Noise Management Plan

Seletia (HW) Limited

Hespin Wood Landfill
Todhills
Carlisle
Cumbria
CA6 4BJ

WESTBURY ENVIRONMENTAL

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Document Control Table

Project Reference	24/012ac
Project Title	Noise Management Plan
Document Title	Noise Management Plan
Document Issue Date	15 January 2026
Client	Seletia (HW) Limited
Status	Issued

Change log

Version	Changes	Produced by	Checked by	Date
V1	Original Noise Management Plan	Sian Wilcox	Tracey Westbury	15 January 2026

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1. Introduction

1.1. Westbury Environmental Limited has prepared this Noise Management Plan (NMP) on behalf of Seletia (HW) Limited (the Operator) at Hespin Landfill, Hespin Wood Landfill, Todhills, Carlisle, Cumbria, CA6 4BJ.

1.2. The waste facility at Hespin Landfill operates under Environmental Permit Ref. EPR/BM6026lB. The area covered by this permit is defined as the site (Site) within this report.

1.3. The following waste activities are carried out on the Site:

- Landfilling of inert and non-hazardous waste.

1.4. The Site extends to an area of approximately 47ha. The location and extent of the Site is shown in Drawing No. 24/012u 002 Site Layout Plan.

1.5. This NMP provides detailed information on the sources, risk and mitigation measures related to noise emissions from the operations to be undertaken on Site.

1.6. This NMP has been prepared in accordance with:

- The Environment Agency guidance on Noise Management Plans: Environmental Permits, last updated 31 January 2022 (NMP Guidance).
- JRC Science for Policy Report: Best available techniques (BAT) reference document for waste treatment, October 2018 (BREF).
- Non-hazardous and inert waste: appropriate measures for permitted facilities, updated August 2023 (Appropriate Measures).

1.7. If noise is audible at any of the following types of locations, the environmental regulators will regard it as ‘possibly causing an impact’:

- Residential properties.
- Commercial properties.
- Schools.
- Hospitals.
- Offices.
- Public recreation areas.
- Other Noise Sensitive Receptors (NSR).
- Noise sensitive habitats.

1.8. Where noise is possibly causing an impact, the operator must carry out an assessment to determine:

- The level of impact
- How much work needs to be done to prevent or minimise noise pollution.

1.9. Operators must prevent significant pollution and comply with the requirements to use ‘appropriate measures’ (Waste Framework Directive 2018/851) or ‘best available techniques’ (BAT) to prevent or minimise noise pollution.

Noise Impact Assessment

1.10. A Noise Impact Assessment (NIA) has been completed to fully assess the impact of the waste activities in relation to noise, see Appendix 1 Noise Impact Assessment.

1.11. The requirements of both the NMP and the NIA will be implemented by the Noise Procedure that is included in the Environmental Management System (EMS).

1.12. There are three possible outcomes from an NIA:

- Unacceptable level of audible or detectable noise.
    - This level of noise means that significant pollution is being, or is likely to be, caused at a receptor (regardless of whether the Operator is taking appropriate measures).

    - The Operator must take further action, or you may have to reduce or stop operations. The environment agencies will not issue a permit if the Operator is likely to be operating at this level.
    - The closest corresponding BS4142 descriptor is 'significant adverse impact' (following consideration of the context).
- Audible or detectable noise.
    - This level of noise means that a noise pollution is being (or is likely to be) caused at a receptor.
    - The Operators duty is to use appropriate measures to prevent or, where it is not practicable, minimise noise. You are not in breach if you are using appropriate measures, but the Operator will need to rigorously demonstrate that they are using appropriate measures.
    - The closest corresponding BS4142 descriptor is 'adverse impact' (following consideration of the context).
- No noise, or barely audible or detectable noise.
    - This level of noise means that no action is needed beyond basic appropriate measures or BAT.
    - The closest corresponding BS4142 descriptor is 'low impact or no impact' (following consideration of context).
    - Low impact does not mean there is no pollution. However, if you have correctly assessed it as low impact under BS4142 the environment agencies may decide that taking action to minimise noise is a low priority.

1.13. The NIA for Hespin Landfill concludes that:

- An assessment of the waste activities against the appropriate EA guidance for waste operations indicated that, with appropriate noise mitigation and control measures, noise levels at the neighbouring properties would be acceptable.
- The BS 4142 assessment undertaken, based upon the EA guidance indicated that, with appropriate management controls implemented, the operations would generally result in a {Conclusion of NIA}.

1.14. The noise impact identified in the NIA means that a Noise Management Plan is required to be developed. Therefore, justification of the necessity for this Noise Management Plan document.

Responsibilities

1.15. The Site Manager is responsible for the general management of the Site. In relation to this NMP the Site Manager will undertake the following responsibilities:

- Implement the requirements of the NMP and ensure that mitigation measures are adhered to.
- Investigate complaints.
- Temporarily cease activities in the event of significant complaints / abnormal noise emissions.
- Review / organise the review of the NMP to ensure continuing effectiveness of meeting the requirements in the Best Available Techniques (BAT) guidance and Appropriate Measures Guidance.
- Delegate duties to suitably trained personnel.
- Deliver or organise the necessary training for site Operatives with regard to noise mitigation measures.
- Ensure all plant and equipment is maintained to minimise noise emissions.

1.16. The Site Manager will ensure all operational staff are familiar with the requirements of the NMP.

1.17. All Site staff are responsible for:

- Detecting and reporting significant noise emissions from waste activities to the Site Manager as soon as possible.
- Carrying out routine checks, see Appendix 2 Inspection Checklist.

Training

1.18. The Noise Procedure in the EMS requires staff to be trained on the details included within this Noise Management Plan, including noise mitigation measures and any monitoring of noise.

1.19. It is the responsibility of the Site Manager to arrange and execute any staff training. A record of this training will be maintained on each staff members Training Record. Copies of the staff Training Records are kept in a secure location on Site.

1.20. Should any noise complaint investigations conclude that a noise emission arose as a result of the NMP not being followed by Site staff, further training will be completed on the implementation of the requirements of the Noise Procedure within the EMS.

Review

1.21. The NMP will be reviewed anually or in the event of the following:

- If the operator receives persistent noise complaints, see Section 6 Complaints Reporting.
- When a change in operations is deemed to have a potential effect on increasing noise emissions.
- If a failure in the existing mitigation measures has been identified.

Content of the Noise Management Plan

1.22. This Noise Management Plan will form part of the Environmental Management System (EMS) for the Site. Procedures and Forms referenced within this Noise Management Plan will be included within the EMS. Completed forms (records) will be kept, as required by conditions included in the Environmental Permit.

1.23. This Noise Management Plan is structured as follows:

- Section 2 provides information relating to the Site setting and waste activities.
- Section 3 provides information relating to noise sensitive receptors.
- Section 4 provides a summary of noise sources on and around site.
- Section 5 provides information on the site management and the mitigation measures employed at the Site to minimise noise.
- Section 6 provides a description of how complaints can be made and how they are addressed by the site management.

2. Site Description

Site Location

2.1. The Site is located at Hespin Wood Landfill, Todhills, Carlisle, CA6 4BJ.

2.2. The Site is located approximately 7.5km to the Northwest of Carlisle. The centre of the Site is located at National Grid Reference NY 36291 63387.

2.3. The Site extends to approximately 47ha, see Drawing No. 24/012u 002 Site Layout Plan.

2.4. The Site is largely surrounded by the following land types/uses:

- Agricultural.
- Residential.

Waste Operations and Activities

2.5. The operations undertaken at the Site includes landfilling of non-hazardous waste.

2.6. Waste activities include:

- Deposit of waste in the landfill.
- Temporary storage of waste prior to deposit of waste in the landfill.
- Hand picking of contravening waste.
- Treatment of leachate arising from the landfill.

2.7. The following plant and equipment are used on Site associated with the waste operations:

- HGV's.
- Front shovel loaders.
- Excavators.
- Compactors.

2.8. All plant and equipment used on the Site will be subject to maintenance checks in accordance with the Maintenance Procedures within the EMS.

2.9. All plant and equipment will be operated in accordance with industry good practice, for example, operation of a no-idling policy, no over revving of engines etc.

2.10. The Operator will implement a policy of replacing older machinery with new, lower emission machinery as it becomes available and as the business development allows.

Operating Hours

2.11. The opening hours for the Site are:

- 07:00 - 19:00 hrs Monday to Friday
- 07:00 - 19:00 hrs Saturday

2.12. The operational hours for the Site are:

- 07:00 – 18:00 hrs Monday to Friday
- 08:00 - 12:00 hrs Saturday

3. Sensitive Receptors

Pathway

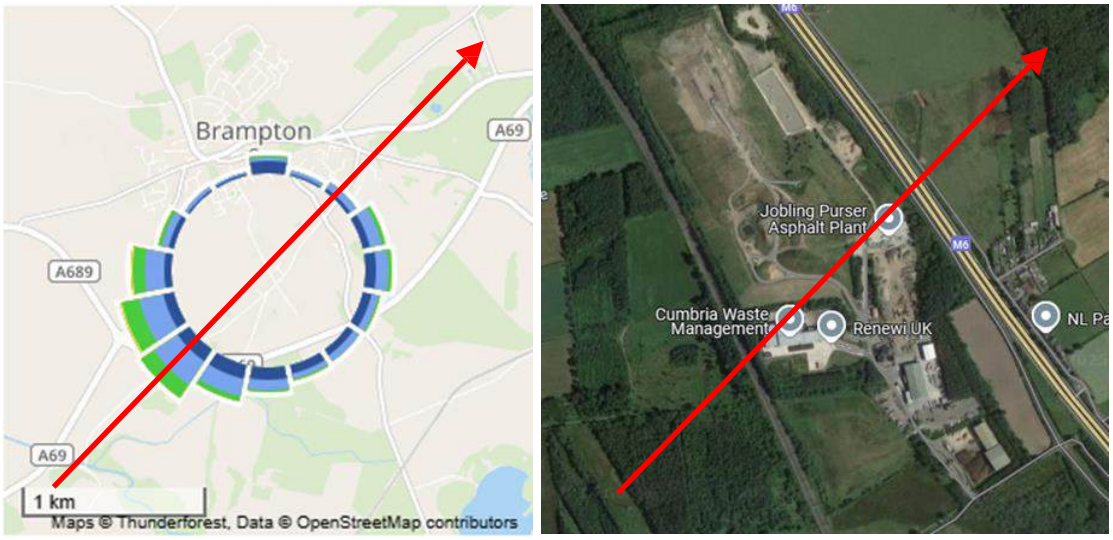
3.1. Wind direction plays a significant role in the potential impact experienced from noise. Noise will be 'carried' by the wind. It is therefore considered that noise is more likely to travel towards sensitive receptors that are 'down-wind' of the Site.

3.2. The distance from the Site boundary to the closest boundary of the sensitive receptor plays an important role in the potential impact experienced from noise. Noise at sensitive receptors will reduce with distance from the source. Noise has the potential to cause a nuisance where sensitive receptors are closer to the Site.

3.3. Wind speed and direction data have been obtained from the Brampton weather station for the period from 05/2013 - 10/2025, see Figure 3.1. Brampton weather station is located approximately 15km Southeast of the Site. This observing station has wind speed and direction data appropriate for characterisation of the wind climate at the Site.

3.4. The predominant wind direction at the Site blows is towards the Northeast.

Figure 3.1 Wind Rose from Brampton Weather Station.



Sensitive Receptors

3.5. Waste activities carried out on the Site have the potential to cause noise emissions. Noise emissions can create a potential nuisance in the community (residents and employees of nearby businesses) or can have an impact on local wildlife.

3.6. This NMP identifies receptors that may be sensitive to noise emissions.

3.7. Sensitive receptors to the Northeast are considered most at risk from noise emissions due to the predominant wind direction blowing towards the Northeast.

3.8. The direction and distances from the permit boundary to the closest boundary of sensitive receptors, within 1000m of the Site, are provided in Table 3.1.

Table 3.1 Noise Sensitive Receptors within 1km of the Site Boundary

Receptor	Description	Direction from site boundary	Distance from site boundary (m)
Blackrigg Bungalow	Residential	Southwest	225m
Todhills	Residential	East	250m

Wilson T Farm	Agricultural	Southwest	365m
Todhills Services	Leisure	Southeast	580m
Rockcliffe	Residential	North	1km
Solway Firth	SAC, SPA	Northwest	1.15km-2.5km
Solway Flats & Marshes	SSSI, RAMSAR site	Northwest	1.15km-2.5km

3.9. The location of the noise sensitive receptors listed in Table 3.1 are shown in Drawing No. 24/012u 001 Sensitive Receptors Plan,

3.10. The nearest residential receptor is Blackrigg Bungalow, located 225m Southwest of the Site. It is considered that this receptor will be screened from potential noise emissions due to the fact that it is not located in the predominant wind direction.

3.11. The residential area of Todhills is located 250m east of the Site. This residential area is separated from the Site by the M6 motorway.

4. Noise Sources and Processes

Contextual Information

4.1. The Site is largely surrounded by the following land types/uses:

- Agricultural.
- Residential.

4.2. There is agricultural land located to the north, agricultural land located to the east, agricultural land and Carlisle located to the south and agricultural land and River Eden located to the west.

Noise Sources

4.3. The activities with the potential to cause noise emissions from the Site are:

- Movement of vehicles / equipment:
  - HGV's.
  - Front shovel loaders.
  - Excavators.
  - Compactors.
- Handling and deposit of waste in the landfill.

Other Sources of Noise

4.4. Other potential sources of noise at the location of the Site include;

- Installation of landfill infrastructure such as:
  - CQA works.
  - Temporary and permanent capping.
  - Landfill gas, groundwater and leachate management.
- Vehicle movements on the M6 motorway adjacent to the Site.

4.5. It is considered that activities on the surrounding land could also be a source of noise It is considered that activities on the surrounding land could also be a source of noise at various times throughout the year.

Noise Impact Assessment Conclusion

4.6. The Noise Impact Assessment concludes that there will be a {Conclusion of NIA} at the Residential sensitive receptor, located 88m to the East of the Site.

4.7. The following contextual points have been considered in the Noise Impact Assessment:

- {Contextual Point 1}.
- {Contextual Point 2}.
- {Contextual Point 3}.

4.8. The details of the sound power levels from each noise course identified is included in the NIA, see Appendix 1 Noise Impact Assessment. The following noise sources were identified as being dominant at nearby receptors:

- HGV's.
- {Dominant noise source at receptor 2}.

Noise Processes and Emissions

4.9. The layout of the Site, including location of buildings, structures, processes and equipment that could impact the noise emissions from the Site are described below:

- Site office near the middle of the Site.

- Incoming waste stockpile is located on an impermeable concrete pad in the north of the Site, daily cover material stockpile is sored along the eastern boundary of the Site. Fuel and oil bunded storage is located along the eastern boundary of the Site.
- Mobile plant is stored in the centre of the Site, north of the Site Office, when not in use.

4.10. Waste handling and deposit of waste in the landfill. is considered that the noisiest activity carried out on the Site. This activity takes place in the vicinity of the active tipping area.

4.11. The above information is included on the Site Layout Plan, see Site Layout Plan Drawing No. 24/012u 002.

5. Control Measures and Process Monitoring

5.1. Table 5.1 provides details of mitigation measures that will be employed at the Site.

Table 5.1 Control Measures

Potential noise source	Proposed Operational times	Contribution to overall impact	Control measures (Appropriate Measures/BAT)	Contribution to overall impact post control measures	Action taken following a noise complaint
Vehicle movements within the Site	07:00 – 18:00 Monday to Friday 08:00 - 12:00 Saturdays	High	Drivers of mobile plant will be instructed to avoid leaving engines running unnecessarily or excessive revving of engines. Non-intrusive broadband noise type reverse alarms to be used. Pulsed and/or tonal reversing alarms will not be permitted on Site. Minimise drop heights for materials at all times. Maintenance of plant in accordance with manufacturer guidelines. The speed limit for all vehicles on Site is 5mph. The Site surface will be maintained to ensure the surface is kept free from potholes and ruts where possible. Only trained and competent staff will operate the machinery.	Medium	Investigate complaint. Check that waste operations are being carried out in accordance with the Noise Procedure within the EMS. Provide additional staff training should it be required. Plant and equipment will be checked for faults that could lead to increased noise. Repairs/maintenance carried out as necessary Temporary cessation of activities that are identified to be a source of nuisance noise emissions.

Potential noise source	Proposed Operational times	Contribution to overall impact	Control measures (Appropriate Measures/BAT)	Contribution to overall impact post control measures	Action taken following a noise complaint
Material handling / movement / tipping off/ loading	07:00 – 18:00 Monday to Friday 08:00 - 12:00 Saturdays	Medium	The speed limit for all vehicles on Site is 5mph. Speed humps will not be used on Site. No unnecessary double-handling of material. Drop heights will be minimised, which will reduce noise. Material will be deposited where it is needed to avoid double handling.	Low	Investigate complaint. Check that operations are being carried out in accordance with the Noise Procedure within the EMS. Provide additional staff training should it be required.
Deposit of waste for disposal in the landfill.	07:00 – 18:00 Monday to Friday 08:00 - 12:00 Saturdays	High	Drop heights will be minimised, which will reduce noise. Material will be deposited where it is needed to avoid double handling.	Medium	Investigate complaint. Check that operations are being carried out in accordance with the Noise Procedure within the EMS. Provide additional staff training should it be required.
HGV Movements in and out of the Site. Imports and exports	07:00 – 18:00 Monday to Friday 08:00 - 12:00 Saturdays	Medium	The speed limit for all vehicles on Site is 5mph. Speed humps will not be used on Site. The Site surface will be maintained to ensure the surface is kept free from potholes and ruts as much as possible.	Low	Investigate complaint. Vehicles will be checked for faults that could lead to increased noise. Repairs/maintenance carried out if necessary. Check that operations are being carried out in accordance with the Noise Procedure within the EMS.

Potential noise source	Proposed Operational times	Contribution to overall impact	Control measures (Appropriate Measures/BAT)	Contribution to overall impact post control measures	Action taken following a noise complaint
			All vehicles must only use non-intrusive broadband noise type reversing alarms. Pulsed and/or tonal reversing alarms will not be permitted on Site. Where HGVs are sub-contractor vehicles they will be encouraged to use this type of non-tonal alarm. Drivers of HGVs will be instructed to avoid leaving engines running unnecessarily or excessive revving of engines. Deliveries will not take place outside of operational hours.		Provide additional staff training should it be required.
Operation of plant / equipment (HGVs, Front Shovel Loaders)	07:00 – 18:00 Monday to Friday 08:00 - 12:00 Saturdays	High	Only trained and competent staff will operate the machinery. Machinery will be maintained in line with manufacturer guidance. Waste processing will not take place outside of operational hours. The area assigned for waste processing is positioned to maximise the distance from	Medium	Investigate complaint. Complete complaint form within the EMS and investigate the complaint. Check that operations are being carried out in accordance with the Noise Procedure within the EMS. Provide additional staff training should it be required. Plant and equipment will be checked for faults that could lead to increased noise. Repairs/maintenance carried out if necessary.

Potential noise source	Proposed Operational times	Contribution to overall impact	Control measures (Appropriate Measures/BAT)	Contribution to overall impact post control measures	Action taken following a noise complaint
			nearby sensitive receptors where possible.		Temporary cessation of activities that are identified to be a source of noise emissions if relevant.
Installation of landfill infrastructure. (e.g., CQA works, temporary and permanent capping, landfill gas, groundwater and leachate management)	07:00 – 18:00 Monday to Friday 08:00 - 12:00 Saturdays	Medium	Landfill infrastructre will only be installed during operational hours. Installation of infrastrcture will be planned to avoid noisy works taking place during sensitive periods (e.g., early mornings, late evenings) Machinery will be maintained in line with manufacturer guidance. Only trained and competent staff will operate the machinery. Staff using machinery will avoid leaving engines running unnecessarily or excessive revving of engines. Local residents will be communicated with in advance of noisy works where practicable.	Low	Investigate complaint. Complete complaint form within the EMS and investigate the complaint. Check that operations are being carried out in accordance with the Noise Procedure within the EMS. Provide additional staff training should it be required. Plant and equipment will be checked for faults that could lead to increased noise. Temporary cessation of activities that are identified to be a source of nuisance noise emissions.

Noise Monitoring

5.2 All staff must report unusual or abnormal noise to Site Management, in accordance with the requirements of the Noise Procedure within the EMS.

5.3 Noise monitoring may be undertaken, following multiple complaints regarding noise, to identify the potential source and level of the noise to ensure appropriate control measures are put in place.

Processes to Manage Noise

Table 5.2 Description of Processes to Ensure Noise is Managed.

Description of procedure	Procedure	When this will be carried out?	Corrective action
Replacing old / faulty equipment	Procurement of new equipment	When equipment requires replacing	Replace equipment that have sound levels which are equivalent or lower sound levels compared to existing equipment
EMS Procedures – Noise Procedure	Noise Procedure	At staff induction, following changes to the Noise Procedure and when a need for refresher training is identified.	Refresher training provided for staff on the Noise Procedure if the requirements of this are not being fully implemented.
EMS procedures – Maintenance Procedure	Planned Preventative Maintenance and Inspections checklist	Annually, monthly, weekly	Routine inspections will be undertaken to ensure that the Site is maintained to ensure noise is minimised. Inspections will cover site surfacing, plant etc.
EMS Procedures – Staff Training Procedure	Staff Training and Induction Procedure	Induction procedure requires that staff receive training on the Noise Procedure.	Refresher training will be provided should a need be identified i.e. staff not following Noise Procedure within the EMS.

6. Complaints Reporting

6.1 In the case of any incidents that cause significant noise emissions, staff will report the incident to the Site Manager.

6.2 The Site Manager will record the incident and any steps taken to resolve the issue e.g., pausing operation or repairing failing machinery. Procedures and forms regarding the incidents and accidents are included within the EMS.

6.3 If the incident resulted in a complaint being received, a Complaint Form, associated with the Complaint Procedure will be completed. All complaints are investigated and recorded in accordance with the EMS Procedures.

6.4 The completed Complaint Form will include information on the complaint, the investigation and any remedial action taken, see Appendix 3 Complaint Form.

6.5 It is the responsibility of the Site Manager or their delegate to complete the Complaints Form as soon as possible after receiving a complaint.

6.6 Staff will investigate all complaints to identify the source of the problem. The investigation may include the following:

- Travel to the site from which the complaint is reported to originate to make checks on noise levels if these are reported as on-going.
- Ensuring the inspections of plant /equipment have been completed.
- Aural monitoring of noise emissions from the area from which the noise originated.
- If noise is detectable, identification of where the noise may be originating.

6.7 If the source is not from the Site and is attributable to another source, the complainant will be notified, and the source recorded. If the source of the noise is found to be from the Site, the complainant will be notified as part of the response to the compliant.

6.8 The Operator will then go about identifying the reason for the noise emission e.g., breach of procedure, training, mitigation or increase in noise at the source.

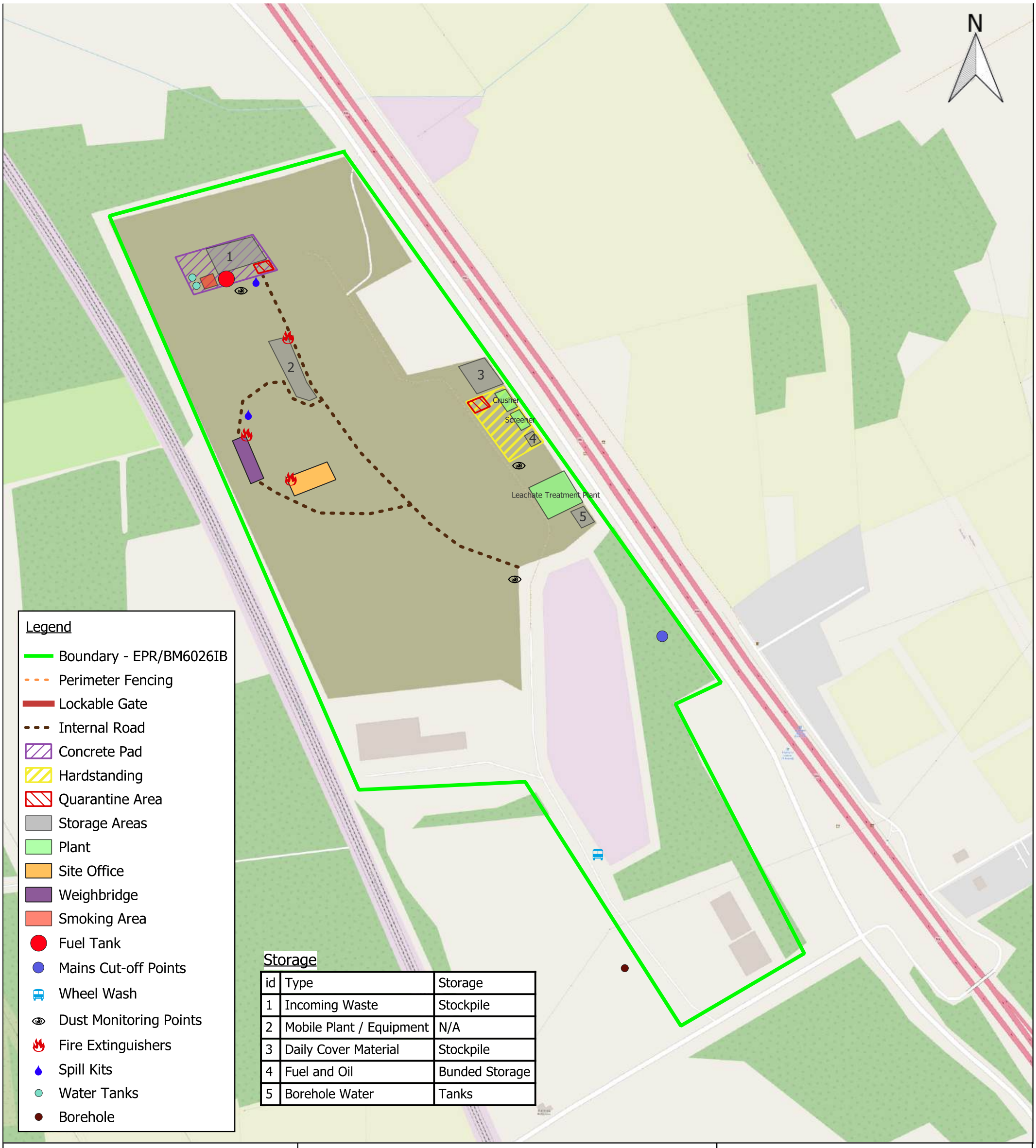
6.9 Records of any monitoring carried out as part of the complaint investigation process will be kept with the completed complaint form.

6.10 A complaint is considered to be resolved when the source of the noise is identified, and remedial action is taken (if required) and relevant persons notified. Feedback may be requested from the complainant to check they are satisfied with the outcome.

6.11 Should the investigation identify the need for additional mitigation or other remedial action, the appropriate mitigation / action will be implemented as soon as practicable.

Drawings

Drawing No. 24/012u 001	Sensitive Receptors Plan
Drawing No. 24/012u 002	Site Layout Plan



Storage

id	Type	Storage
1	Incoming Waste	Stockpile
2	Mobile Plant / Equipment	N/A
3	Daily Cover Material	Stockpile
4	Fuel and Oil	Bunded Storage
5	Borehole Water	Tanks

Seletia

0 100 200 m

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Drawing Ref: 24/012u 002 Site Layout Plan

Seletia (HW) Limited

14th October 2025

Version Number: 1

Hespin Wood Landfill

Todhills
Carlisle
Cumbria
CA6 4BJ

Scale:
Map: 1:5,000
Features: Not to scale

Created By: SW
Checked By: TW

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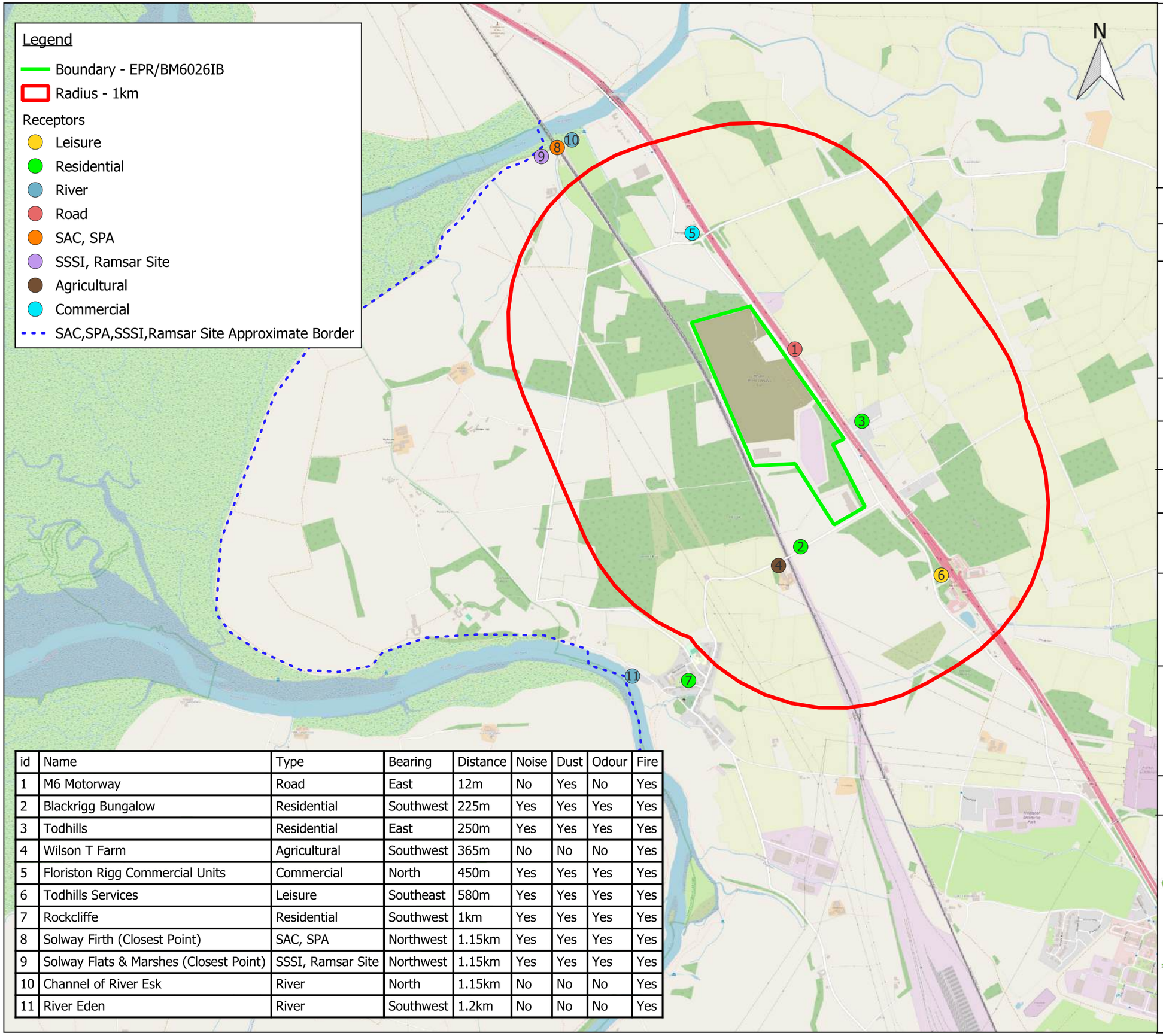

id	Name	Type	Bearing	Distance	Noise	Dust	Odour	Fire
1	M6 Motorway	Road	East	12m	No	Yes	No	Yes
2	Blackrigg Bungalow	Residential	Southwest	225m	Yes	Yes	Yes	Yes
3	Todhills	Residential	East	250m	Yes	Yes	Yes	Yes
4	Wilson T Farm	Agricultural	Southwest	365m	No	No	No	Yes
5	Floriston Rigg Commercial Units	Commercial	North	450m	Yes	Yes	Yes	Yes
6	Todhills Services	Leisure	Southeast	580m	Yes	Yes	Yes	Yes
7	Rockcliffe	Residential	Southwest	1km	Yes	Yes	Yes	Yes
8	Solway Firth (Closest Point)	SAC, SPA	Northwest	1.15km	Yes	Yes	Yes	Yes
9	Solway Flats & Marshes (Closest Point)	SSSI, Ramsar Site	Northwest	1.15km	Yes	Yes	Yes	Yes
10	Channel of River Esk	River	North	1.15km	No	No	No	Yes
11	River Eden	River	Southwest	1.2km	No	No	No	Yes

Seletia

Seletia (HW) Limited

Hespin Wood Landfill

Todhills
Carlisle
Cumbria
CA6 4BJ

Drawing Ref: 24/012u 001 Sensitive Receptors Plan

Version Number: 2

29th September 2025

Created By: SW
Checked By: TW

Scale:
Map: 1:20,000

0 500 1,000 m

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Appendix 1

Noise Impact Assessment

Appendix 2

Inspection Checklist

Form No. 3.3a Inspection Checklists **V.2, November 2025**

Daily Inspection Checklists				
Item for Visual Inspection	**Aspects for Inspection**	**Checked?**	**Remedial Action Required?**	**Action Form Completed**
Plant/Equipment	Pre-use checks			
Fire Watches	Plant and equipment			
Litter	Within tipping area			
	Within storage area			
	Along Site boundaries			
	Outside Site boundary			
Fuel Storage	Mobile bowser is securely located			
	Mobile bowser checked for any sign of damage, corrosion, deterioration, incident, leakage, or spillage.			
	The bund that encloses the fuel container is free from damage, deterioration, leakage or spillage.			
	The bund that encloses the fuel container is emptied of any accumulated rain water.			
Fire	Fire extinguishers / hoses in place and no obvious damage			
	Soil / sand available to aid in firefighting			
	Spill kits available			
Dust emissions	No excessive dust emissions should be escaping the Site boundary			
	Spray bar in crusher operational and has water supply			
Roads	Public highway clear of mud and debris			
	Access road clear of mud and debris			

Weather	Weather is recorded in Site Diary			
Fugitive emissions to air	Check if waste on Site is causing an odour.			
Fugitive emissions to water	Check if there has been any contamination in runoff water, for example if there is oil sheen visible. Check for leaks from the quarantine area or containers that could cause contamination in runoff water. Check any nearby lagoons/sumps, tanks, collection points and drainage channels to prevent escape of contaminated water.			

Date: _____ Completed by: _____ Signature: _____

Form No. 3.3a Inspection Checklists **V.2, November 2025**

Weekly Inspection Checklists				
Item for Visual Inspection	**Aspects for Inspection**	**Checked?**	**Remedial Action Required?**	**Action Form Completed**
Pests and vermin	Observations of pests and vermin or evidence of their presence e.g. faeces.			
Site Security	Security measures are functional and fit for purpose			
Hoses and containers	Hoses should be in good condition and free from holes. Wheel washing hose functioning and not leaking. Containers free from cracks which may result in loss of containment.			
Hardstanding	Check for potholes and pooling water.			

Date: _____ Completed by: _____ Signature: _____

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Form No. 3.3a Inspection Checklists **V.1, June 2025**

Monthly Checklist

Item	Aspects	Checked ✓ / û	Comment	Remedial Action (if required)	Action Form ✓ / û	
					Required	Completed
Access Road on Site	In good condition, no potholes/damage					
Leachate management system	In good condition, no leaks/damage					
Landfill gas management system	In good condition, no leaks/damage					
Spill Kits	Present on the Site, ready for use and fully stocked with contents.					
Welfare/Site Office	Integrity of the records stored within the Site Office.					

Date: _____ Completed by: _____ Signature: _____

Appendix 3

Complaint Form

Form No. 7.1c Complaints Form **V.1, June 2025**

Who made the complaint?	Name:	
	Address:	
	Phone No.:	
Date and time they made the complaint:		
What happened? What was it about?		
Was anyone else aware of this – other neighbours or your staff? If so, who?		
Did the complaint relate to your site? If so, what happened? What went wrong?		
What have you done to make sure that it does not happen again?		
Was there any significant pollution – for example: dust, odour or noise outside the Site or spillage of polluting liquids onto the ground, into a drain or a watercourse?		
If there was, then you must notify the Environment Agency on 0800 807060 and any other relevant regulators. Have you done so? Yes ☐ No ☐		At what time did you phone?
You must also write or send an email to confirm this to your local Environment Agency office. Have you done so? Yes ☐ No ☐		What date did you contact?
Please print and sign your name:		