC/2014/008/1. This alarm is a white noise alarm that sets the alarm volume to a set level above the background noise level. Drivers shall be instructed to minimise engine revving and avoid unnecessary impact noise.

Haul roads will be regularly maintained in a state of good repair to reduce noise from the passage of empty vehicles. The void access gradients will be minimised to avoid high engine revving (where practicable).

Any problems observed will immediately be reported to the Site Manager (or nominated deputy) who will be responsible for investigating the cause and implementing any necessary remedial plan. The operator will ensure appropriate controls are in place to prevent nuisance noise beyond the site boundary.

Implementation of the NMP will be the responsibility of the Site Manager (or nominated deputy). It will form part of the Site's EMS and will therefore be part of the staff induction process ensuring staff competency. Training will be delivered by the Site Manager subject to internal audits of the current EMS. The NMP will be subject to periodic review.

2.4 Remedial Actions for On-Site Noise

In the unlikely event that unacceptable noise emissions arise from the site, one or more of the following remedial actions will be undertaken:

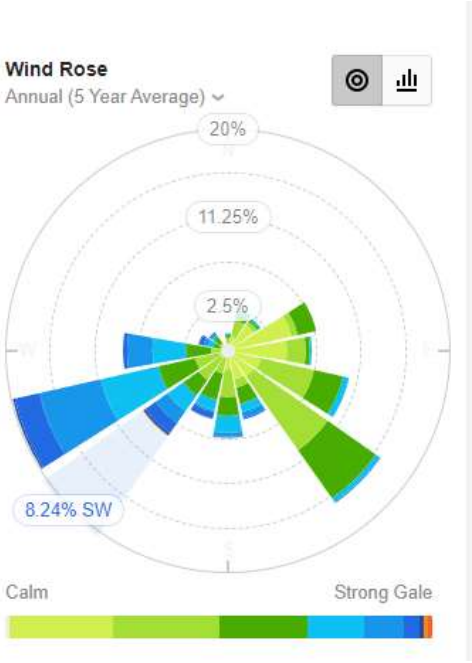
- Operations identified as generating unacceptable noise will be reduced or suspended until effective remedial actions have been taken;
- Where practicable on-site vehicle movement routes will be reconsidered with regard to location (i.e. relocating further from the receptor at risk), speed limits may be further reduced;
- Waste handling procedures may be altered; and,
- A record relating to the management of noise will be maintained in the site log. This record will include the following details: a record of all noise events including date, time and the cause of the problem; a record of all complaints; details on the corrective action taken and any subsequent changes to operational procedures.

3 Potential Pathways

3.1 Airborne Pathways

The potential pathways for noise and vibration to reach sensitive receptors will be influenced by the prevailing wind direction and physical obstructions. Weather and wind statistics are taken from Skelmersdale Weather Station[3] located 2.8 km northwest of the site boundary. The windrose shows that the dominant wind direction is from the west southwest and southeast blowing towards the east northeast and northwest (Figure 1).

Figure 1 – Windrose, Skelmersdale



[3] Skelmersdale Wind Forecast, Lancashire WN8 6 - WillyWeather

4 Potential Sensitive Receptors

4.1 Receptor Locations

When identifying the receptors, the closest and the most sensitive (if different from the closest) have been considered in each direction from the hazard. Recent wind direction from Skelmersdale Weather Station has been used to establish hazard pathways to adjacent receptors.

Probability of exposure is determined by the distance of the receptor to the site and the likelihood of the hazard reaching the receptor i.e. frequency of prevailing wind in that direction. The probability of exposure is irrespective of the type of hazard presented.

A review of the sensitive receptors has been completed in relation to the site; a list of receptors is shown in Table 2. The nearest sensitive receptors to the site are identified in attached drawing referenced ESID2 and ESID3. An assessment of each receptor type (in regard to sensitivity to noise / vibration) has been summarised in Table 3.

Table 2 Sensitive Receptors

Receptor No.	Receptor	Receptor Type	Approx. Distance from Site Boundary (m)	Direction from Site	Freq (%) Prevailing Wind Direction
1	Residential properties on Miners View	Residential	120	W	6.7
2	Residential properties on Broadacre	Residential	10	ENE	17.5
3	Residential properties on Vale Croft	Residential	10	NE	8.2
4	Residential properties on Fieldview	Residential	25	NNE	5.5
5	Residential properties on Ravenhead Drive	Residential	35	N	6.9
6	Residential properties on Daybrook	Residential	200	NNW	5.6
7	Residential properties on Darfield	Residential	260	NW	14.8
8	Residential properties on Danbers	Residential	340	WNW	9.8
9	Residential properties on Tower Hill Road	Residential	150	S	1.4
10	Residential properties on Galloway Drive	Residential	270	E	8.3
11	Well Cross Farm (and kennels)	Residential / Farm	200	SE	1.8
12	Highview Pre-school	School	170	E	8.3
13	Playing Field	Recreation	45	S	1.4
14	Playing Field	Recreation	300	W	6.7
15	Chequer Lane Playing Fields	Recreation	460	WNW	9.8
16	Beacon Country Park	Recreation	740	NNW	5.6
17	Hope High School	School	700	WSW	7.2
18	Moorside Primary School	School	850	WNW	9.8
19	Holland Moor Primary School	School	840	NW	14.8
20	St Thomas the Martyr CoE Primary School	School	530	NE	8.2
21	Up Holland High School	School	1240	SE	1.8
22	Ibstock Brick Works	Industry	<10	NW	14.8
23	East Pimbo Industrial Estate	Industry	570	SW	3.2
24	Best Western Lancashire Manor Hotel	Hotel	500	SW	3.2
25	Up Holland Benedictine Priory	Scheduled Monument	920	ENE	17.5
26	Upholland station	Station	870	SSW	3.3
27	Train line	Train line	800	S	1.4
28	Tower Hill Road	Road	135	SSE	0
29	Miners View	Road	150	W	6.7
30	Broadacre	Road	40	ENE	17.5
31	Vale Croft	Road	35	NE	8.2

Receptor No.	Receptor	Receptor Type	Approx. Distance from Site Boundary (m)	Direction from Site	Freq (%) Prevailing Wind Direction
32	Fieldview	Road	55	NNE	5.5
33	Ravenhead Drive	Road	55	N	6.9
34	Daybrook	Road	240	NW	14.6
35	Darfield	Road	300	NW	14.6
36	Danbers	Road	360	WNW	9.8
37	Chequer Lane	Road	270	W	6.7
38	M58 Motorway	Road	480	S	1.4
39	Public Footpath	Footpath	180	E	8.3
40	Public Footpath	Footpath	140	SW	3.2
41	Issues	Spring	590	ESE	2.8
42	Issues	Spring	960	E	8.3
43	Issues	Spring	1050	NE	8.2
44	Issues	Spring	830	NNW	5.6
45	Unnamed Pond	Pond	700	ESE	2.4
46	Unnamed Pond	Pond	510	WNW	9.8
47	Abbey Lakes	Lakes	1200	E	8.3
48	Dean Brook	Stream	1250	ENE	17.6
49	Unnamed drain	Drain	100	W	6.7
50	Unnamed drain	Drain	115	SSW	3.3
51	Unnamed drain	Drain	170	ESE	2.4
52	Unnamed drain	Drain	370	E	8.3
53	Unnamed drain	Drain	670	N	6.9
54	Ravenhead Quarry geological SSSI	SSSI	0	Surrounding Site	0 – 17.5
55	Pimbo Lane Pit	LWS	60	SE	1.8
56	A577	Road	570	W	6.7
57	Greenslate Water Meadows	LNR	1800	SE	1.8

Table 3 Types of Receptors

Receptor Type	Sensitivity to Noise
Habitats / Watercourse	Moderate/Low
Residential	High
Recreational	High
Commercial	Moderate
Public Amenity	High
Public Highways / Railways / Footpaths	Low
Industrial / Agricultural	Moderate/Low

4.2 Receptor Types

4.2.1 Habitats and watercourse

Basic preapplication advice including a 'Conservation & Heritage Screen' (referenced: EPR/LB3107GH/A001) were provided by the Agency. It identified Ravenhead Quarry Site of Special Scientific Interest (SSSI) a geological SSSI located within the quarry. Mitigation measures have been agreed with Natural England and incorporated within the restoration design to ensure the preservation of the geology of the SSSI. The screen also identified a Local Wildlife Site (LWS) Pimbo

Lane Pit within 200m of the site. Noise and vibration emissions have the potential to disturb local wildlife.

A number of watercourses and waterbodies have been identified around the site including unnamed ponds at Chequer Lane Playing Fields and agricultural land to the west northwest, Abbey Lake to the east and Dean Brook to the east northeast. None of these watercourses or waterbodies are located adjacent to the site, therefore noise and vibration is not likely to impact these receptors.

Infilling activities are predominantly "below ground level" and are not expected to be significantly different from the current quarry extraction operations that have been undertaken at site for a number of years. Similarly, treatment activities will also be undertaken "below ground level."

4.2.2 Residential, recreational, commercial, industrial, and agricultural premises

The potential nuisance noise emissions from the site are likely to have an impact on persons occupying residential, recreational, commercial, industrial, or agricultural premises. Exposure to persons at commercial or industrial / agricultural premises may be lower than recreational and residential premises as they are more likely to be inside during the working day or they may be transient visitors to the premises. Certain industrial / agricultural premises may generate similar emissions to the site and the employees may be desensitised as a result.

The current and proposed working hours will be similar to surrounding business and may affect persons in residential housing, but have little effect on persons in businesses operating to normal working hours e.g. 0900 to 1700.

The closest residential properties are off Miners View, Broadacre, Vale Croft, Fieldview, Ravenhead Drive, Daybrook, Darfield and Danbers located to the southwest, northwest, north and northeast of the site. In all instances the site is surrounded by trees acting as a barrier to noise.

For conservatism this NMP assumes the residences are occupied during the operational hours by members of the public most sensitive to emissions from the site. It is likely that the combination of operational controls, distance to the receptors and the prevailing wind direction prevent most potential nuisance emissions from reaching receptors.

4.2.3 Highways, railways and footpaths

The transitory nature of highways, railways or footpaths means receptors using those locations will be exposed to potential emissions from the site for shorter (albeit variable) periods of time than residences or businesses. Pedestrians will have longer and more direct exposure to emissions compared to vehicle users who are less likely to be exposed to emissions and for significantly shorter periods of time.

Public footpaths are located to the east and southwest of site and a railway is located to the south. A number of roads surround the Site including the site access road (Chequer Lane) to the west, M58 to the South, A577 to the west and north, and Tower Hill Road to the east and south.

The roads and railway are also sources of noise and vibration in their own right and therefore considered unlikely to be sensitive to emission associated with the Site.

5 Noise Risk Assessment

5.1 Site Noise Emissions

The risk potential to each receptor as identified in Section 4 (Table 2) and shown on drawing referenced ESID2 and ESID3 from nuisance noise potentially generated from the site is presented in Table 4 below. This table evaluates the unmitigated risk to sensitive receptors from noise emissions and the control measures to be implemented at the site in order to minimise and mitigate this risk, producing a revised residual risk to receptors. Risk is considered LOW.

Table 4 Noise and Vibration Risk Assessment and Management Plan

Hazard / Pathway	Receptor				Probability	Consequence	Overall Risk	Risk Management	Residual Risk
	No.	Dist.	Direc.	Freq.					
Noise through air and Vibration through ground from: Vehicle Movements associated with the delivering and handling of waste on site. Site plant.	1	120	W	6.7	High – close proximity to Site	High – nuisance to residents	High	Most site activities will be below ground surface. Landfilling and treatment activities are unlikely to generate noise in excess of the previous quarrying activities. On site speed limits will be enforced and internal site roads will be maintained to minimise noise / vibration. All vehicles, plant and machinery will be chosen according to its suitability for the task, maintained according to the manufacturer's recommendations and fitted with silencing equipment were appropriate. Should it prove necessary alternatives to reversing bleepers on site vehicles will also be considered. Where practicable, engines to be switched off when not in use. Tipping will not be made from height to reduce noise / vibration. Operations hours will adhere to planning conditions. Treatment activities will only be undertaken periodically for short periods when sufficient recoverable wastes are available. Planning conditions which set noise limits for the operations will be adhered to at all times.	Low
	2	10	ENE	17.5	High – close proximity to Site	High – nuisance to residents	High		
	3	10	NE	8.2	High – close proximity to Site	High – nuisance to residents	High		
	4	25	NNE	5.5	High – close proximity to Site	High – nuisance to residents	High		
	5	35	N	6.9	High – close proximity to Site	High – nuisance to residents	High		
	6	200	NNW	5.6	High – close proximity to Site	High – nuisance to residents	High		
	7	260	NW	14.8	High – close proximity to Site	High – nuisance to residents	High		
	8	340	WNW	9.8	High – close proximity to Site	High – nuisance to residents	High		
	9	150	S	1.4	High – close proximity to Site	High – nuisance to residents	High		
	10	270	E	8.3	High – close proximity to Site	High – nuisance to residents	High		
	11	200	SE	1.8	High – close proximity to Site	High – agricultural / residential receptor	High		
	12	170	E	8.3	High – close proximity to Site	High – nuisance to students	High		
	13	45	S	1.4	High – close proximity to Site	Medium – nuisance to users to open spaces	Medium		
	14	300	W	6.7	High – close proximity to Site	Medium – nuisance to users to open spaces	Medium		
	15	460	WNW	9.8	High – close proximity to Site	Medium – nuisance to users to open spaces	Medium		
	16	740	NNW	5.6	Medium – proximity to Site	Medium – nuisance to users to open spaces	Medium		
	17	700	WSW	7.2	Medium – proximity to Site	High – nuisance to students	Medium		
	18	850	WNW	9.8	Medium – proximity to Site	High – nuisance to students	Medium		
	19	840	NW	14.8	Medium – proximity to Site	High – nuisance to students	Medium		

Hazard / Pathway	Receptor				Probability	Consequence	Overall Risk	Risk Management	Residual Risk
	No.	Dist.	Direc.	Freq.					
	20	530	NE	8.2	Medium – proximity to Site	High – nuisance to students	Medium		
	21	1240	SE	1.8	Low - distance from site	High – nuisance to students	Medium		
	22	<10	NW	14.8	High – close proximity to site	Medium – industrial receptor	Medium		
	23	570	SW	3.2	Medium – proximity to Site	Medium – industrial receptor	Medium		
	24	500	SW	3.2	Medium – proximity to Site	High – hospitality receptor	Medium		
	25	920	ENE	17.5	Medium – proximity to Site	Medium – nuisance to users	Medium		
	26	870	SSW	3.3	Medium – proximity to Site	Medium – station, transient nuisance	Medium		
	27	800	S	1.4	Medium – proximity to Site	Low – railway, transient nuisance	Low		
	28	135	SSE	0	Medium – distance from site	Low – road, transient nuisance	Low		
	29	150	W	6.7	High – close proximity to site	Low – road, transient nuisance	Low		
	30	40	ENE	17.5	High – close proximity to site	Low – road, transient nuisance	Low		
	31	35	NE	8.2	High – close proximity to site	Low – road, transient nuisance	Low		
	32	55	NNE	5.5	High – close proximity to site	Low – road, transient nuisance	Low		
	33	55	N	6.9	High – close proximity to site	Low – road, transient nuisance	Low		
	34	240	NW	14.6	High – close proximity to site	Low – road, transient nuisance	Low		
	35	300	NW	14.6	High – close proximity to site	Low – road, transient nuisance	Low		
	36	360	WNW	9.8	High – close proximity to site	Low – road, transient nuisance	Low		
	37	270	W	6.7	High – close proximity to site	Low – road, transient nuisance	Low		
	38	480	S	1.4	High – close proximity to site	Low – road, transient nuisance	Low		
	39	180	E	8.3	High – close proximity to site	Medium – footpath, transient nuisance	Medium		
	40	140	SW	3.2	High – close proximity to site	Medium – footpath, transient nuisance	Medium		

Hazard / Pathway	Receptor				Probability	Consequence	Overall Risk	Risk Management	Residual Risk
	No.	Dist.	Direc.	Freq.					
	41	590	ESE	2.8	Medium – proximity to Site	Low – spring, not sensitive to odour	Low		
	42	960	E	8.3	Medium – proximity to Site	Low – spring, not sensitive to odour	Low		
	43	1050	NE	8.2	Low - distance from site	Low – spring, not sensitive to odour	Low		
	44	830	NNW	5.6	Medium – proximity to Site	Low – spring, not sensitive to odour	Low		
	45	700	ESE	2.4	Medium – proximity to Site	Low – pond, not sensitive to odour	Low		
	46	510	WNW	9.8	Medium – proximity to Site	Low – pond, not sensitive to odour	Low		
	47	1200	E	8.3	Low - distance from site	Low – lake, not sensitive to odour	Low		
	48	1250	ENE	17.6	Low - distance from site	Low – stream, not sensitive to odour	Low		
	49	100	W	6.7	High – close proximity to site	Low – drain, not sensitive to odour	Low		
	50	115	SSW	3.3	High – close proximity to site	Low – drain, not sensitive to odour	Low		
	51	170	ESE	2.4	High – close proximity to site	Low – drain, not sensitive to odour	Low		
	52	370	E	8.3	High – close proximity to site	Low – drain, not sensitive to odour	Low		
	53	670	N	6.9	Medium – proximity to Site	Low – drain, not sensitive to odour	Low		
	54	0	Surrounding Site	0 – 17.5	High – close proximity to site	Medium – open land, transient nuisance	Medium		
	55	60	SE	1.8	High – close proximity to site	Medium - potential to disturb wildlife	Medium		
	56	570	W	6.7	Medium – proximity to Site	Low – road, transient nuisance	Low		
	57	1800	SE	1.8	Low - distance from site	Medium - potential to disturb wildlife	Medium		

6 Community Engagement, Reporting and Contingencies

6.1 Overview

Prevention will be viewed as the most effective means of controlling noise before an adverse impact occurs from uncontrolled emissions. The Source → Pathway → Receptor model determined above allows for the identification of the critical activities where noise can arise, how it can travel to a receptor and the likely impact.

The performance of a NMP will ultimately be judged by the impact of the landfill and treatment activities on the receptors. Should complaints be received, a procedure will be in place to effectively deal with the issue in a sensitive, efficient and auditable manner.

The controls for each potential noise source are detailed in previous sections of this report.

6.2 Complaints Process

Any complaints received at the site or via the regulatory bodies including the Agency and Local Authority, will be recorded using the form in Appendix A. This will instigate further assessment and implementation of control measures at the location of the complaint and on-site to minimise the source of noise.

Where possible, as much information and detail about the complaint will be recorded, whether this is from the relevant authority or a complaint direct to the site. This information will assist in the investigation and determining the source of the noise.

All complaints and queries will be logged in accordance with the Site's EMS as soon as is practicably possible. All complaints logged will be subject to investigation, and complainants responded to within 48 hours of receipt, where possible. All responses will be through trained and experienced staff.

Complaints regarding noise from the Site will be investigated in accordance with the protocol, and appropriate records maintained which may include:

- Complaints received including name and contact details of complainant (if known), and complainants description of the noise;
- Nature of problem including date, time, duration, prevailing weather conditions and cause of the problem;
- On-site activities and operational conditions at the time of the complaint;
- Records of the likely source of the noise, even if it is clearly not from the Site;
- Details on the corrective action taken and any subsequent changes to operational procedures; and,
- The Agency will be proactively informed by the Operator of the complaint and the Operator will confirm to the best of its knowledge the information described above.

The Operator will ensure that the complainant has all the relevant contact details of the site (i.e. the Site Manager) and the officer responsible at the Agency. The operator will be in regular contact with the complainant and the Agency whilst the cause of the noise is being investigated and remediated.

An evaluation of the effectiveness of the techniques used will be carried out on completion of any remedial measures, or if the complaints persist. Records of the above will be retained by site for future reference.

6.3 Means of Contact

The site will be readily contactable to outside organisations and to members of the public. The site signage board (placed in a readily visible location) will contain the necessary contact details for both the site operations and Agency. The company website also contains the necessary contact details for the site.

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Any complaints received directly to site will be notified to the Agency. Should an off-site issue arise, therefore, the complainant has a readily available means of getting in touch with the Operator.

6.4 Complaints Screening

As part of each noise complaint received, they will be objectively assessed against the wider environment to ensure that the source of the emission is traced back to the correct source. It is essential that the source is correctly identified in order that mitigating measures can be applied effectively and correctly. The complaint will also be assessed against previous records to place the nature of the complaint into context.

If patterns in complaints emerge, community groups or individuals (subject to their agreement) will be called upon to act as an additional noise monitoring resource.

6.5 Complaints Investigation

In the event that noise is found to be causing a problem from the Site, as determined and confirmed by investigation into off-site complaints, or during routine monitoring, measures will be taken to determine the source of this noise and the following courses of action as detailed below shall be taken to ascertain if the noise is coming from the Site;

- Examination of the operational activities at the time of the noise complaint;
- Examination of the meteorological conditions at the time of the complaint;
- Carry out a review of the operational procedure and controls and instigate any control measures immediately following identification of the problem; and,
- Further monitoring will be carried out to ensure the issue has been addressed and to monitor the effectiveness of any control measures undertaken.

It is recognised that whilst complainants are encouraged to report valid complaints to the regulatory bodies, complaints that are received/submitted directly to the site are able to be investigated more rapidly. As a result, complaints reported directly can be substantiated, reviewed and actioned quicker. With the complainant still able to report the complaint to the regulatory bodies after, should it be necessary. Nevertheless all complaints will be investigated.

6.6 Contingency and Emergency Plans

In the event that noise is proven to be from the site and found to be causing a problem, as determined by the investigation of off-site complaints or during routine on-site monitoring, action will be taken to determine the source and the following courses of action.

Control and mitigation measures for each stage of the waste management process are as described in Section 2 and summarised in Table 4.

6.7 Abnormal Events

This NMP assumes that the Site will be running under expected operational conditions. Weather and temperature extremes are not considered likely to affect the noise emissions from the sites. Instead in extreme weather it is more likely that operations will cease minimising noise emissions. There are no other "abnormal events" considered relevant to the infilling / restoration.

6.7.1 Implementation of the Contingency plan and / or Emergency Plan

If closure to receipt of waste is considered an appropriate action the site manager who will inform the Senior Technical Manager and the Agency and site staff will implement measures to divert wastes as required.

6.7.2 Operator's Experience with Contingency / Emergency Situations

The operator has a policy of continuous review of emergency and contingency procedures which helps improve procedures across the operator's operations.

6.7.3 Review and Update of Contingency and Emergency Plans

The Contingency Plan and Emergency Plan will be reviewed following any incident where they have had to be followed. They will be updated as necessary with any lessons learned.

6.8 Records and Reviews

Records relating to the management and monitoring of noise will be maintained as necessary and will include the following details:

- The results of inspections carried out by installation personnel;
- Weather conditions including atmospheric pressure, wind speed and wind direction;
- Problems including date, time, duration, prevailing weather conditions and cause of the problem;
- Complaints received including name and address of the complainant; and
- Details of the corrective action taken, and any subsequent changes to operational procedures.

The NMP will be reviewed on a periodic basis with the scheduled review of the Site's EMS or with every major decrease, or alteration to the noise generated at site (i.e. a change to daily operations and activities).

6.9 Communication Tools and Engaging with Neighbours

Stakeholders will typically include the Local Authority, the Agency, Parish Councils and members of the local community. Other stakeholders may include local businesses and/or householders should the Site be deemed to impact upon them.

In addition, and as covered within the complaints section, contact details will be made available so that any complaints can be directed to site and an investigation undertaken immediately.

Appendix A – Noise Complaint Form

Noise Complaint Report Form	Date: Ref:
Name and address of complainant	
Time and date of complaint	
Date, time and duration of offending noise	
Weather conditions (e.g., dry, rain, fog, snow)	
Wind strength and direction (e.g., light, steady, strong, gusting)	
Complainant's description of noise (e.g., hiss, hum, rumble, continuous, intermittent)	
Has complainant any other comments about the offending noise	
Any other previous known complaints relating to installation (all aspects, not just noise)	
Any other relevant information	
Potential noise sources that could give rise to the complain	
Operating conditions at the time offending noise occurred	
Action taken:	
Final Outcome	
Form Completed By:	
Signed	

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