

Travis Perkins Swindon West, Westmead Drive, Swindon, SN5 7UN

# Noise Management Plan

for Travis Perkins, Ryehill House, Rye Hill Close, Northampton, NN5 7UA

**Our Reference**  
21970R01ABSW

**Your Reference**  
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**Issue Date**  
11/01/2024

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**Revision History**  
1<sup>st</sup> issue

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# 1 Introduction

## 1.1 Scope of services

- 1.1.1 Environoise Consulting Limited has been instructed by Travis Perkins to prepare a noise management plan (NMP) associated with a proposed site at Westmead Drive, Westlea, Swindon SN5 7UN.
- 1.1.2 The aim of this NMP is to identify best practice techniques to minimise noise impacts to neighbouring sensitive receptors so that planning condition 9 can be discharged. This NMP also provides a complaints procedure which should be complied with upon receipt of a complaint from a local resident.
- 1.1.3 This noise management plan focuses upon behavioural and managerial noise control and does not make further noise mitigation recommendations to those set out in the Noise Impact Assessment report number 21725R02PKJB.
- 1.1.4 Planning Condition 9<sup>1</sup> requires the submission of a NMP and is reproduced below:

### **Planning Condition 9**

*“Prior to occupation of the development hereby permitted, a Noise Management Plan shall be submitted to the Local Planning Authority for its approval in writing. The plan should include the general recommendations made in the noise assessment and how the operator will control noise emissions and prevent excessive noise from deliveries and activities onsite, particularly at ‘noise-sensitive’ times (outside the hours of 0700-2200 and weekends/bank holidays). The development hereby permitted shall then ensure the continued adherence to the approved Noise Management Plan details”.*

- 1.1.5 The sites core operational hours are proposed as 06.00 and 19.00hrs, Monday to Friday (with delivery/loading occurring 06.00 – 23.00hrs), 06.00 - 19.00hrs Saturday and 08.00 - 14.00hrs on a Sunday.

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<sup>1</sup> As per Swindon Borough Council Decision Notice for application number S/22/1252/RACH.

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## 2 Noise Management Plan

### 2.1 General Management

- Establish an open dialogue with nearby residents through a letter drop which provides site contact information for residents with complaints. Any noise-related complaints should be appropriately addressed (see Section 3).
- Liaising with Swindon Borough Council and contacting the Environmental Health Officer (responsible for noise issues) to explain the plans to manage night-time delivery and servicing activity. This needs to happen in partnership with key customer/retailers.
- Liaising with Swindon Borough Council and contacting the Planning Department to identify and help address any variations to planning conditions required and the process for carrying this out. This needs to happen in partnership with your key customer/retailers.
- Liaising with clients, colleagues, other local businesses, suppliers, and carriers to minimise the likelihood of more than one vehicle arriving at the same time.
- Near residential areas, use signs to inform the community about noise control efforts and encourage understanding and collaboration.
- Periodically verify the operational status of all noise mitigation measures to ensure they are active and functioning effectively.
- Vehicles used on site should be regularly serviced to ensure they are in good working order to avoid elevated vehicle noise levels.
- The site road surfaces should be well maintained as driving on non-flat surface (e.g. where potholes are present) can increase noise levels and cause damage to vehicles.
- Management of the Unit must introduce signage to reduce the possibility of workers slamming doors, shouting, and causing unnecessary noise. Management should intervene where this behaviour persists.
- Think about how to minimise contact between hard surfaces, particularly metal on metal, during the unloading/loading processes.
- For out of hours delivery / collections: switch off any external tannoy systems; avoid using external bells / sirens; keep doors, other than the delivery point, closed to ensure noise does not escape,
- Make sure the delivery point is ready for the vehicle before it arrives – gates and doors should be open to avoid the vehicle idling.
- Ensure that transportation suppliers and operatives know the precise locations of the delivery and collection points and is aware of any local access issues.
- Allow extra time if needed to unload as quietly as possible.

## 2.2 HGV and LCV Best Practice

- Introduction of signage for delivery / collection routes should be considered to reduce the noise impact at nearby noise-sensitive receptors.
- Effective preparation and maintenance of the vehicle area surfaces to minimise potholes and other defects.
- Encourage no excessive revving of engines.
- Manage staff so they do not shout or whistle to get the attention of the driver.
- Minimise the frequency of opening and closing vehicle doors and do so quietly.
- Lower tail lifts and flaps carefully and quietly.
- Minimise excessive air brake noise.
- Display signage in relevant areas:
  - Turn off vehicle engine - it may be most effective to introduce to HGV parking bays where vehicles are stationary.
  - Reduce Speed – display low speed limits, i.e., 5mph where appropriate to avoid excessive bumping and jolting particularly on more uneven surfaces around the site.
  - No Horn Zone – use to minimise unnecessary use of horns.
  - Prohibited use of audio players / vehicle radio – display in delivery / collection routes, parking bays, and loading areas.
  - Time when HGVs must have their reversing alarms turned off or switched to white noise alarms. We recommend that this is between 06.00 and 07.00hrs.

## 2.3 Forklift Trucks

- Surfaces on which FLTs operate should be free from bumps and steps so that shocks to the fork suspension do not cause impulsive noises.
- Where practicable (i.e. between trailers and delivery points) clearly marked work-site routes should be followed for the FLTs, so that rough or uneven surfaces are avoided.
- Display signage in relevant areas for the following:
  - Turn off vehicle engine – use near loading bays, designated parking, or shutdown areas to remind operators to turn off FLT engines when not in use.
  - Reduce Speed – display low speed limits in noise-sensitive areas.
  - No Horn Zone – use to minimise unnecessary use of horns.

## 2.4 Training

2.4.1 Training should be provided to staff which includes the following:

- *Induction training* including good practice guidance and noise control requirements.
- All suppliers and carriers should receive copies of the good practice guidance and noise control requirements.
- All employees should be provided with the information given in this section of the report and be trained to follow the correct methods of prevention in their relevant tasks.
- All employees will be required to read this NMP and be trained to follow the correct methods of prevention in their relevant tasks.
- Managerial employees will be required to read 'The Control of Noise at Work Regulations 2005'.

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## 3 Complaints Procedure

### 3.1 Receipt of Noise Complaint

3.1.1 Upon receiving contact from a complainant with respect to noise, the following information should be noted:

- Time, date, and contact details of complainant.
- Obtain as much information of the noise source as possible. Ask the complainant to describe the noise and vibration emission as follows:
  - Is it constant or intermittent?
  - How long has it been going on for?
  - Is it worse at any specific time of day?
  - Does it come from an identifiable source?

### 3.2 Management of the Noise Complaint

3.2.1 Following the contact received from the complainant, the following actions should be taken:

- As soon as possible after receiving a complaint, a site inspection should be undertaken. Note all noise producing activities taking place and the noise mitigation methods that are being employed. If the complaint was related to an event in the recent past, note any noise producing activities that were underway at that time, if possible. Implement any remedial action necessary.
- Following completion of the initial investigations, the complainant should be contacted to explain any problems found and remedial actions taken.
- If necessary, update the noise management plan and other relevant procedural documentation to prevent any recurrence of problems.
- Inform the employees who operate the identified, problematic noise source of the complaint and what the findings of the investigation were including any remedial measures taken.
- File the noise and vibration complaint form on the complaint register.