



SITA UK Limited

Doncaster Waste Transfer Station

Sandall Stones Road
Kirk Sandall Industrial Estate
Doncaster
South Yorkshire
DN3 1QR

NOISE MANAGEMENT PLAN

Issue 1.2

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1.0 INTRODUCTION

This Noise Management Plan (NMP) has been produced to support an application for an Environmental Permit and has been produced in accordance with the H3 (part 2) Noise Assessment and Control Guidance¹.

This NMP is aimed at assisting the operator in effectively reducing, preventing and managing potential noise releases associated with the proposed operations at the Doncaster Waste Transfer Station (WTS) facility (hereafter referred to as the proposed facility).

1.1 Structure of Noise Management Plan

The NMP structure is in accordance with the Environmental Permitting guidance note H3 Part 2 and considers:

- Process Description;
- Baseline conditions;
- Source, Pathways and Impacts;
- Controls;
- Monitoring;
- Contingencies;
- Review; and
- Communication.

¹ Environment Agency; H3 (part 2) Noise Assessment and Control - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/298126/LIT_8291_337647.pdf. Last accessed 24/07/14



2.0 PROCESS DESCRIPTION

The proposed facility is located within the Metropolitan Borough of Doncaster. The site is located on the south western edge of Kirk Sandall Industrial Estate in a commercial/industrial setting. EA, World Health Organisation and other guidance suggests that neighbouring commercial properties are considered to be of a lower sensitivity to noise emissions than would be the case were the adjoining properties of a residential nature.

The main WTS building will comprise a large clear span shed with roller shutter doors and will accept kerbside collected household residual, waste from household waste recycling centres, street cleansing, gully waste and dry recyclate waste streams. This in addition to residual and dry recyclate commercial wastes.

The waste will be received into the WTS building and placed into specific segregated bays.

Green waste storage is provided within a separate "Dutch barn" type storage area which is a covered three sided building that is open on the north west elevation. The green waste is derived from domestic collections and Household Waste Recycling Centres (HWRCs).

Additional waste streams to be accepted at the site include;

- bulky wastes;
- gas bottles;
- fly tipped material;
- street cleansing and gully waste;
- asbestos; and
- non-hazardous clinical waste.

Materials including gas bottles (approximately 2 tonnes per annum is collected, however on site tonnages are unlikely to exceed 0.5t). Non-hazardous clinical waste will be stored outside the Waste Transfer building in sealed containers.

There may be the potential for a small element of asbestos to be stored on site, in emergency situations, if the appropriate disposal facility is not available. This waste



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would remain undisturbed on the vehicle being used for transport and would be removed from site at the earliest available opportunity once the disposal site reopened. The wider site will also host an amenity block with offices and welfare facilities, a weighbridge, a fuelling and vehicle wash down area.

A site layout plan is given at Figure 1.

3.0 BASELINE NOISE CONDITIONS

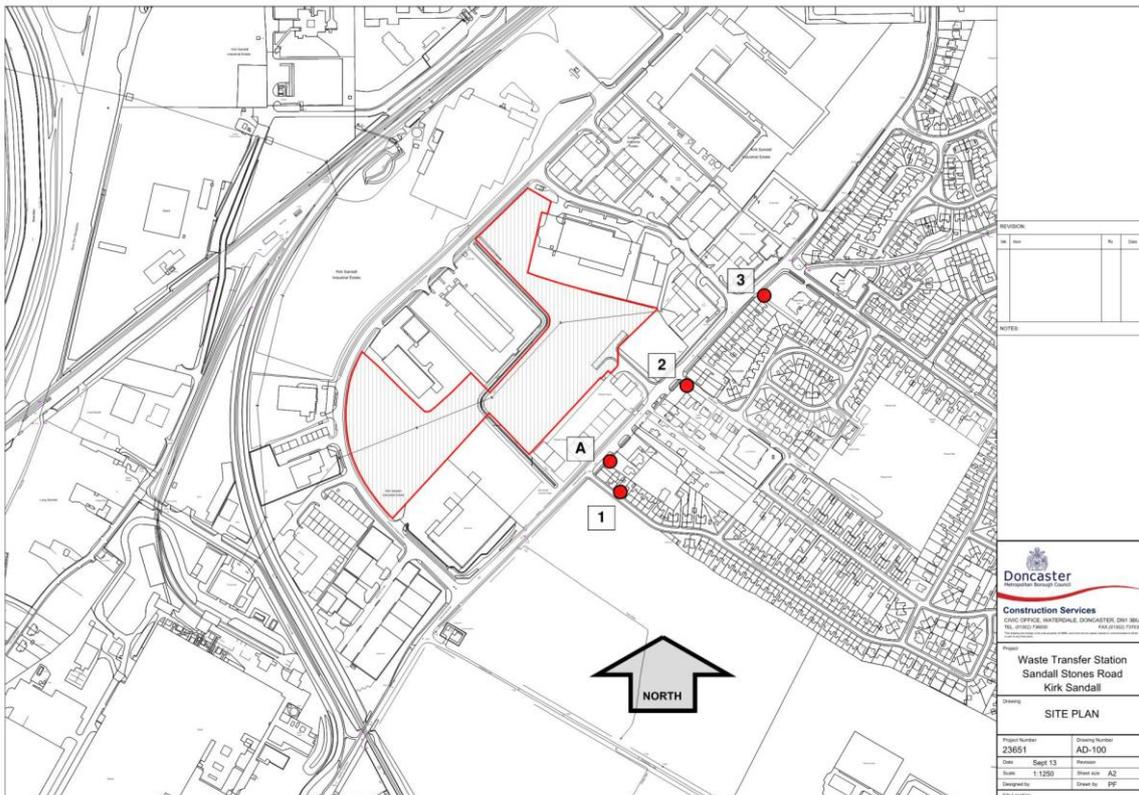
3.1 Baseline Data

A noise survey was undertaken by the Atkins Acoustics Noise and Vibration team to establish the current ambient noise climate at the nearest noise sensitive receptors during the operational period of the proposed facility.

Continuous noise monitoring was conducted during the working week over a 24 hour period between 11:00 hours on Thursday 21st November and 11:00 hours on Friday 22nd November. The continuous noise monitoring equipment was located at a residential property, namely 179 Doncaster Road shown as position A on Insert 1.

The continuous measurements were supplemented by synchronised 15-minute measurements at a further three positions (Positions 1, 2, & 3 shown on Insert 1) in the vicinity of the site and near to existing dwellings.

Insert 1: Survey Measurement Locations



A summary of the noise level results are provided in Table 1.



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Table 1 - Results of 15 Minute Noise Measurements

Position	L _{Aeq} , 15 mins (dB)	L _{A10} , 18hour (dB)	L _{A90} , 15 mins (dB)	L _{Amax} , 15 mins (dB) _q	Comments
1	57.8	59.2	51.3	77.1	Doncaster Road, dominant noise source
2	66.5	67.6	57.9	93.2	Doncaster Road, dominant noise source. High L _{Amax} caused by passing vehicle with modified exhaust
3	67.7	69.7	61.5	79.9	Doncaster Road dominant noise source



4.0 SOURCE, PATHWAY AND IMPACT

4.1 *Potential Noise Sources*

This section provides details of the noise sources anticipated once the proposed development is operational under the full range of non-emergency conditions:

- HGV travelling along Doncaster Road (arrival/departure);
- HGV traffic moving within the site;
- Vehicle door shutting/slamming;
- HGV/skip wagon manoeuvring within the site;
- HGV/skip wagon reversing alarms;
- HGV/skip wagon loading and unloading skips/containers;
- Baler operation (within the main WTS building dry recyclate area);
- Plastic bottle crushing (within the main WTS building dry recyclate storage area); and
- Glass smashing (within the main WTS building dry recyclate storage area).

As not all of the sources of noise mentioned above are continuous, the sources of noise will vary throughout the day.

Noise from onsite vehicle movements will generally occur between 07:00 and 20:00. The majority of deliveries will take place over the Monday to Friday period but reduced operations may take place over the weekend however these hours will be reduced from normal weekday working (anticipated to be 07:30 to 15:30) unless the site is 'on catch up' following a bank holiday' when normal 07:00 to 20:00 hours of operation may apply on a Saturday).

Noise will be intermittent and generated by vehicle movements both to and from, and within the site for unloading, loading and mobile plant movements.

The deposit and handling of residual, bulky and recyclate waste delivered to the WTS will take place within the WTS building and therefore will significantly reduce the potential for noise release.

Green waste will be deposited within the storage building located immediately adjacent to the transfer station building. The green waste storage building has a roof



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and is enclosed on three sides (a dutch barn type structure) but open along the front elevation which faces north west. The design of the site is such that where operationally feasible the openings to buildings face away from the nearest residential (sensitive) receptors.

4.2 Pathways

The pathway by which noise may impact upon receptor locations is a result of air transmission.

4.3 Receptors

The site is situated within a wider industrial/commercial setting being bordered by public highways and existing industrial/commercial premises.

The south east of the site is bounded by Doncaster Road, beyond which is a residential area, industrial units and further vacant plots bounded by the railway line. To the south, west and north west the site is bounded by Sandall Stones Road and to the north east lies Sandall Carr Road. A river lies to the north and further industrial plots lie to the west of Sandall Carr Road.

Residential receptors are located on Doncaster Road and The Boulevard, Sunnyside and Church Balk side roads and are within 350 metres (m) of the site. There are no other particularly sensitive receptors, for example schools, hospitals or care homes, within 500m of the site. The nearest properties are located approximately 190m to the east of the WTS building.

Table 2 presents details of the nearest noise sensitive receptors considered through the assessment and the distance separating them from the site.



Table 2 – Receptor locations

Receptor Location	Estimated Distance between WTS building and property (m)
173 – 181 Doncaster Road	191
1 Lynton Drive	281
151 Doncaster Road	315

4.4 Impacts

In accordance with BS4142:1997, the likelihood of complaints is assessed by subtracting the measured background noise level from the rating level.

- A difference of +10dB or more indicates that complaints are likely;
- A difference of +5dB is of marginal significance; and
- If the rating level is more than 10dB below the measured noise level then this is a positive indication that complaints are unlikely.

In order to inform the planning application a noise modelling exercise was undertaken. The assessment was carried out in the absence of mitigation and the predicted noise levels during the operational hours of the proposed facility are calculated to be **3.1 dB** above background level. BS 4142 regards this impact to be of marginal significance at the closest residential receptor. A copy of the assessment carried out to inform the planning application is included at Appendix A.

The facility will operate in two conditions dependant on the level of vehicle access. During peak hours when there are regular RCV movements, the doors to the WTS will remain open (this operating state was modelled within the aforementioned noise assessment). The roller shutter door to the north of the WTS within the recycle storage/handling area will remain closed during all waste operations and will only be opened to allow vehicles to egress the facility.

During the quieter phases when vehicle numbers accessing the facility are reduced, all roller shutter doors to the WTS facility will be kept closed.



5.0 CONTROL MEASURES

SITA UK Limited has considerable operational experience and know-how in regard to the management of waste facilities. The following section identifies the principles for controlling and managing noise generation during normal operations at the facility. However, the principal control measure in operation is the efficient and effective management of wastes within the site buildings.

5.1 Building Enclosure

The containment of noise was a key consideration during the design stage for the facility. The WTS building is a portal framed, fully clad weatherproofed building with additional acoustic treatment along the south east and north east facades. This additional acoustic insulation is designed to ensure that noise generation from the facility will achieve a -10dB reduction (when compared to baseline) at the nearest receptor.

All waste handling will take place within buildings as will baling of recyclate material. Noise arising from waste handling operations within the waste facility is likely to be effectively attenuated by the walls and roof of the main building and covered storage area. The site staff will ensure that the delivery, shredding, screening and loading of waste takes place in a controlled manner so that noise generation is kept to a minimum.

The openings in the structure have been minimised and where operationally feasible directed away from noise sensitive receptors.

Door protocols – waste transfer station building

The main waste transfer station building is split into two main sections of a recyclate storage hall and residual reception hall. All doors will be fast acting roller shutters doors, apart from the two main doors, which will enable the articulated lorries access into the WTS building.

The door controls are to be situated in the weighbridge office to be controlled by the Weighbridge operator. There will be a key controlled switch with a button for each door on the transfer station and all doors/switches will be numbered.

All personnel and fire doors will be kept shut except in case of fire.



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Consideration has been given to the likely arrival times of vehicles and the facility has been deemed to operate under two conditions;

- **Peak Hours**
- **Quiet Hours**

The peak hours are currently assumed to be between 10am-11.30am and 1.00pm-3.30pm, an exercise to update collection rounds is to be carried out to reflect the revised drop off point. Once modelling has been completed, any variation to the proposed peak hours will be reflected into the latest version of the NMP.

A separate door management procedure is outline for both these periods.

Operation during Peak Hours

The roller shutter doors for the residual reception hall and recycle storage hall will remain open with the key control switch set to "OPEN" to reduce the risk of accidents.

There will be a "fast acting" roller shutter doors allowing vehicles to exit the recycle hall that will open/close for each vehicle this will be movement activated by a detection device typically a remote sensor or light beam. This will enable door to be kept closed during loading.

The peak hours are when refuse collection vehicles are likely to access the site, and this is mainly during the late morning and early afternoon period. Given the number of vehicles likely to arrive during these times it is considered operationally inefficient to continually open and close the doors. The odour control systems proposed therefore consider this operating state and the management procedures proposed will seek to minimise odour impacts even with the doors open.

Once the facility is in operation, the exact time of these peak hours may vary but the principal of the operations will remain the same

Operation during Quiet Periods

Outside of the busy periods, the fast acting roller shutter doors will remain closed unless access is required.



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As a vehicle arrives on the weighbridge, the weigh clerk will carry out usual duties. Once the vehicle is ready to leave the weighbridge deck, the weigh clerk will remotely open the relevant roller shutter door via the push button for the vehicle to enter. The vehicle will deposit the waste within the building and then exit the building.

After a defined period of time (approximately 15 seconds) a light beacon will begin to flash following which the door will close.

In order to minimise the risk of failure a programme of regular inspection (every quarter or as agreed with the door manufacturer) and maintenance is in place for the roller shutter doors and their opening/closing mechanism. This will ensure that any maintenance/repairs required on doors will be undertaken as quickly as possible by a local provider or the door manufacturers.

5.2 Screening/Acoustic bund

The provision of an earth bund provides both a visual and acoustic screen to site operations. Material generated during the excavation work on site will be used to form a 4m high earth bund along the north and eastern boundaries this will create an effective acoustic screen to mitigate noise impact on the nearby residential properties. The proposed earth bund is shown in Figure 2.

5.3 Siting and Use of Equipment

The noise assessment identified those key pieces of equipment that are likely to generate most noise. Where possible, the design is such that noise generating equipment is directed away from the sensitive areas.

5.4 Maintenance

Regular maintenance of machinery can do much to reduce noise. The noise output of vibrating machinery with rotating parts can be reduced by attention to proper balancing and the proactive identification and replacement of worn bearings. Noise caused by friction in conveyor rollers, trolleys and other machines can be reduced by proper lubrication. Increases in plant noise are often indicative of future mechanical failure.



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Maintenance of the fast acting roller shutting doors will be carried out on a quarterly basis and will be carried out by a fully trained equipped fitter from a specialist company. The maintenance process will involve a general inspection of the door and security for damage and then an assessment of the following: curtain, guides and hardware, barrel balance assembly, seals, electrical operation and the safety features. In the event that the roller shutter doors fail, the provider will be called immediately, however the doors will be useable manually until fixed.

All relevant plant will be regularly and effectively maintained by trained personnel and a regular schedule for maintenance will be formed. This will reduce the risk of mechanical failure and therefore any possible noise increase.

Table 3 outlines the main noise sources within the Facility and the noise control techniques that will be employed.

Table 3: Noise source information

Activity	Noise control techniques
Baler operation	<p>Enhanced acoustic cladding will be provided to the south east and north east façade of the WTS building envelope.</p> <p>A 4m high acoustic bund will be formed on the north and eastern boundary of the site.</p> <p>Regular maintenance of equipment.</p>
HGV/skip wagon manoeuvring	<p>Vehicles will utilise reversing alarms that automatically adjust to 5dB above ambient noise levels.</p>
Glass deposit/breaking	<p>Recyclate handling will take place within the WTS building.</p> <p>Enhanced acoustic cladding will be provided to the south east and north east façade of the WTS building envelope.</p> <p>A 4m high acoustic bund will be formed on the north and eastern boundary of the site.</p> <p>The glass bays are to be sited close to the northern edge of the WTS building so as to maximise the sound attenuation provided by the building envelope.</p> <p>Care will also be taken to reduce the drop height of bulk materials such as glass to the minimum possible.</p>



Activity	Noise control techniques
	The fast acting roller shutter door to the north of the facility will remain closed during recyclate delivery/handling.
Loading shovel manoeuvring	On site vehicles will be fitted with broadband "white noise" reversing alarms.
Plastic bottle crushing	Enhanced acoustic cladding will be provided to the south east and north east façade of the WTS building envelope. A 4m high acoustic bund will be formed on the north and eastern boundary of the site. The fast acting roller shutter door to the north of the facility will remain closed during recyclate delivery/handling.
Vehicles accessing and driving within the site	The site will operate a no idling policy on waiting vehicles. Vehicle drivers will be required to switch off their engines when the vehicles are not moving.
Vehicles accessing and driving within the site	The site has been designed so that there is no requirement for speed bumps which if present may give rise to additional noise generation as vehicles pass over them.

5.5 Training

Training of site personnel will raise awareness of actions needed to reduce noise and the need to minimise noise will be emphasised through the training programme. Personnel will be advised on the proper use of plant and equipment, the positioning of mobile machinery to reduce the effect of noise emissions on receptors and the avoidance of unnecessary noise when carrying out manual operations and when operating plant and equipment.



6.0 MONITORING

The monitoring of noise levels generated by the operation will be on a continuous qualitative basis by the site staff and it will be the Site Manager's responsibility to identify and control any excessive noise that occurs.

Any potential noise issues will be recorded in the site diary along with the remedial actions undertaken and communication undertaken. In addition to recording any specific incidents in the site diary a general daily check of noise will be completed and recorded on the daily inspection sheet.

In addition to site monitoring, any complaints received through the SITA UK Limited customer service team or through the local authority or Environment Agency, will be logged and investigated in line with SITA UK Limited's procedures detailed in Appendix B.

Where a complaint is substantiated and a failing in the operational procedures is causing adverse impacts from noise generation, a detailed review and further implementation of procedures will be undertaken where appropriate.

All records will be maintained on site for a period of 2 years. Records of complaints are transferred to an electronic national IEMS archive.

The results of all such monitoring will be recorded and submitted to the Environment Agency at agreed intervals.

6.1 Investigation of impact

In the event that a distinct noise is detected at or beyond the site boundary, which, based on its characteristics and the prevailing meteorological conditions, may originate from the facility, immediate investigation will take place. Such an investigation would also be undertaken in response to any complaints that may be received.

Immediately upon detection of any abnormal noise, or receipt of any complaints, the following checks will be made:

- Physical check on plant and machinery; and
- Check building integrity.



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If any anomalies to normal site settings are observed, immediate remedial action will be taken and anomalies and corrective action recorded in the site diary.

6.2 Site Management

In order to effectively implement the control measures discussed within this document the site has a management structure in place designed to deal with any potential issues from noise emission.

Where a site operative becomes aware of a potential noise issue from the site it must be reported to the Site Supervisor as soon as possible. It is the responsibility of the Site Supervisor in conjunction with the Site Manager to ascertain the source of the noise issue.

All site staff are subject to IMS awareness training that includes their individual requirements to monitor noise levels generated by the facility and their responsibility to record any non-conformances.

The Site Manager and Supervisor will review all control measures in place in the event that an adverse noise impact is substantiated off site. Any control measures seen to be failing following a review, will have new controls agreed and implemented. Any such changes will be reflected in amendments to this NMP, and will be communicated to the Environment Agency.



7.0 RECORD KEEPING

Records will be kept in accordance with the procedures in the IMS. These records will contain information on:

- An overview of any complaints received, what they relate to (source/operation), the investigations undertaken and any remedial action taken;
- Identification of any circumstances or conditions, which compromise the ability to prevent or minimise noise generation, and a description of the actions that will be taken to minimise the impact; and
- A record of the communications with the complainant, the local authority and the Environment Agency.

7.1 *Site Diary*

In the case of abnormal noise generation a record will be made in the site diary. The information recorded will include:

- Date and time of day;
- Duration of the event;
- Continuity of the noise event;
- Likely source of noise; and
- Remedial actions.

7.2 *Complaints log*

A complaints log will be maintained which will be available to the Environment Agency to be able to inspect these records on a regular basis.

Any complaints received through the SITA UK Limited customer service team, on site or through the local authority or Environment Agency, will be logged and reviewed in line with SITA UK Limited's procedures detailed in Appendix B.

There will be a robust complaint investigation procedure in place. A change in the frequency of complaints will be used as an indicator of the effectiveness (or otherwise) of noise control measures or changes to operational practices.



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Information regarding the nature of the complaint will be used to assess the severity of the issue. Subsequent investigation of the complaints will either 'confirm', 'fail to confirm' or 'further characterise' the noise incident.

Relevant staff (i.e. Site Manager and Site Supervisor) will receive the necessary training in order to ensure the necessary detail for the complaints log is being received and recorded. In the first instance, the complaint will be "screened" taking into account the following information:

- The nature of the complainant (is it from an organised campaign group, local resident, etc.);
- The number of complaints against the alleged nuisance;
- The frequency of complaints, e.g. a single event or a regular occurrence;
- Knowledge of potential sources within the installation (cross referenced with details of any plant problems and where the complaint was received and distance of the complaint to the site; and
- Knowledge of potential sources other than the installation (cross referenced with where the complaint was received and distance and direction of the complainant to the site.

Further detailed assessment may be necessary, either due to the level of complaints or the nature of the noise complaint.



8.0 COMMUNICATION

To make this an auditable process, a log of the daily subjective noise assessments and the results of investigations of any complaints will be recorded and will include commentary regarding any unusual noise observed. Any action taken and the results of communication back to the complainant will also be recorded.

We will engage and communicate with our neighbours in order to improve understanding of possible noise issues. This will include detailing the efforts being undertaken to control noise; and importantly the actions being taken in response to their complaint.

The Council will establish a Community Liaison Group (CLG), during the construction phase of the project. This Group will also continue through the operational phase and will allow local residents to regularly meet with the site operator to discuss any potential issues arising, thereby allowing issues to be dealt with in an expedient manner. Further information is provided in Appendix C.

Where appropriate, we will involve the Local Authority Environmental Health Officer and the Environment Agency in complaint investigations.



9.0 ANNUAL REVIEW

The NMP will be reviewed on an annual basis by the Site Manager and Regional Environment Support Manager.

Issues that will be assessed during each review will include the following;

- Effectiveness of mitigation measures employed;
- Additional mitigation measures implemented within the previous 12 months;
- Complaints received in relation to noise impacts on off-site receptors;
- Review of any adverse noise effects recorded within the previous 12 months;
- Maintenance of the daily log book;
- Updating the table of responsibilities; and
- Review of the effectiveness of the noise control measures.

Any updates to the document will be recorded within the Document Approval History on Page 1 of this document and the updated document will be provided to the Environment Agency.



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FIGURES



SITA UK Limited - Doncaster Waste Transfer Station Noise Management Plan

APPENDICES



SITA UK Limited - Doncaster Waste Transfer Station Noise Management Plan

Appendix A – Noise Impact Assessment

Proposed Kirk Sandall Waste Transfer Station

Noise Impact Assessment

Doncaster MBC

6th December 2013

ATKINS

Notice

This document and its contents have been prepared and are intended solely for Doncaster MBC's information and use in relation to a proposed Doncaster Waste Transfer Station. Atkins Acoustics Noise and Vibration assumes no responsibility to any other party in respect of or arising out of or in connection with this document and/or its contents.

This document has 23 pages including the cover.

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1. Introduction

- 1.1. Atkins Acoustics Noise & Vibration have been commissioned by Doncaster MBC to undertake a noise impact assessment in relation to a proposed Waste Transfer Station at Kirk Sandall Industrial Estate, Doncaster.
- 1.2. The proposed development is understood to comprise a new facility which will handle approximately 140,000 tonnes of waste per annum, and will provide for the recycling of materials such as cans, glass, paper, plastic textiles and green waste.
- 1.3. Atkins Acoustics Noise & Vibration have undertaken an extended environmental noise survey at locations around the proposed site to establish the prevailing ambient noise climate during daytime, evening and night-time hours. The details of the survey are presented in Section 2 of this report.
- 1.4. This assessment has been undertaken with reference to British Standard BS4142: 1997 '*Method for Rating Industrial Noise Affecting Mixed Residential and Industrial Areas*'.
- 1.5. The assessment aims to identify and evaluate the key noise impacts associated with the development in order to assist with the planning decision process.
- 1.6. Within this report we provide a summary of the survey methodology, results of the noise survey, discussion of the likely noise impacts associated with the typical operation of the site and a discussion of the likely impacts associated with any increase in traffic along Doncaster Road.

2. Noise Survey

Site Description

- 2.1. The proposed waste transfer station site is located within the existing Kirk Sandall Industrial Estate, Doncaster. There are currently multiple access points into the industrial estate from Doncaster Road.
- 2.2. The nearest residential dwellings are located on Doncaster Road approximately 75 metres to the south of the proposed site.

Measurement Positions

- 2.3. A noise survey was undertaken by Atkins Acoustics Noise and Vibration to establish the current ambient noise climate at the nearest noise sensitive receptors during the operational period of the proposed facility.
- 2.4. Continuous noise monitoring was conducted during the working week over a 24 hour period between 11:00 hours on Thursday 21st November and 11:00 hours on Friday 22nd November. The continuous noise monitoring equipment was located at a residential property, namely 179 Doncaster Road. Please see Figure 2.1, shown as position 'A'.
- 2.5. The continuous measurements were supplemented by synchronised 15-minute measurements at a further three positions (Positions 1, 2, & 3) in the vicinity of the site and near to existing dwellings. These sample measurements were undertaken to help determine any gradual change in noise climate along Doncaster Road. Each measurement position is described below, and the locations of all positions can be seen in Figure 2-1. A photograph of each position is provided as a visual reference in Appendix A.

Position 1

- 2.6. Position 1 represents the southwest facing façade of No. 5 The Boulevard. The noise climate consisted of constant road traffic noise from Doncaster Road, with infrequent local traffic passing.

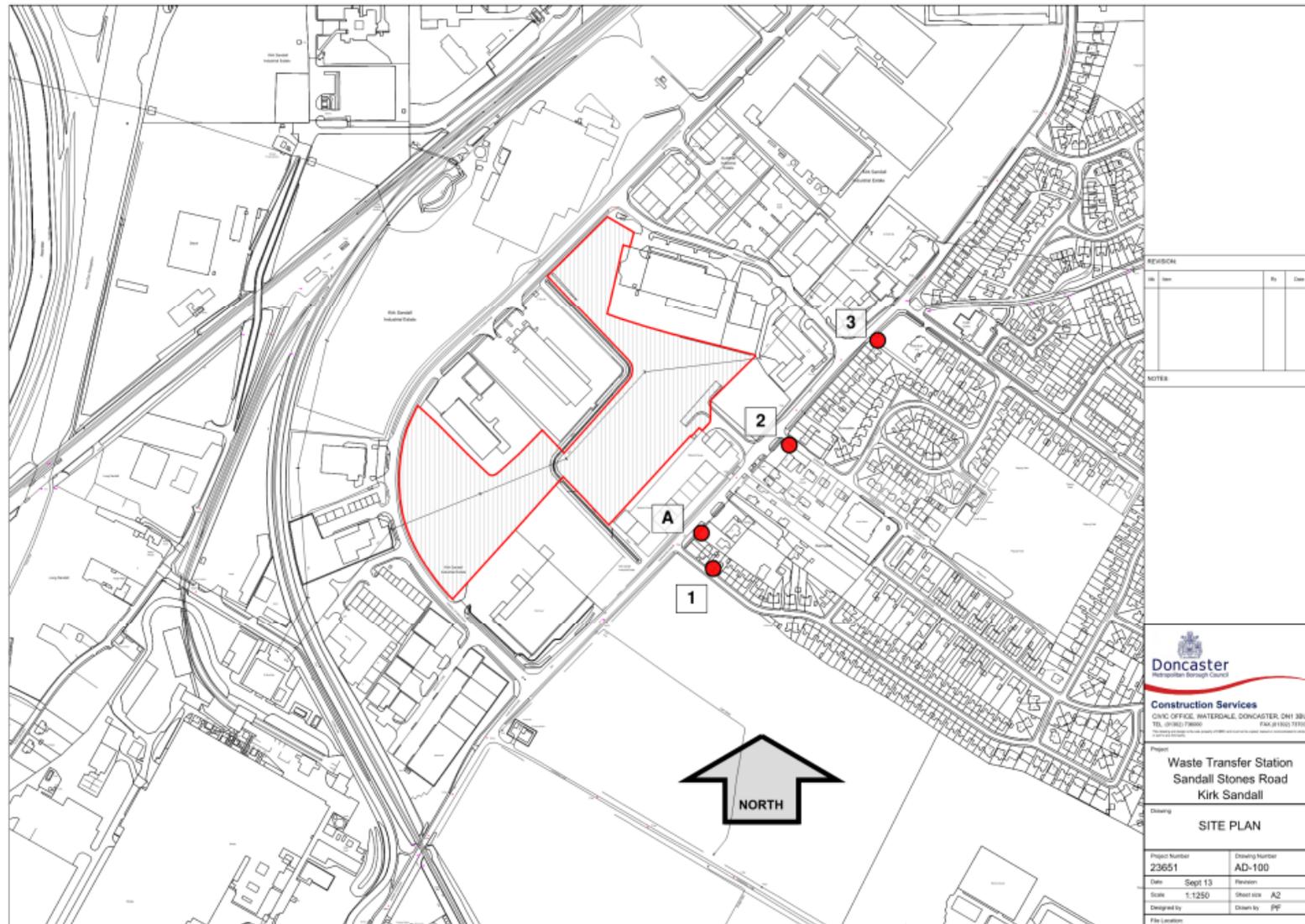
Position 2

- 2.7. Position 2 represents the northwest facing façade of 151 Doncaster Road. The noise climate consisted of constant road traffic noise from Doncaster Road, with frequent local traffic parking at the nearby cafe during measurements prior to 15:00 hours.

Position 3

- 2.8. Position 2 represents the northwest facing façade of 127 Doncaster Road. The noise climate was dominated by constant road traffic noise from Doncaster Road, with infrequent muted construction noise emanating from a nearby pub.
- 2.9. At each measurement position the microphone was positioned at a height of approximately 1.5m from the ground. Each measurement was deemed to be subject to free-field conditions. Both octave band and A-weighted broadband sound pressure levels were recorded during the survey. The measurements included contributions from all typical principal noise sources and were considered representative of the exiting noise climate.

Figure 2-1 Site Plan Showing Survey Measurement Locations



Measurement Equipment Details

2.10. The equipment used during the noise survey is detailed in table 2-1 below.

Table 2-1 Equipment Details

Equipment	Type	Serial Number
Norsonic Sound Level Meter	118	31609
Norsonic Microphone	1225	52305
Norsonic Calibrator	1251	31227
Brüel & Kjær Sound Level Meter	2238	2381615
Brüel & Kjær Microphone	4188	2372203
Norsonic Calibrator	1251	31007

2.11. All equipment has been UKAS calibrated within the last 2 years. Calibration certificates are available on request. Sound level meters were calibrated on site before and after measurements with no significant drift in calibration being observed.

Meteorological Conditions

2.12. The weather conditions during the two days of noise surveying were generally clear with minimal precipitation and light north-easterly winds. Wind speeds varied between 2 and 4 m/s. There was little variation on the effect of wind during the survey.

2.13. Generally the meteorological conditions were considered suitable for noise measurements throughout the survey period.

2.14. There was some light rain on the morning of Friday 22nd November. This resulted in a delay to some measurements as they were cut short to protect the equipment from damage and to ensure compliance with measurement methodology guidance for road surfaces to be dry.

3. Survey Measurement Results

Manned Noise Measurements

3.1. A summary of noise level results at each measurement position are presented below in Table 3-1. Full details of each measurement can be found in Appendix B.

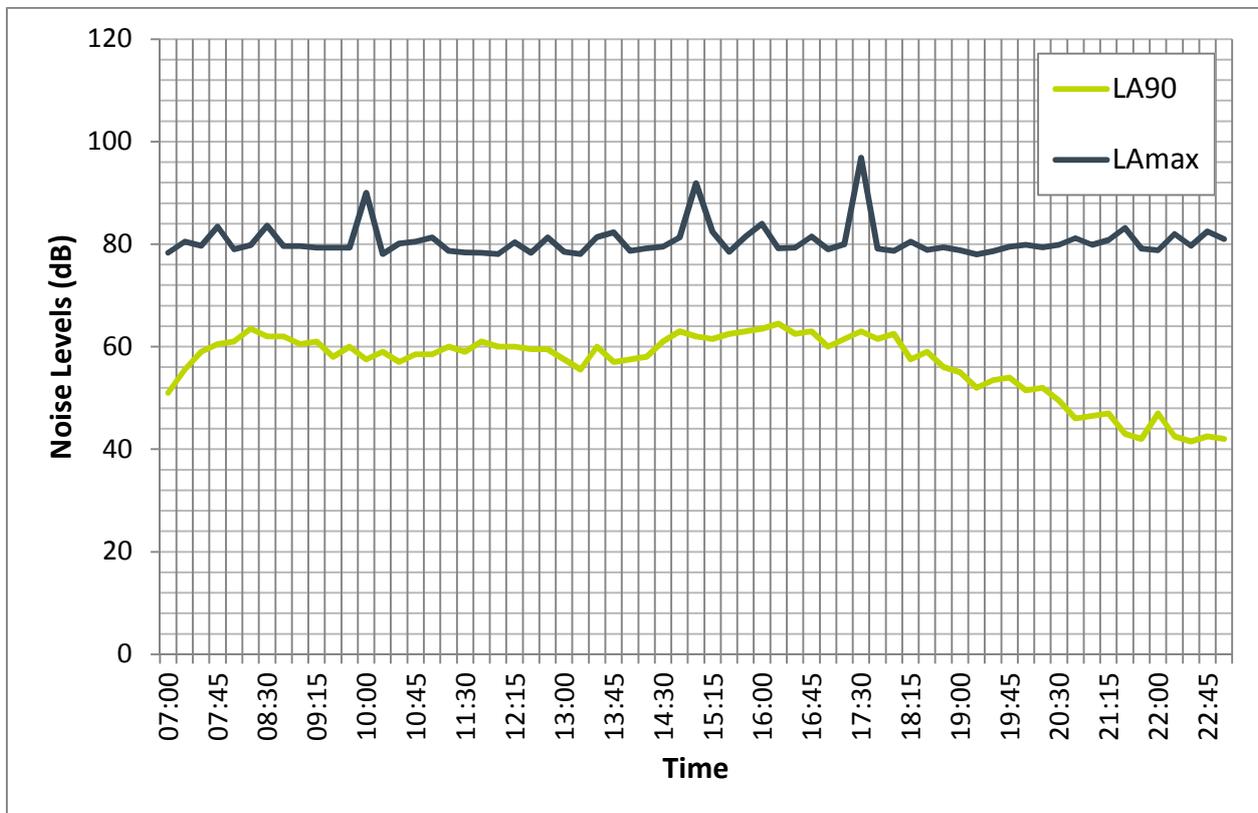
Table 3-1 Results of 15 Minute Noise Measurements

Position	L _{Aeq,15mins} (dB)	L _{A10, 18 hour} (dB)	L _{A90, 15mins} (dB)	L _{Amax, 15mins} (dB)	Comments
1	57.8	59.2	51.3	77.1	Doncaster Road dominant noise source.
2	66.5	67.6	57.9	93.2	Doncaster Road dominant noise source. High L _{Amax} caused by passing vehicle with modified exhaust.
3	67.7	69.7	61.5	79.9	Doncaster Road dominant noise source.

Logging Position Results

3.2. The L_{A90, 18-hour} and L_{Amax,18-hour} at the logging position are shown below in figure 3-1. A full table of results can be found in Appendix B.

Figure 3-1 Noise Levels at Logging Position



4. Noise Impact Assessment

BS4142 Assessment of Operational Noise

Site Operation

- 4.1. Recyclable materials and household waste items would be delivered to site by Doncaster MBC vehicles which would then be unloaded and sorted into various areas.
- 4.2. It is understood that the standard operational hours of the facility will be between 07:30 and 20:00 hours, Monday to Friday.

Operational Noise Sources

- 4.3. From discussions with Doncaster MBC and our observations at an existing waste transfer station the following noise sources are anticipated once the proposed development is operational:
- HGV travelling (arrival / departure) along Doncaster Road;
 - Vehicle door shutting/slamming;
 - HGV/Skip wagon manoeuvres within the site;
 - HGV/Skip wagon reverse alarms;
 - HGV/Skip wagon loading and unloading skips/containers;
 - Baler operation;
 - Glass smashing.
- 4.4. Although potentially there may be additional noise sources and activities to those listed above, the noise sources considered in this assessment are anticipated to be the most notable in terms of noise emissions and potential for disturbance.
- 4.5. The noise associated with the arrival and departure of vehicles travelling along Doncaster Road is covered separately later in this assessment. Please refer to Section 4.23 – Predicted Noise Impact from Site Generated Road Traffic.
- 4.6. The anticipated noise sources and corresponding noise levels used in this assessment are presented in Table 4-1. The typical source noise levels in Table 4-1 have been derived from sample measurements at an existing waste transfer site located at Denaby Main Industrial Estate, Atkins noise database (based on similar projects/schemes) and Annex C & D of BS5228:2009 'Code of practice for noise and vibration control on construction and open sites' where appropriate.

Table 4-1 Anticipated noise sources and corresponding free-field noise levels

Activity	Noise Level $L_{Aeq,T}$ (dB)	Source Measurement Distance (m)
Baler operation	82	1
HGV/skip wagon manoeuvring within the site	65 ²	10
Vehicle door shutting/slamming	65 ¹	10
HGV/skip wagon reversing with	70 ¹	10

Activity	Noise Level $L_{Aeq,T}$ (dB)	Source Measurement Distance (m)
warning/alarm		
HGV/skip wagon loading/unloading container	73 ¹	10
Glass deposited & breaking	96.7	2
Popping of Plastic Bottles	92.8	2

¹Representative noise level taken from Atkins' noise database.

²Noise level taken from Annex C/D of BS5228.

Lowest Measured Background Noise Level

- 4.7. For this assessment, it is considered appropriate to use the lowest measured daytime $L_{A90,1hour}$ background noise level when determining the likely noise impacts associated with the operation of the development. Using the lowest measured $L_{A90,1hour}$ background noise level will help provide a robust assessment and is in line with BS4142 guidance.
- 4.8. The lowest measured background noise level during the operational hours of the proposed waste transfer station at position A was **53.6 dB $L_{A90,1hour}$** . Since the background noise levels measured at the nearest dwellings were typically between 0 and 1 dB(A) higher than those measured at position A, this reference background noise level will also be used for the assessment of impacts at the existing dwellings.
- 4.9. The lowest measured ambient ($L_{Aeq,1hour}$) noise level was **69.2 dB** at position A.

Nearest Noise Sensitive Receptors & Distance Separation

- 4.10. The separation distances used in this assessment are taken from the nearest edge of the proposed circulatory vehicle lanes to the approximate boundary line of the nearest dwellings (as opposed to using a particular reference point within the proposed site area, such as the location of a container). This approach ensures a robust assessment and accommodates any future changes in site layout.
- 4.11. Table 4.3 presents details of the nearest noise sensitive receptors (dwellings) considered in this assessment and the separation distance between the dwellings and the proposed site.

Table 4-2 Receptor location and distance separation

Receptor Location	Estimated Distance between Site Vehicle Lane and Property Boundary (metres)
173 - 181 Doncaster Road	75
1 Lynton Drive	80
151 Doncaster Road	90

Predicted Operational Noise Levels at Nearby Dwellings

- 4.12. To determine the Specific Noise Level ($L_{Aeq,T}$) in accordance with BS4142:1997, the noise levels from the various activities must be evaluated over the relevant reference time period which for daytime period (i.e. 07:00 to 23:00hours) is taken to be one hour.
- 4.13. Doncaster MBC has provided the expected number of vehicles visiting the new site. There will be on average 30 heavy vehicle movements each hour. On the basis of this figure, it is assumed that each vehicle manoeuvre will take place for approximately 10 minutes in the hour, with reversing lasting approximately 2 minutes and loading/unloading containers approximately 4

minutes (2 containers, 2 minutes per container). It is also assumed each vehicle will close their doors twice, lasting approximately 1 second.

- 4.14. It has also been assumed that due to the number of recycling vehicles arriving and departing from the site, approximately 12 could potentially be involved with the dropping of glass, an action we observed which lasts approximately 5 seconds.
- 4.15. As the baler is likely to be in constant use, this has also been factored in to the calculations.
- 4.16. Table 4-3 presents the predicted specific noise levels for the various activities at the nearest noise sensitive receptor (173-181 Doncaster Road) to represent a worst-case scenario. The noise levels have been corrected for 'on-time' (activity time / assessment period) and distance correction.
- 4.17. Using standard acoustic principles for determining the attenuation of sound over distance for a point source, distance corrections in the order of 6 dB per doubling of distance from the source have been used in our predictions.
- 4.18. Sound attenuation due to ground (all hard surfaces) and atmospheric absorption is deemed negligible in this assessment (i.e. worst-case assessment).

Table 4-3 Predicted free-field specific noise levels

Activity	Reference Source Noise Level $L_{Aeq,T}$ (dB)	% On-Time	On-time Correction (dBA)	Distance Correction (dBA)	Screening Correction (dB)	Specific Noise Level at Nearest Receptor $L_{Aeq,1hour}$ (dB)
Baler operation	82	1	0	-31.5	-5	50.5
HGV/skip wagon manoeuvring within the site	65	3	4.8	-17.5	-5	52.3
Vehicle door shutting/slamming	65	0.02	-17.8	-17.5	-5	29.7
HGV/skip wagon reversing with warning/alarm	70	0.03	-14.8	-17.5	-5	37.7
HGV/skip wagon loading/unloading container	73	0.06	-11.8	-17.5	-5	43.7
Glass deposited & breaking	96.7	0.03	-14.8	-31.5	-5	46.7
Popping of Plastic Bottles	92.8	0.03	-14.8	-31.5	-5	41.5
Total Cumulative Specific Noise Level $L_{Aeq,1hour}$ (dB)						51.7

- 4.19. In line with BS4142 guidance, a positive 5 dB(A) acoustic correction is added to the cumulative specific noise level to give a rating noise level ($L_{Ar,TR}$) of **56.7 dB**. This rating noise level accounts for any distinguishable note and/or distinct impulse emitted by a particular noise source.

Assessment of Noise Impacts

- 4.20. In accordance with BS4142, the likelihood of complaints is assessed by subtracting the measured background noise level from the rating level.
- A difference of +10dB or more indicates that complaints are likely.
 - A difference of +5dB is of marginal significance.
 - If the rating level is more than 10dB below the measured noise level then this is a positive indication that complaints are unlikely.
- 4.21. The predicted noise levels during the operational hours of the proposed facility are calculated to be **3.1 dB** above background level. On the basis of the assessment, the BS 4142 method regards the impact to be of marginal significance.

Outline Noise Mitigation Scheme

- 4.22. In order to obtain a rating level of 10 dB below background noise, noise levels are required to be reduced by a minimum of 13.1 dB. This can be achieved by controlling noise at source in a number of ways.

Building Enclosure

- 4.23. Sources of noise should be enclosed within a building to provide the required noise reduction to meet the BS4142 'complaints unlikely' criterion. Openings in the structure should be minimised and any required openings directed away from the noise sensitive receptors. Openings orientated towards noise sensitive receptors may require acoustic treatment. If partial building enclosures are constructed, reflecting surfaces should not be positioned opposite the opening. Such a system is already in operation at the existing Denaby site and we assume will be transferred to the proposed Kirk Sandall site.

Siting and Use of Equipment

- 4.24. Care should be taken to site noisy equipment away from noise sensitive areas. If equipment is known to emit noise strongly in one direction it should be orientated so that noise is directed away from the sensitive areas. Machinery in intermittent use should be shut down between work periods. While plant is operating, integral engine plates should remain closed. Noise levels can further be reduced by taking care to reduce the drop height of bulk materials such as glass to the minimum possible.

Maintenance

- 4.25. Regular maintenance of machinery can do much to reduce noise. The noise output of vibrating machinery with rotating parts can be reduced by attention to proper balancing. Noise caused by friction in conveyor rollers, trolleys and other machines can be reduced by proper lubrication.

Training

- 4.26. Training of site personnel should raise awareness to noise, and the need to minimise noise should be emphasised. Personnel should be advised on the proper use of plant and equipment, the positioning of mobile machinery to reduce the affect of noise emissions on receptors, and the avoidance of unnecessary noise when carrying out manual operations and when operating plant and equipment.

Secondary Controls

- 4.27. These can include:
- Limiting the number of vehicles on site;
 - Restricting certain operations to particular areas and times;
 - Limiting the throughput of a site;

- Designing internal site traffic routes to minimise reverse alarm use;
- Using reverse alarms that automatically adjust to 5 dB above ambient noise levels.

Predicted Noise Impacts from Site Generated Road Traffic

- 4.28. The additional traffic generated by the operation of the new waste transfer station could potentially have impacts on the nearby existing residential properties along Doncaster Road.
- 4.29. As no existing traffic data was available, the increase in noise caused by site traffic on Doncaster Road has been indicatively calculated using the current noise levels.
- 4.30. From the data provided HGV traffic from the proposed development is expected to pass residential properties on average 5 times per hour throughout the day.
- 4.31. The lowest measured background noise level during the operational hours of the proposed waste transfer station at position A was **53.6 dB L_{A90,1hour}**. Since the background noise levels measured at the nearest dwellings were typically between 0 and 1 dB(A) higher than those measured at position A, this reference background noise level will also be used for the assessment of impacts at the existing dwellings.
- 4.32. The calculation procedure outlined in 'A Guide to Measurement of the Equivalent Continuous Sound Level L_{eq}' was used to indicatively calculate the potential change in noise level caused by the increase in road traffic. The results are shown in the table below.

Table 4-4 Predicted noise levels due to site traffic

Time	Measured Background Noise Level L _{Aeq,1hour} (dB)	Vehicle Movements at Noise Sensitive Receptors	% HGV	New Total Noise Level (dB)	Impact
1900 – 2000	69.2	6	94	69.3	+ 0.1
1600 – 1700	71.3	15	96	71.4	+ 0.1

- 4.33. The results of calculation indicate a potential increase of **0.1dB L_{Aeq,1hour}** during the period with the lowest measured background noise. It has been indicated that there is likely to be an increase in volume with approximately 15 vehicles returning to the depot between 16:00 and 17:00 hours. A potential increase of **0.1dB L_{Aeq,1hour}** has been calculated for this time period. The results indicate that the increase in traffic volume is unlikely to have a significant effect on noise levels at the nearest sensitive receptors.

5. Conclusions

- 5.1. Atkins Acoustics, Noise and Vibration have been commissioned by Doncaster MBC to undertake a noise impact assessment in relation to the proposed waste transfer station at Kirk Sandall Industrial Estate, Doncaster.
- 5.2. Atkins Acoustics Noise and Vibration have undertaken an environmental noise survey to establish the prevailing ambient noise climate at nearby noise sensitive properties during both daytime and night-time periods. Continuous noise monitoring over a 24-hour period and a number of short-term noise measurements were conducted in the local vicinity of the proposed site.
- 5.3. The location of nearby noise sensitive properties was determined following a visual survey of the site and surrounding area and following consultations with the EHD.
- 5.4. The results of the survey have been used to assess the potential noise impacts associated with the general operation of the development.
- 5.5. In line with BS4142 guidance, a total cumulative specific noise level of 51.7 dB ($L_{Aeq,1hour}$) has been predicted for a typical operational hour. With a positive 5 dB(A) acoustic correction, this gives a rating noise level of 56.7 dB ($L_{Ar,TR}$) for the proposed development.
- 5.6. BS4142 states that in assessing the noise impact from an industrial development, the noise sensitivity of a receptor is described in terms of the likelihood of complaint based on the rating level, $L_{Ar,Tr}$ above the background noise level, $L_{A90,T}$. On the basis of this assessment, noise impact from the proposed site will be of marginal significance.
- 5.7. The results of the assessment suggest that noise mitigation is not specifically required to reduce noise emissions from the site, however an outline noise mitigation scheme has been provided with which to minimise noise impact from the proposed Waste Transfer Station.
- 5.8. A traffic noise assessment has been undertaken to help determine any impacts associated with increased traffic flows along Doncaster Road as a result of the development.
- 5.9. Using the prediction methodology contained within '*A Guide to Measurement of the Equivalent Continuous Sound Level L_{eq}* ' an increase in the noise level of 0.1 dB(A) is likely. This is considered to have a negligible impact on residential amenity.

Appendices

Appendix A. Noise Survey Measurement Positions

Figure A-1 Logging Position



Figure A-2 Measurement Position 1



Figure A-3 Measurement Position 2



Figure A-4 Measurement Position 3



Appendix B. Noise Survey Results

Table B-1 Measurement Results at Position 1

Start Time	L _{Aeq}	L _{Amax}	L _{A10}	L _{A90}
11:30	57.1	73.5	59.8	49.6
13:30	55.8	74.5	59	48.8
14:50	58.3	74	60.4	52.5
15:50	58.8	77.1	61.3	52.5
Average	57.8		59.2	51.3
Max		77.1		

Table B-2 Measurement Results at Position 2

Start Time	L _{Aeq}	L _{Amax}	L _{A10}	L _{A90}
12:00	65.1	77.1	68.6	58.1
13:55	64.1	76.4	67.7	56.4
15:10	68.6	93.2	69.5	57.5
16:10	65.4	76.9	68.5	59.9
Average	66.5		67.6	57.9
Max		93.2		

Table B-3 Measurement Results at Position 3

Start Time	L _{Aeq}	L _{Amax}	L _{A10}	L _{A90}
12:35	67.1	75.4	70.2	60.2
14:20	67.9	76.7	71.1	60.9
15:30	67.5	76.7	70.4	62.0
16:30	67.6	79.9	70.6	61.5
Average	67.7		69.7	61.5
Max		79.9		

Table B-4 Results of continuous noise monitoring at measurement position A

Start Time	L _{Aeq,15min}	L _{AFmax,15min}	L _{AFmin,15min}	L _{AF10,15min}	L _{AF90,15min}
11:00	69.8	78.5	49.4	73.5	57.5
11:15	71	78.8	51.4	74	60.5
11:30	70.7	78.7	51.3	74	60
11:45	70.3	79.7	48.5	74	56.5
12:00	70.6	78.1	53.6	74	60
12:15	70.7	80.4	49.1	74	60
12:30	70.9	78.3	49.7	74	59.5
12:45	70.7	81.3	48.5	74	59.5
13:00	70.5	78.5	48.1	74	57.5
13:15	70.2	78.1	45.3	74	55.5
13:30	70.5	81.4	50.9	73.5	60
13:45	70.2	82.3	47	73.5	57
14:00	70	78.7	48.2	73.5	57.5

14:15	69.8	79.2	49.8	73	58
14:30	71.1	79.5	51.9	74.5	61
14:45	71.3	81.3	50.2	74	63
15:00	71.9	91.9	50.6	74	62
15:15	70.3	82.4	50.7	73.5	61.5
15:30	71	78.5	53.4	74	62.5
15:45	71.4	81.5	52.3	74.5	63
16:00	71.6	84	51.1	74.5	63.5
16:15	71.2	79.2	54.3	74	64.5
16:30	71.4	79.3	52.5	74.5	62.5
16:45	70.8	81.5	51.1	73.5	63
17:00	69.8	79	55.3	73	60
17:15	70.1	80	55.1	73	61.5
17:30	73.1	96.9	51.8	74	63
17:45	70.4	79.1	52	73.5	61.5
18:00	70.9	78.7	52.6	74	62.5
18:15	70	80.5	50.3	73.5	57.5
18:30	70.5	78.9	50.9	74	59
18:45	69.9	79.4	47.1	73.5	56
19:00	69.9	78.8	46.3	73.5	55
19:15	68.9	78	45.3	73	52
19:30	69	78.6	48.1	73	53.5
19:45	68.7	79.5	46.8	72.5	54
20:00	69.3	79.9	43.8	73.5	51.5
20:15	68.2	79.4	45.8	72.5	52
20:30	67.9	79.9	45.8	72.5	49.5
20:45	67.2	81.2	39.5	72	46
21:00	67.1	79.9	40.6	71.5	46.5
21:15	67.7	80.8	41.4	72.5	47
21:30	65.6	83.2	39.4	70.5	43
21:45	65.7	79.1	38.1	71	42
22:00	66.7	78.8	40.3	71.5	47
22:15	66.3	82	39.8	71.5	42.5
22:30	65.3	79.7	38.6	70.5	41.5
22:45	65	82.5	39.8	70	42.5
23:00	64.2	81	38.9	69.5	42
23:15	65.5	81.8	40	70.5	44.5
23:30	63.2	79.1	38.9	67	41.5
23:45	61.9	82	36	64	39
00:00	62	78.1	37.5	64	40
00:15	61.8	79.5	36.2	65	40.5
00:30	60.4	82.9	36	60	40.5
00:45	56.4	77.3	33.5	50	35.5
01:00	52.9	75	33.9	44	36.5
01:15	59.5	79.6	35.9	53	38

01:30	57.3	79.4	36.3	47.5	38
01:45	58.7	77	36.2	56.5	38.5
02:00	52.3	76.1	35.2	42.5	37
02:15	60.8	80	36.4	59.5	38
02:30	59	77.4	36.2	56.5	38.5
02:45	53.8	75.4	36.1	49.5	38
03:00	49.8	75	36.6	45.5	38
03:15	51.3	72.7	36.1	42.5	38.5
03:30	56.8	80.7	34.4	47.5	37.5
03:45	54.5	75.7	33.8	42.5	35.5
04:00	59.4	79.2	34.2	57.5	35.5
04:15	59.1	80.8	37.1	52.5	39
04:30	59.4	77.9	37.3	58	39
04:45	58.8	77.6	37.4	57.5	40
05:00	62.4	80.2	39.7	64.5	41.5
05:15	65.4	81.2	39.1	69.5	42.5
05:30	66.5	82.2	41.6	71.5	45
05:45	68.2	81.4	42	73	47
06:00	68.3	81.1	43.2	73.5	48.5
06:15	68.5	80.5	44.5	73.5	49.5
06:30	69	80.8	44.1	74	48.5
06:45	70.3	79.8	49.5	74.5	55.5
07:00	69.8	78.3	44.6	74	51
07:15	70.3	80.5	46.9	74.5	55.5
07:30	71.4	79.7	51.8	75	59
07:45	72.2	83.4	51.5	75	60.5
08:00	71.6	79	52.9	74.5	61
08:15	71.7	79.8	53.2	74.5	63.5
08:30	72.1	83.6	51.8	74.5	62
08:45	70.2	79.6	56.5	73.5	62
09:00	70.9	79.6	50.8	74	60.5
09:15	70.9	79.3	50.9	74	61
09:30	70.6	79.3	50.4	74	58
09:45	70.9	79.3	48.8	74	60
10:00	70.3	90	46.9	73.5	57.5
10:15	70.6	78.1	49	74	59
10:30	70.2	80.1	47.9	73.5	57
10:45	70.5	80.5	49.6	74	58.5
11:00	70.6	81.3	49	74	58.5
11:15	70.6	78.7	49.7	74	60
11:30	70.9	78.4	48.8	74.5	59
11:45	71	78.3	49.3	74	61
11:00	69.8	78.5	49.4	73.5	57.5
11:15	71	78.8	51.4	74	60.5
11:30	70.7	78.7	51.3	74	60

11:45	70.3	79.7	48.5	74	56.5
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Appendix C. Glossary

Term	Definition
Ambient Noise	Totally encompassing sound in a given situation at a given time usually composite of sounds from many sources near and far.
A-weighting, dB(A)	The most widely used weighting mechanism that best corresponds to the response of the human ear is the 'A'-weighting scale. This is widely used for environmental noise measurement, and the levels are denoted as dB(A) or L_{Aeq} , L_{A90} etc, according to the parameter being measured.
Decibel (dB)	A logarithmic scale for comparing the ratios of two quantities, including sound pressure and sound power. The decibel can also be used to measure absolute quantities by specifying a reference value that fixes one point on the scale. For sound pressure, the reference value is $20\mu\text{Pa}$.
Noise Level Indices	Noise levels usually fluctuate over time, so it is often necessary to consider an average or statistical noise level. This can be done in several ways, so a number of different noise indices have been defined, according to how the averaging or statistics are carried out.
Free – Field	No reflective surfaces, other than the ground, within 3.5 metres of the microphone position
$L_{eq,T}$	A noise level index called the equivalent continuous noise level over the time period T. This is the level of a notional steady sound that would contain the same amount of sound energy as the actual, possibly fluctuating, sound that was recorded.
$L_{max,T}$	A noise level index defined as the maximum noise level during the period T. L_{max} is sometimes used for the assessment of occasional loud noises, which may have little effect on the overall L_{eq} noise level but will still affect the noise environment. Unless described otherwise, it is measured using the 'fast' sound level meter response.
$L_{10,T}$	A noise level index. The noise level exceeded for 10% of the time over the period T. L_{10} can be considered to be the "average maximum" noise level.
$L_{A10,18\text{hour}}$	The "A" weighted L_{10} index considered over the period 0600 to 2400 hours. This index is used conventionally in the UK for assessing road traffic noise, based on weekday traffic.
$L_{90,T}$	A noise level index. The noise level that is exceeded for 90% of the measurement time interval, T. L_{90} can be considered to be the "average minimum" noise level and is often used to describe the background noise.
Sound Pressure	Sound, or sound pressure, is a fluctuation in air pressure over the static ambient pressure.
Sound Pressure Level (Sound Level)	The sound level is the sound pressure relative to a standard reference pressure of $20\mu\text{Pa}$ (20×10^{-6} Pascals) on a decibel scale.

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SITA UK Limited - Doncaster Waste Transfer Station Noise Management Plan

Appendix B – SITA UK Ltd Complaints Procedure



Created by: Chris GIBSON on 10/11/2009
Status: Live

Safety, Health, Environment & Quality/IMS
(All Staff: Complaints/IMS System Procedure)

Section 2: IMS System Procedure
Sub-Section 6: Complaints

Purpose:

To ensure that non-conformances in the form of customer complaints and complaints from the general public are recorded, investigated and that appropriate preventive/corrective actions are carried out, reviewed and recorded.

Scope:

This procedure applies to complaints that are received from customers regarding service non-conformances. The general public regarding SITA activities i.e. environmental complaints regarding SITA sites.

Definitions & Abbreviations:

Site - any site, depot or location where SITA has control of, or responsibility for, the site or any part of it.
Activity - any undertaking, process or contract that SITA has legal, contractual or operational responsibility for.

Procedures & Responsibilities:

1. 'SITA Way' CUSTOMER COMPLAINT FORM

- 1.1 With the exception of paragraphs (1.7) and (2.1), the SITA Way Customer Complaint/at Risk Form (available from Systematic) is used for recording complaints that are received from customers regarding service non-conformances and those from the general public concerning non-conformances relating to SITA sites or activities.
- 1.2 The person receiving the complaint enters the information relating to the Complainant and nature of the complaint on the SITA Way Customer Complaint/at Risk Form and forwards the form to the Location Manager.
- 1.3 The Location Manager is responsible for reviewing complaints and proposing corrective/preventive actions to be taken. The causes of complaints and the need for action to ensure complaints do not recur shall be taken into consideration by the Location Manager when proposing corrective/preventive actions. The Location Manager must implement, or delegate a member of staff to implement, the proposed corrective/preventive actions.
- 1.4 The corrective/preventive actions taken are recorded on the SITA Way Customer Complaint/at Risk Form with action completion date.
- 1.5 All corrective/preventive actions taken are reviewed by the Location Manager. Upon satisfactory completion of the corrective/preventive actions, the Location Manager is responsible for ensuring a record of all completed SITA Way Customer Complaint/at Risk Forms is maintained.
- 1.6 Complainants are informed of progress and/or corrective/preventive actions taken when requested and where appropriate.
- 1.7 Where appropriate, complaints can be recorded via means other than the SITA Way form, but only if the minimum standards are met or exceeded and with the approval of the QEMS & Compliance Team.

2. LOCAL AUTHORITY CONTRACTS

- 2.1 Where the Local Authority specifies the means (electronic database e.g. Mayrise / Fax / Paperwork issued by the Local Authority) for receiving queries and complaints and for the recording of related corrective/preventive actions, these means will be used in place of the SITA Way Customer Complaint Form. A record is kept either electronically or in paper-based format.
- 2.2 Where Rectification or Default Notices are received from the Local Authority, the Notices are dealt with using the SITA Way Customer Complaint Form or as required by the Local Authority. A record of Rectification/Default Notices should be kept.
- 2.3 Any other complaints that are not received through the Local Authority specified means are dealt with using the SITA Way Customer Complaint Form.

3. COMPLAINTS RELATED TO HEALTH, SAFETY & ENVIRONMENTAL MATTERS

- 3.1 Any complaints that are received related to health, safety or environmental issues should be forwarded to the QEMS & Compliance Manager / Senior Operational Health & Safety Managers (Processing & Logistics). These will then be dealt with as per IMS 2.9 Communication & Consultation and IMS 2.13 Managing Non-conformances.

4. REVIEW

- 4.1 Complaints and external communication are subject to periodic review in accordance with IMS 2.16 Management Review

Associated Records:

Related Policies & Procedures	Related Documents	Related Databases
IMS 2.16 Management Review  IMS 2.9 Communication & Consultation  IMS 2.13 Managing Non-conformances 	Forms & Guidance  SHEQ Homepage 	

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Document Ends



SITA UK Limited - Doncaster Waste Transfer Station Noise Management Plan

Appendix C – Community Liaison Group

Community Engagement

A community engagement plan has been developed. The following sections summarise the principles of the plan.

Best Practice

Wherever possible and appropriate, the communication plan will take into consideration all existing advice which has been made available to local authorities, follow all relevant guidelines, adhere to the same terminology and key messages and take heed of lessons learned.

Key Stakeholder Identification

Identifying the target audience through key stakeholder identification will assist the success of the communication plan and the communication tools to be utilised. To be successful, a wide range of stakeholders will be identified and engaged. It will not be assumed that all stakeholders will be reached through the same communication channels with appropriate channels developed for all stakeholders.

Communication tools

Communication tools are important to the success of the communications plan and a variety of communication tools will be utilised to ensure that coherent communication is achieved with the targeted audience. The following are some of the communication tools which may be utilised to involve and inform the community: communication meetings and liaison panels, hosting school and other community group visits; production and promotion of information leaflets; providing community support and funding; and working in partnership to promote ideas like waste minimisation.

Communication Plan

The communication plan will cover the three stages of the proposal, preconstruction, construction and operation the objective of each phase are summarised below.

Pre-Construction

- Ensure the communities affected by the construction have a proper and appropriate forum to express their views and keep the community informed on construction progress.
- To ensure smooth handover between the planning and construction phases.
- To provide an on going mechanism for two-way communication.
- Create awareness involving community and schools.
- To cultivate positive open relationships with key stakeholder groups.
- To promote the work of the sites and role within the local community.

Construction

- Ensure the communities affected by the construction have a proper and appropriate forum to express their views
- Keep the community informed on construction progress

Operation

- Maintain Commitments and Standards

- Maintain Inclusion and Access
- Provision of Information
- Dealing with enquiries and complaints
- Dealing with information arising from any occasions that may have an element of publicity