NOISE MANAGEMENT PLAN

The Old Mill, Tricketts Lane, Willaston, Nantwich, Cheshire, CW5 6PZ

Scanlan's (Plant Hire) Ltd

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Oaktree Environmental Ltd

Waste, Planning & Environmental Consultants

Oaktree Environmental Ltd, Lime House, 2 Road Two, Winsford, Cheshire, CW7 3QZ
Tel: 01606 558833 | E-Mail: sales@oaktree-environmental.co.uk | Web: www.oaktree-environmental.co.uk
REGISTERED IN THE UK | COMPANY NO. 4850754

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1 Introduction

1.1 Site history / background

1.1.1 Oaktree Environmental Ltd has been commissioned by Scanlan's (Plant Hire) Ltd to prepare a Noise Management Plan (NMP) for the waste facility at The Old Mill, Tricketts Lane, Willaston, Nantwich, Cheshire, CW5 6PZ.

1.1.2 The site operates under Environmental Permit (EP) ref. EPR/WP3298CH. This NMP has been prepared to accompany an application to vary the existing SR2022 No.4 permit to a bespoke EP.

1.1.3 The variation is required because the waste-transfer building is open-fronted and some sorted and processed wastes are stored externally within designated containers and bays.

1.1.4 This NMP identifies the principal sources of noise associated with the site, the receptors that could be affected and the physical and operational controls used to prevent, or where that is not practicable, minimise noise beyond the permit boundary.

1.1.5 The operator accepts responsibility for controlling noise from the permitted activities and will implement, maintain and regularly review the measures specified within this NMP.

1.2 Site location

1.2.1 The application site is located at The Old Mill, Tricketts Lane, Willaston, Nantwich, Cheshire, CW5 6PZ and shown on Drawing No. TRIC-263-02. The national grid reference for the site is SJ 68150 52390.

1.2.1 The nearest dwelling is located to the south of the site approximately 20m from the site's boundary on the other side of the railway line. These are the nearest noise sensitive receptors and are located on Dairyfields Road.

1.3 Facility overview

1.3.1 The operational and waste-storage areas are shown on Drawing No. TRIC-263-03. The permitted waste types comprise dry, inert and non-hazardous household, commercial, industrial, construction, demolition and excavation wastes.

1.3.2 Mixed waste is tipped, sorted and temporarily stored within the open-fronted waste-transfer building at **AREAS 1–4**. Sorted and processed wastes are stored externally within designated bays and containers.

1.3.3 The combined maximum annual throughput for the waste-transfer and physical-treatment activities will not exceed 40,000 tonnes per annum.

1.3.4 Crushing and shredding will not be undertaken. Waste treatment will be limited to manual and mechanical sorting and separation, together with screening and trommelling. Screening and trommelling will be undertaken intermittently according to operational demand and may not take place for extended periods.

1.3.5 The open front of the waste-transfer building faces into the site and away from the nearest residential receptors. The building, concrete storage-bay walls and existing boundary infrastructure provide screening between the principal activities and surrounding receptors.

1.3.6 The operator has advised that the site has not been subject to substantiated noise complaints arising from the proposed activities. Notwithstanding this, the controls and monitoring procedures specified within this NMP will be implemented throughout the life of the permit.

1.4 Hours of operation

1.4.1 The site is open during the following hours for the receipt, treatment and removal of waste.

Monday to Friday	07:30 – 18:00
Saturday	08:00 – 12:00
Sundays, Bank/Public holidays	Closed

1.4.2 It must be noted that the site will not always be open, and operating hours will vary depending on the amounts of waste needed to be treated.

1.4.3 Screening and trommelling will only be undertaken during the following hours:

Monday to Friday	09:00 – 16:00
Saturday	09:00 – 12:00
Sundays, Bank/Public holidays	Closed

1.4.4 No waste acceptance, treatment or removal will take place outside the above hours. Essential maintenance may be undertaken outside these hours only where necessary to address a breakdown or prevent an environmental or safety incident. Any planned noisy maintenance will be undertaken during normal daytime working hours.

2 Sensitive Receptors

2.1 Receptor Plan

2.1.1 A sensitive receptors plan (SRP) has been produced to accompany this NVMP and is shown in Appendix I referenced as on Drawing No. TRIC-263-04. The receptors highlighted are those which are at risk by noise generated from the site.

2.2 Site receptors

2.2.1 The receptors are detailed in the table below with approximate distances from the site. Receptors which are over 500m have not been included within the table below as it is considered that they will not be affected by any noise pollution arising from the site.

Table 1 - Distances to Selected, Representative Noise Sensitive Receptor Locations

Receptor	Direction from Site	Approx distance from the site to the receptor boundary (m)
Residential		
Residential properties on Dairyfields Road and beyond	North	20
Residential properties on Tricketts Mews	West	70
Residential properties on Wistaston Road and beyond	West	130
Schools		
Willaston Pre-school	West/Southwest	300

2.3 Other noise sources

2.3.1 Other industrial / commercial / infrastructure land uses which will contribute to the background noise level are tabulated below.

Table 2 - Other Noise Emitting Operators

Company	Address	Type of Business	Approximate distance & location from site (m)
Tricketts Lane Motors	Tricketts Ln, Willaston, Nantwich CW5 6PZ	Vehicle Repair Shop	Neighbouring the site to the west
EHC Remapping & Vehicle Diagnostics	Tricketts Ln, Willaston, Nantwich CW5 6PY	Vehicle Diagnostics & Repair Shop	Neighbouring the site to the east
Advantage Vehicles Ltd (Workshop)	Tricketts Ln, Willaston, Nantwich CW5 6PY	Vehicle Repair Shop	100m / east
S C Autos	Tricketts Ln, Willaston, Nantwich CW5 6PY	Vehicle Repair Shop	140m / east
Railway Lane	N/A	Railway Line (Infrastructure)	Bordering the site to the south

2.3.2 Other sources of noise comprise of residents and further industries and infrastructure between the site and the noise sensitive receptors, additional noise includes the nearby road networks including the A500 & Nantwich Bypass.

3 Noise Management and Controls

3.1 Noise Sensitive Receptors

3.1.1 The site is located in a mixed residential, commercial and industrial location; however, the land surrounding may be considered rural in comparison to adjacent towns such as Nantwich and Crewe. The layout of the site is shown on Drawing No. TRIC-263-03, contained within Appendix I of this report. The layout of the site has been planned to contain all of the required operations and activities within the site, thus limiting the impacts at the above noise receptors. The potential effect at a receptor will depend on the activity taking place, its duration and character, the condition of the plant, the effectiveness of intervening structures and the prevailing weather conditions. Particular attention will be given to impulsive, tonal, intermittent or otherwise distinctive noise

3.1.2 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

3.2 Noise Sources

3.2.1 The main sources of noise which could arise from the site operations are as follows:

a) HGVs entering, leaving and manoeuvring within the site;
b) tipping and loading waste within the waste-transfer building and storage bays;
c) loading waste into the screener or trommel;
d) operation of the screener or trommel;
e) mobile plant operating and manoeuvring around the site;
f) handling or depositing metal, rubble and other potentially noisy materials;
g) reversing alarms;
h) maintenance and repair activities; and
i) abnormal operations, including defective plant, uneven surfaces, accidental impacts or waste becoming trapped within equipment.

3.3 Existing Fixed Mitigation Measures

3.3.1 In addition to the management controls within the table below, the site benefits from several fixed mitigation measures these include:

a) Concrete walls forming the waste-storage bays along the southern part of the operational area;
b) Existing approximately 5m-high corrugated steel screening along the eastern operational boundary;
c) The open-fronted waste-transfer building containing AREAS 1–4, which provides screening around tipping, sorting and short-term mixed-waste storage;
d) The orientation of the building opening into the site and away from the nearest residential receptors;
e) Existing buildings located to the east and west of the principal operational area; and
f) Location of the screener/trommel and associated treatment activity within the operational area shown on Drawing No. TRIC-263-03.

3.4 Noise Management Table

3.4.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.

3.4.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 4 will be used if any noise complaints are received. The controls specified in Table 3 will be implemented throughout the permitted operations. If routine monitoring or a complaint indicates that the controls may not be effective, the relevant activity will be reviewed immediately. The activity will be reduced or suspended where necessary until the cause has been identified and effective corrective action implemented

Table 3 - Noise management table

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
A = HGVs travelling to and from the site for delivery / collection of vehicle waste.	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	• Engines will be switched off when the vehicles are not being used. • Waste deliveries and collections will only be permitted during the operational hours with no works on Sundays or Bank/Public Holidays. These hours are considered 'normal' working operational hours in an area dominated by industry. • The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated. • Implementation of speed restriction on site. • All drivers are required to enter and exit the site with due consideration for neighbours. • Drop heights will be a maximum 1m from the ground to allow for clearance of the relevant vehicle. • Management will ensure that all vehicles involved in waste deliveries, collection or tipping are suitably maintained. Silencers will be kept in effective working order and moving parts will be lubricated where necessary. • All mobile plant and other vehicles used will benefit from white noise reverse alarms. • A no idling policy will be in place and staff/third party drivers will be told not to rev engines. • Vehicle movements will be managed so far as practicable to avoid unnecessary queuing, idling or simultaneous loading and unloading. Deliveries and collections will be spread throughout the working day where reasonably practicable.	Low
B = Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading	See Section 2.2	Noise pollution	Medium	Continuous (Lowe Pitch)	High	• Refer to the above actions shown in A and additional actions/ proposals are shown below. • The main tipping area is located within a building which is positioned so that it faces away from the nearest residential receptors to the south of the site. The building will provide screening to the tipping activity. • Waste will be deposited using the minimum practicable drop height. Operators will avoid dropping large or heavy items onto empty containers or concrete surfaces where this could cause unnecessary impact noise. • Tipping and loading will be undertaken within the open-fronted waste-transfer building at AREAS 1–4 wherever applicable.	Low

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
C = Loading of the screener/trommel D = Use of screener/ trommel	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	• Refer to the above actions shown in A and additional actions/proposals are shown below. • Crushing and shredding will not be undertaken. • The screener/trommel will be operated only when required and switched off when not in active use. • If the plant develops rattling, banging, squealing, tonal or otherwise abnormal noise, it will be stopped and inspected before use resumes. • Screening/trommelling may be reduced, relocated within the approved operating area or suspended if monitoring indicates that it is causing or is likely to cause noise pollution beyond the permit boundary. • The loading of waste into the screener/trommel is done using a 360^0 excavator meaning the material can be inserted into the plant with minimal drop height to prevent any crashing, banging or vibration. • It is proposed to operate this machinery between the operational hours only which are not considered unsociable hours. • Management will ensure that all loading plant operated by Scanlan's (Plant Hire) Ltdis functioning suitably i.e. moving parts to be regularly lubricated. • Operatives will be informed to turn off engines of the mobile plant when it is not in use and no revving of engines will be permitted at the site. • Any malfunctions in plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced. • All screeners / trommels are situated at the furthest point from residential receptors. The southern boundary between the trommel and receptors comprises the building and sleeper bays/walls, whilst the eastern boundary comprises a 5m high steel corrugated fence which will provide screening from the treatment activity. • The use of the trommel/screener is seasonal and will therefore be used infrequently throughout the year, it is likely that the plant may remain unused for extended periods (i.e. several months at a time) • The site historically has good compliance with regards to noise.	Low
E= Manoeuvring of mobile plant around external areas of the site	See Section 2.2	Noise pollution	Low	Intermittent (Low Pitch)	Med	• Refer to the above actions and additional actions/proposals are shown below. • Management will ensure that all site vehicles operated by Scanlan's (Plant Hire) Ltd are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. • All manoeuvring areas using mobile plant are surfaced with impermeable concrete which is generally flat and well maintained to prevent unnecessary banging of vehicles on uneven ground leading to excessive vibration. • Mobile plant will be operated using smooth driving techniques. Excessive engine revving, unnecessary horn use and avoidable bucket impacts will not be permitted. • Buckets will not be shaken or scraped unnecessarily, and materials will be deposited using the minimum practicable drop height	Low

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
F = Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)	See Section 2.2	Noise pollution	Low – Very Low	Intermittent (Low Pitch)	Low	• All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained. • Small vehicles are not considered to be an issue in relation to excessive noise which could cause a complaint. • Implementation of speed restriction on site. • All drivers are required to enter and exit the site with due consideration for neighbours.	Very Low / Negligible
G = Repairs	See Section 2.2	Noise pollution	Very Low	Occur at a specific time (Low Pitch)	Low	• If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during working day hours. • In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Environment Agency will be notified in advance and would not commence without agreement unless in extenuating circumstances i.e., to minimise a fire occurring. • Routine maintenance and repairs will be undertaken during normal daytime working hours. Noisy repairs will be moved away from sensitive boundaries or undertaken within a suitable building where practicable. • Emergency work outside normal hours will be limited to that necessary to make plant or infrastructure safe or prevent an environmental incident.	Very Low / Negligible
H = Site-specific noise measures	See Section 2.2	Noise pollution	Very Low	Variable (Low pitch and/or High pitch)	Medium	The site will implement the following mitigation measures: • Mixed-waste tipping, sorting and short-term storage within AREAS 1–4 are undertaken inside the open-fronted waste-transfer building. The open fronted building has been designed so it doesn't face the NSRs. • The southern boundary (that closest to the nearest receptors) benefits from a concrete wall which are utilised as waste storage bays, these provide screening to the site. • Bays used for the storage of material provide screening from loading/unloading operations, they have also been designed so that they're facing inwards towards the site and not towards NSR's • The use of the trommel/screener is seasonal and will therefore be used infrequently throughout the year, it is likely that the plant may remain unused for extended periods (i.e. several months at a time)	Low / Very Low

3.5 Equipment Maintenance

3.5.1 All plant and equipment will be inspected and maintained in accordance with the manufacturer's recommendations and the site's preventative-maintenance programme.

3.5.2 Daily checks will identify abnormal rattling, banging, squealing, vibration, damaged silencers, loose panels, worn bearings or other defects that could increase noise. Any defect will be recorded and rectified promptly.

3.5.3 Plant generating abnormal or excessive noise will be taken out of use until it has been repaired or replaced. Replacement plant will, where reasonably practicable, have an equivalent or lower sound output.

3.5.4 Noise-control equipment and infrastructure, including silencers, engine covers, building fabric, boundary screening and concrete walls, will be maintained so that they remain effective.

3.6 Onsite Monitoring Procedures

3.6.1 Noise will be monitored qualitatively by trained site personnel during routine operations. Monitoring will include observations from the operational area and accessible locations close to the permit boundary.

3.6.2 Monitoring will be undertaken:

a) during routine site inspections;
b) when the screener or trommel is operating;
c) during tipping or handling of potentially noisy wastes;
d) following a change in plant, operating procedure or site layout;
e) following plant breakdown or maintenance;
f) when weather conditions may increase propagation towards a sensitive receptor; and
g) following receipt of a noise complaint.

3.6.3 The person undertaking the check will consider:

a) the activities and plant operating at the time;
b) whether site noise is audible or distinctive at the monitoring location;
c) the presence of impulsive, tonal, intermittent or abnormal characteristics;
d) other local noise sources;
e) wind direction and general weather conditions; and
f) whether any physical or operational noise control is defective.

3.6.4 Any abnormal or potentially significant noise will be reported immediately to the Site Manager. The relevant activity will be investigated and, where necessary, reduced or suspended until appropriate corrective action has been implemented.

3.6.5 Monitoring findings requiring action will be recorded in the site diary or inspection record, together with the source identified, corrective action taken and confirmation that the action was effective.

3.6.6 In terms of the on-site monitoring, particular attention will be given to processes which maintain any mitigation measures (such as barriers or low noise equipment) which are going to be implemented on site as demonstrated in the table overleaf.

Table 4 - Description of onsite processes which will ensure impacts do not increase on site

Description of procedure	Frequency	Corrective action
Mobile plant and treatment plant	Daily pre-use checks and during operation	Stop and inspect plant producing abnormal noise; repair before reuse
Screener/trommel	Whenever operating	Check audibility and character at the site boundary; reduce or suspend operation if necessary
Waste-transfer building and concrete walls	Monthly and following damage	Repair defects that could reduce screening
Corrugated boundary screening	Monthly and following high winds/damage	Repair holes, gaps or loose panels
Operational surfacing	During daily site inspections	Repair potholes or defects causing avoidable vehicle impact noise
Vehicle movements and idling	Throughout operational hours	Instruct drivers; revise traffic sequencing where necessary
Complaint-related monitoring	As soon as practicable following a complaint	Investigate the alleged source and implement the complaint procedure

3.7 Monitoring off site sound levels

3.7.1 Routine monitoring under this NMP will comprise qualitative observations by trained site personnel. This is intended to identify changes in noise character, abnormal plant noise and circumstances requiring corrective action; it is not a substitute for a formal BS 4142 assessment.

3.7.2 If repeated or substantiated complaints are received, or routine monitoring identifies a potentially significant off-site impact, the Site Manager will arrange additional investigation. This may include attended observations at locations representative of the affected receptor, review of operating conditions and, where proportionate, sound monitoring by a suitably qualified acoustician.

3.7.3 Any formal environmental sound measurements or noise impact assessment required by the EA will be undertaken by a competent acoustician using appropriate calibrated equipment and the applicable standards.

3.7.4 Pending completion of an investigation, the operator will reduce, relocate or suspend the activity most likely to be responsible where this is necessary to prevent serious noise pollution.

3.8 Emergencies and abnormal events

3.8.1 Abnormal events capable of increasing noise include plant breakdown, damaged silencers or panels, material becoming trapped in equipment, accidental impacts, defective surfacing, emergency repairs and failure of a physical noise-control measure.

3.8.2 The Site Manager will assess the likely off-site effect and arrange immediate corrective action. The affected plant or operation will be reduced or stopped where necessary until it can operate without causing serious noise pollution.

3.8.3 Where a temporary event is likely to result in a significant increase in noise, the EA and potentially affected neighbours will be notified where appropriate. The notification will describe the cause, expected duration and action being taken.

4 Best Available Techniques (BAT)

4.1 Appropriate measures

4.1.1 The following will be considered when operating the site:

- Prevent generation of noise by good design and maintenance
- Daily maintenance checks – operational and maintenance staff
- Preventative maintenance schedule – based on manufacturer's guidance and historical data, experience. Pro-active and pre-emptive
- Noise monitoring and audits – noise monitoring as part of the daily site inspection any abnormal findings are recorded in the site log and reported to the site supervisor. Rattles, hums, squeaks, relief valves, irregular sounds etc
- Prioritising maintenance activities – short and long-term action plans, monitor reliability.
- Critical spares or supplier identified – spares available on demand.
- Daily operational checks – perimeter checks to assess noise levels, changes in level tone, intermittent noise, nuisance noise. This noise assessment is subjective, dependent on experience, familiarisation.
- Records – site logs record operational and maintenance issues/findings.
- Communication – open 2-way communication, listen to concerns raised, investigate as required and feedback to group or individual.
- Procurement – equipment selection, noise rating, inclusive attenuation, replacement policy, life cycle of product
- Signage – Appropriate signage denoting noise control areas and quiet zones.

4.1.2 Site specific noise control techniques, includes the following:

- Pre-existing bay walls ranging in heights which provide screening from loading/unloading operations undertaken within the bay itself and to activities undertaken within the wider operational area.
- On site building where the initial tipping is undertaken. Building consists of steel sheeting which provide physical screening and containment
- Trommel externally located is only operated when in use, this enables no idling when not in use. The use of the trommel/screener is seasonal and will therefore be used infrequently throughout the year, it is likely that the plant may remain unused for extended periods (i.e. several months at a time).
- Main open fronted building for waste operations is facing internally towards the site and away from the nearest sensitive receptors.
- Buildings located on site (to the west of waste operations) which provide screening of noise from the waste processing to those receptors located west of the site on Tricketts Lane and beyond.

4.1.3 Noise control will follow the hierarchy of preventing noise at source, minimising or containing it through operational controls, using physical screening and selecting sympathetic operating times.

5 Actions when complaints are received.

5.1 Complaints procedure

5.1.1 If any noise complaints are received, site management will complete a 'complaints and events log', detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).

5.1.2 A phone number for the head office can be obtained online in order to allow for any member of the public to lodge a complaint without entering the operational site. The operations manager will be specifically assigned to deal with complaints.

5.1.3 All complaints received from third parties including statutory authorities, statutory consultees, members of the general public and representative of the company will be forwarded to the operations manager to action as below within 2 hours (where feasible). The complaint will be logged in the incident database within 72 hours.

5.1.4 The Site Manager or nominated deputy will:

a) record the complaint immediately;
b) establish the date, time, duration, location and character of the reported noise;
c) identify the activities and plant operating at the relevant time;
d) review weather conditions, vehicle movements, CCTV and site records where available;
e) undertake observations at the site boundary and, where reasonably practicable, at a location representative of the complainant;
f) consider other potential local noise sources;
g) reduce or suspend the likely source where necessary;
h) record the investigation, conclusions and corrective action;
i) check that the corrective action has been effective; and

j) provide feedback to the complainant where contact details have been supplied.

5.1.5 If the Investigation indicates that the complaint has not been justified this will be clearly recorded on the incident report. All complaints will be logged.

5.1.6 Where the source cannot be identified with reasonable confidence, the operator will review and, where necessary, temporarily reduce the site activities most capable of producing the reported noise while further investigation is undertaken.

5.2 Reporting Measures

5.2.1 In the event of elevated levels of noise being identified, the event will be reported into a noise complaint form by a member of operational staff. Upon notification of an environmental incident, the site manager will complete and an incident reporting form. The completed form is then distributed throughout the company for review at the operational, management and health and safety meetings.

5.2.2 All performance failures will be categorised for input into the IMS as follows:

- Minor Event: quick fix possible, locally resolved
- Medium Event: brief disruption to service, management intervention required.
- Major Event: significant disruption to service

5.2.3 Each non-conformance category must be given a deadline for rectification. The deadline for each category is:

- Minor Event: Record and rectify as soon as practicable, normally within 24 hours
- Medium Event: Management investigation and interim controls as soon as practicable, normally within 6 hours
- Major Event: Immediate management response; reduce or stop the relevant operation until effective controls are in place

5.2.4 The form will record any actions taken to rectify the issue, ensure that any necessary actions or review are recorded onto the form and ensure that the person reporting the

incident is notified. The site manager will investigate the performance failure within a reasonable timeframe (ideally 2 hours). Once the issue has been resolved, the corrective action will be entered onto the system and the issue will be closed.

5.2.5 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by site management, if they are not available, another suitably trained staff member.

5.2.6 The following details as a minimum will be completed on the form:

a) The name, address and telephone number of the caller will be requested.
b) Each complaint will be given a reference number.
c) The caller will be asked to give details of:

- the nature of the complaint;
- the time;
- how long it lasted;
- how often it occurs;
- is this the first time the problem has been noticed; and,
- what prompted them to complain.

d) The person completing the form will then, if possible, make a note of:

- the weather conditions at the time of the problem (rain snow fog etc.)
- strength and direction of the wind; and,
- the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.

e) The reason for the complaint will be investigated and a note of the findings added to the report.
f) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.

h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

6 Training

6.1 Training regime

6.1.1 All employees and contractors involved in potentially noisy activities will receive appropriate instruction on:

a) the noise sources and sensitive receptors identified in this NMP;
b) correct use of plant and noise-control equipment;
c) minimising drop heights and impact noise;
d) avoiding unnecessary idling, revving, horn use and bucket impacts;
e) recognising abnormal plant noise;
f) routine noise monitoring and record keeping;
g) reporting defects and complaints; and
h) the circumstances in which an activity must be reduced or stopped.

6.1.2 Training will be provided during induction and refreshed following significant changes to the NMP, plant, layout or operating procedures.

6.1.3 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.

6.1.4 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

6.2 Vehicle / plant preventative maintenance training

6.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.

6.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.

6.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

6.3 Liaison with Neighbours

6.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

6.3.2 Where planned temporary works or an abnormal event are likely to cause a noticeable increase in noise, the operator will consider notifying potentially affected neighbours in advance or as soon as practicable. The notification will explain the nature of the event, its likely duration and the measures being taken to minimise the impact.

6.4 Review of the NMP

6.4.1 This NMP will be reviewed at least annually and following:

a) a substantiated noise complaint;
b) a significant change to plant, activities, layout or operating hours;
c) failure or alteration of a noise-control measure;
d) identification of a new or changed noise-sensitive receptor;
e) an incident involving significant or abnormal noise; or
f) a request from the EA.

6.4.2 The review will consider whether the controls remain effective and whether further appropriate measures are required. Amendments and associated staff training will be recorded.

Appendix I

Drawings



WASTE STORAGE AREA DETAILS

Plan Ref	Description	Typical EWC Code(s)	Processed / unprocessed	Containment	Max width of pile (m)	Max length of pile (m)	Max height of pile (m)	Approx. area (m2)	Conversion factor used	Approx. volume (m3)	Tonnage (approx.)	Storage duration
AREA 1 - 3	Tipping/sorting area (Temporary stockpile)	17 09 04, 20 03 01, 20 03 07	Unprocessed	2.4m high concrete walls forming the walls of waste storage shed	4.5	4	2	17	0.333	12 (per area)	50-100	<12 hours (cleared by end of working day)
AREA 4	Mixed waste holding area	17 09 04	Unprocessed	2.4m high concrete walls forming the walls of waste storage shed	9	15.4	2	70	0.75	105	100	<48 hours
AREA 5 - 7	Sorted containers comprising general waste	17 09 04, 20 03 01, 20 03 07	Processed – hand sorted or using excavator	In containers up to 40cuyd	6.1	2.44	3	15	1	39	20 - 30	<72 hours
AREA 8	Sorted container comprising wood	15 01 03, 17 02 01, 19 12 07, 20 01 38	Processed – hand sorted or using excavator	In containers up to 40cuyd	6.1	2.44	3	15	1	39	20 - 30	<1 week
AREA 9	Sorted container comprising metals	17 04 05, 17 04 07	Processed – hand sorted or using excavator	In containers up to 40cuyd	6.1	2.44	3	15	1	39	20 - 30	<1 month
AREA 10	Sorted container comprising plasterboard	17 08 02	Processed – hand sorted or using excavator	In containers up to 40cuyd	6.1	2.44	3	15	1	39	20 - 30	<1 month
AREA 11	Sorted container comprising green waste	20 02 01	Processed – hand sorted or using excavator	In containers up to 40cuyd	6.1	2.44	3	15	1	39	20 - 30	<2 weeks
AREA 12	Soil bay	02 01 01, 02 03 01, 02 04 01, 17 05 04, 17 09 04, 19 12 12, 20 02 02	Source segregated or hand sorted/ processed via trommel/screener	Free-standing inside a three-sided concrete wall	6.2	3.5`	3	3	18	1	40	50
AREA 13	Hardcore & stone bay	17 01 01, 17 01 02, 17 01 03, 17 01 07, 17 09 04, 19 12 09, 20 02 02	Processed – hand sorted or using excavator	Free-standing inside a three-sided concrete wall	9	4	3	3	32	1	75	50



NOTES

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	25.04.25	JH	Initial drawing
A	06.05.25	JH/RS	Minor amendment to tipping area
B	23.05.25	JH/IA	Minor amendment to layout
C	26.06.25	IA	Minor amendment to layout
D	25.08.26	CP	Updates to site infrastructure

KEY:

- Permit boundary
- Waste storage areas
- Non-waste hazardous storage areas
- Non-waste storage areas
- Temporary waste stockpile
- Non-waste fuel/fluids
- Impermeable surface with sealed drainage system
- Impermeable surface areas which do not store waste material
- Office/welfare
- Out of hours plant storage
- 300mm thick concrete wall
- Quarantine area (40m^2)
- Stone surfacing
- Firefighting equipment/extinguishers (indicative locations)
- Fire alarms (indicative locations)
- Spill kits (indicative locations)
- Plant shut off
- Mains Water
- Designated smoking area
- Access route for emergency services
- Fire hydrant
- Fire assembly points
- Pan,tilt & zone cameras with 360 50cm coverage
- INT Interceptor
- Surface water fall direction
- Manhole
- Gully
- RSD Roller shutter door
- Fire water boom deployment location

TITLE:
SITE LAYOUT & FIRE PLAN

CLIENT:
Scanlans (Plant Hire) Ltd

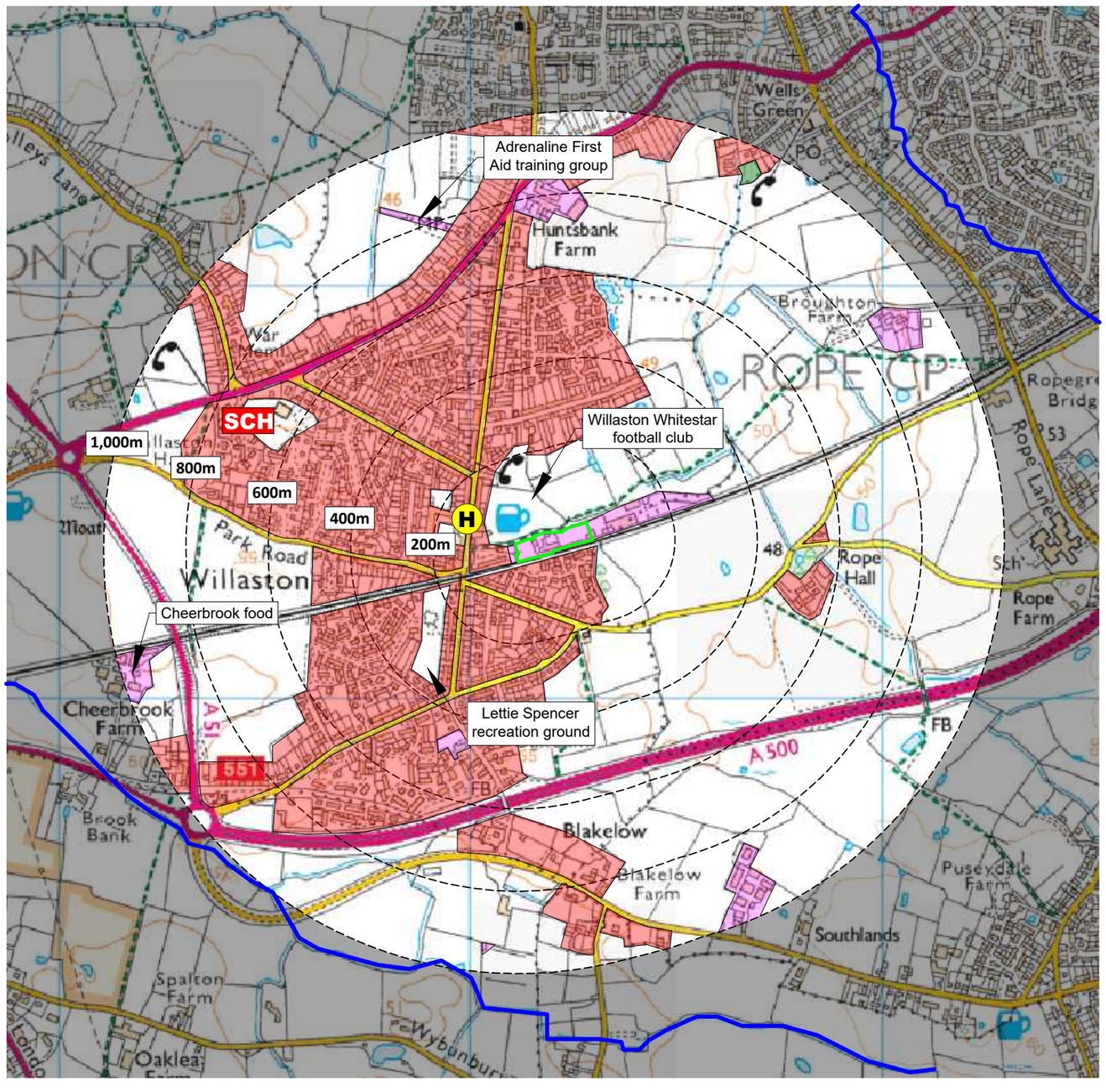
PROJECT/SITE:
Tricketts Lane, Willaston, Nantwich CW5 6PZ

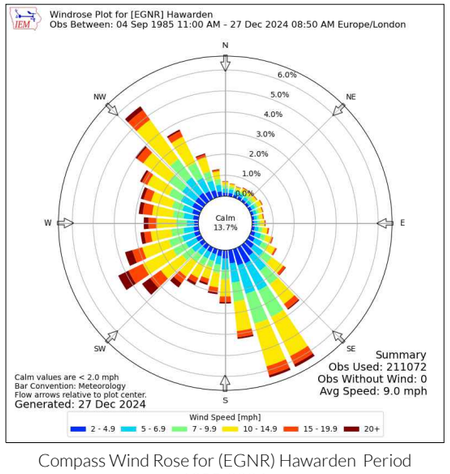
SCALE @ A2:	CLIENT NO:	JOB NO:
1:500	0263	004
DRAWING NO:	REV:	STATUS:
TRIC-263-03	D	Issued
DATE:	DRAWN:	CHECKED:
25.08.26	JH/CP	TR

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KEY:

- Permit boundary
- Main river
- Surface water body (river / stream / pond / pool / lake)
- Areas with mix of residential, retail and commercial properties
- Workplaces (includes agriculture industry, commerce and retail)
- Residential blocks
- Class A, B, C roads
- Nearest fire hydrant
- Railway line
- Schools
- Woodland areas
- Deciduous woodland





Compass Wind Rose for (EGNR) Hawarden Period 1985-2024
- source: Iowa State University

NOTES

1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	14.04.25	JH	Initial drawing

N

Scale Bar (1:12,500)

0 100 200 300 400 500m

TITLE: RECEPTOR PLAN

CLIENT: Scanlans (Plant Hire) Ltd

PROJECT/SITE: Tricketts Lane, Willaston, Nantwich CW5 6PZ

SCALE @ A3:	CLIENT NO:	JOB NO:
1:12,500	0263	004
DRAWING NO:	REV:	STATUS:
TRIC-263-04	-	Issued
DATE:	DRAWN:	CHECKED:
14.04.25	JH	CP

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Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

1) Any complaints received in relation to noise and vibration will be recorded on the form below. This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.

2) The name, address and telephone number of the caller will be requested.

3) Each complaint will be given a reference number.

4) The caller will be asked to give details of:
   - the nature of the complaint.
   - the time.
   - how long it lasted.
   - how often it occurs.
   - is this the first time the problem has been noticed; and,
   - what prompted them to complain.

5) The person completing the form will then, if possible, make a note of:
   - the weather conditions at the time of the problem (rain snow fog etc.)
   - strength and direction of the wind; and,
   - the activity on the site at the time the noise was detected, particularly anything unusual.

6) The reason for the complaint will be investigated and a note of the findings added to the report.

7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.

9) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint: (Noise, vibration) (Date, time, duration):	
Weather at the time of complaint (Rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Initial Site Review	
Potential reasons for complaint	
Site activities and plant operating (Include vehicle movements, tipping, loading and screener/trommel operation)	
Monitoring location (Site boundary and/or location representative of complainant)	
Site noise audible?	Yes / No If yes, describe relative prominence:
Noise character	Continuous / intermittent / tonal / impulsive / vibration / other
Other local noise sources	Railway, road traffic, neighbouring premises, construction or other
Site records reviewed	CCTV / site diary / vehicle records / maintenance records / weather / other
Investigate Immediate Action	
Investigation findings	State whether the permitted activities were the likely source and the evidence relied upon
Actions taken	
Activity reduced or suspended?	Yes / No Activity affected and time:
Plant or infrastructure defect identified?	Yes / No Details:
Corrective action completed	Action, responsible person and completion date/time
Effectiveness checked?	Yes / No Date/time, location and findings
Follow Up	
Actions taken.	
Date of call back to complainant	
Summary of call back conversation	
Recommendations and Close Out	
Change in procedures	
Changes to Noise Management Plan	
Further monitoring or specialist investigation required?	Yes / No Details and target date:
Date changes implemented	
Date and time complaint closed	
Form completed by	
Signed	Date completed: