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Noise Complaints Procedure for Springs Road Exploratory Wellsite

For IGas Energy plc.

Report No. JAT9778 – NCP – Condition 17- R3

14 August 2017



Quality Management

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1 Introduction

- 1.1 This document provides the details of the Noise Complaints Procedure (NCP) prepared on behalf of IGas Energy plc to address Condition 17 of Planning Permission 1/15/01498/CDM for the Springs Road Exploratory Wellsite. The site is located within the administrative area of Nottinghamshire County Council (NCC), the appropriate Mineral Planning Authority (MPA).
- 1.2 This report has been prepared based upon appropriate information on the proposed development provided by the client and the project team. RPS is a member of the Association of Noise Consultants (ANC), the representative body for acoustics consultancies, having demonstrated the necessary professional and technical competence. This report has been prepared with integrity, objectivity and honesty in accordance with the Code of Conduct of the Institute of Acoustics (IOA) and ethically, professionally and lawfully in accordance with the Code of Ethics of the ANC.
- 1.3 The technical content of this report has been provided by RPS personnel, all of whom are corporate (MIOA) or non-corporate, associate members (AMIOA) of the IOA (the UK's professional body for those working in acoustics, noise and vibration). This report has been peer reviewed within the RPS team to ensure that the wealth of experience within the team is reflected in this document.
- 1.4 It is the responsibility of the operator to ensure that all site operatives are aware of the contents of this NCP and to ensure that it is implemented over the life of the site.

2 Noise Conditions

2.1 This NCP has been prepared to address Condition 17 of Planning Permission 1/15/01498/CDM, which is reproduced below for reference.

2.2 Condition 17 states:

17. In the event of the MPA receiving a justifiable noise complaint, within 1 week of a written request from the MPA, a noise survey shall be undertaken to confirm that noise from the drilling operations comply with the NPPF day time (07:00 – 22:00) criteria of 55 dB L_{Aeq, 1hr} and the night time criteria (22:00-07:00hrs) of 42 dB L_{Aeq, 1hr}. The location and methodology should be agreed in advance with the MPA and the results submitted to the MPA within 1 week of the monitoring taking place.

Reason: In the interests of residential amenity and in accordance with Policy M3.5 of the Nottinghamshire MLP.”

3 Noise Complaints and Investigation Procedure

- 3.1 In the event of the MPA receiving a justifiable noise complaint, within 1 week of written request from the MPA, a noise survey shall be undertaken to confirm that noise from the drilling operations comply with the NPPF day time (07:00 – 22:00 hours) criteria of 55 dB $L_{Aeq,1hr}$ and the night time criteria (22:00 - 07:00 hours) of 42 dB $L_{Aeq,1hr}$. The survey location and methodology will be agreed in advance with the MPA following a complaint received. Proposed survey locations are described in the Noise Management Plan and repeated here as Figure 1.
- 3.2 Notwithstanding the methodology described in 3.1, the NCP will be followed to ensure that appropriate action is taken to identify and resolve the cause of the complaint.
- 3.3 The NCP is as follows:
- Any written request received from the MPA for a noise survey will be dealt with by the Drilling Manager. The Drilling Manager may delegate the investigation of a justifiable noise complaint.
 - If a request is made, the form included in Appendix A will be completed and retained at the site office.
 - The Drilling Manager or delegate will ensure that the complaints log form is properly completed and will then follow up the complaint by obtaining further information from the complainant, if necessary.
 - The Drilling Manager or delegate will visit the complainant's property, or other representative location, to ascertain the nature of the noise as soon as practicable after receiving the complaint.
 - If appropriate, a competent person (i.e. qualified educationally in acoustics or has an appropriate period of experience in acoustics in lieu of such qualification and who is a member of the IOA) shall investigate the cause of the complaint and recommend remedial action.
 - An initial desk based investigation will be carried out within one week of receiving the complaint which will be submitted to the MPA. The investigation will involve:
 - Downloading the Sound Level Meter (SLM) and weather station reports for the period in question (the proposed locations of which are described in the Noise Management Plan and repeated here as Figure 1);
 - Liaising with the Drilling Manager to discuss the operating conditions over the period in question;
 - Comparing the measured noise levels against the noise trigger level and planning noise limits; and

- Preparing a brief technical note summarising the findings, recommending remedial action, if appropriate. This will be issued to the Drilling Manager and MPA within one week of the investigation taking place.
- No further action is required if this level of investigation identifies the cause of the exceedance and remedial actions are put in place to ensure that the planning noise limits are met.
- If further investigations are required then a detailed site visit will be carried out within two weeks of receiving the complaint. The investigation will involve:
 - Carrying out attended short-term measurements during the day, evening and night-time periods at the complainants property or other representative location, the results of the further investigations will be submitted to the MPA;
 - Downloading the SLMs and weather station reports for the period in question;
 - Liaising with the Drilling Manager to discuss the operating conditions over the period in question;
 - Comparing the measured noise levels against the noise trigger level and planning noise limits; and
 - Preparing a technical note summarising the findings and recommending remedial action, if appropriate.
- A technical note summarising the findings will be issued to the Drilling Manager and MPA within one week of the investigation taking place. No further action is required if this level of investigation identifies the cause of the exceedance and remedial actions are put in place to ensure that the planning noise limits are met.
- All follow up actions will be recorded on the complaint log form (attaching further sheets if necessary) and the form will be retained at the site office.
- The Noise Management Plan will be updated accordingly.

Figures

Noise Complaints Procedure for Springs Road Exploratory Wellsite



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Notes

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Figure 1: Proposed Noise Monitoring Locations

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Appendices

Appendix A: Noise Complaint Form

Environmental Procedure		Page 1 of 2
Noise Complaints Procedure and Noise Complaints Form		Revision Number:
		Revision Date:
		Date Next Revision Due:
Document Reference:		
Purpose:	To log the details of any complaint received at the site relating to noise and/or vibration, and to record remedial actions made and undertaken.	
Responsibilities:	The Drilling Manager is to be notified of all noise complaints received.	
Noise Complaints Procedure		
<ul style="list-style-type: none"> ▪ In the event of the MPA receiving a justifiable noise complaint, within 1 week of a written request from the MPA, a noise survey shall be undertaken to confirm that noise from the drilling operations comply with the NPPF day time (07:00 – 22:00) criteria of 55 dB L_{Aeq, 1hr} and the night time criteria (22:00-07:00hrs) of 42 dB L_{Aeq, 1hr}. ▪ Any written request received from the MPA for a noise survey will be dealt with by the Drilling Manager. The Drilling Manager may delegate the investigation of a justifiable noise complaint. ▪ If a request is made, the form included below will be completed and retained at the site office. ▪ The Drilling Manager or delegate will ensure that the complaints log form is properly completed and will then follow up the complaint by obtaining further information from the complainant, if necessary. ▪ The Drilling Manager or delegate will visit the complainant's property, or other representative location, to ascertain the nature of the noise as soon as practicable after receiving the complaint. ▪ If appropriate, a competent person (i.e. qualified educationally in acoustics or has an appropriate period of experience in acoustics in lieu of such qualification and who is a member of the IOA) shall investigate the cause of the complaint and recommend remedial action. ▪ An initial desk based investigation, including monitoring data from the Sound Level Meters, will be carried out within one week of receiving the complaint. ▪ A technical note summarising the findings will be issued to the Drilling Manager and MPA within one week of the investigation taking place. No further action is required if this level of investigation identifies the cause of the exceedance and remedial actions are put in place to ensure that the planning noise limits are met. ▪ If further investigations are required then a detailed site visit, including appropriate noise monitoring, will be carried within two weeks of receiving the complaint. ▪ A technical note summarising the findings will be issued to the Drilling Manager and MPA within one week of the investigation taking place. No further action is required if this level of investigation identifies the cause of the exceedance and remedial actions are put in place to ensure that the planning noise limits are met. ▪ All follow up actions will be recorded on the complaint log form (attaching further sheets if necessary) and the form will be retained at the site office. ▪ The Noise Management Plan will be updated accordingly. 		

Noise Complaints Form				Page 2 of 2
Springs Road Exploratory Wellsite	Date Recorded:		Reference Number:	
1. Name and address of complainant				
2. Telephone Number				
3. Name and Position of person logging complaint				
Details of Complaint				
4. Date, time and duration of noise event				
5. Noise description (e.g. high whistle, low hum, banging)				
6. Any other comments from the complainant (where did they hear it, how long did it continue, how has it affected them?)				
Immediate Follow-up Information				
7. Weather Conditions (e.g. dry, rain, fog, snow)				
8. Wind Direction and Strength (e.g. light, strong, gusting)				
9. Have any other previous complaints of this nature been recently received?	YES/ NO			
10. Any other relevant information (e.g. any unusual activities taking place at site)				
11. Potential on site sources that could give rise to the complaint				
12. Operating conditions/ activities at the time of complaint				
Follow-up Actions				
13. Date and time complainant contacted				
14. Further actions taken				
15. Amendments required to the Noise Management Plan	YES/ NO			
Form completed by:		Signed:		