
DOCUMENT CONTROL

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TABLE OF CONTENTS

1.0	INTRODUCTION	1
1.1	Scope of the Operational Noise Management Plan	1
1.2	Planning Condition Requirements	1
2.0	SITE MANAGEMENT	2
2.1	Management.....	2
3.0	OPERATIONS.....	3
3.1	Description of Site Activities	3
3.2	Noise Assessment and Predicted Levels	3
4.0	EMBEDDED MITIGATION.....	4
4.1	Acoustic Fence.....	4
5.0	NOISE MANAGEMENT.....	6
5.1	Best Available Techniques and General Site Management	6
5.2	Maintenance	6
5.3	Training and Ongoing Management.....	7
6.0	REPORTING AND COMPLAINTS PROCEDURE.....	8
6.1	Purpose of Complaints Procedure	8
6.2	Complaints reporting route	8
6.3	Complaints, Investigations and Records.....	8
6.4	Complaints Procedure	10
6.5	Identified Noise Sensitive Receptor Locations	1
7.0	OPERATIONAL MANAGEMENT PLAN REVIEW	3

LIST OF FIGURES

Figure 2.1: Site Management Structure	2
Figure 4.1: Acoustic Fence Photos	5
Figure 6.2: Existing Sensitive Receptor Locations	1

APPENDICES

Appendices

Appendix A – SITE LAYOUT

Appendix B – Noise Complaint Investigation Form

1.0 INTRODUCTION

1.1 SCOPE OF THE OPERATIONAL NOISE MANAGEMENT PLAN

This Noise Management Plan (NMP) has been prepared on behalf of Davos Industrial Limited to support the discharge of Planning Condition 5 on the decision notice for the development (application no: 25/00013/FUL) and to reduce the risk of long-term operational noise impacts associated with the development.

The site contains a combination of industrial units with use classes: E(g)(ii), E(g)(iii), B2 and B8. This noise management plan is to be followed to ensure compliance with the planning condition relating to noise.

1.2 PLANNING CONDITION REQUIREMENTS

Planning Condition 5 is reproduced below:

5. *Prior to the occupation of any unit a noise management plan shall be submitted to and approved in writing by the Local Planning Authority this shall include the noise mitigation scheme recommendations as set out in the Noise Assessment (Network Space Ltd, Sovereign Business Park, November 2024, report ref: 784-B029681) received 04.02.2025 and Noise Response 1 by Tetra Tech received 25.03.2025. All works which form the approved management plan shall be implemented in full prior to the first occupation of the development and shall be retained at all times the development is in use and maintained in accordance with the approved scheme. Documentary evidence of the implementation of the works shall be submitted to and approved in writing by the Local Planning Authority prior to first use of the development.*

Reason: To safeguard local residents from noise and disturbance, and to comply with Saved Policy ENV2 of the Knowsley Replacement Unitary Development Plan adopted June 2006.

2.0 SITE MANAGEMENT

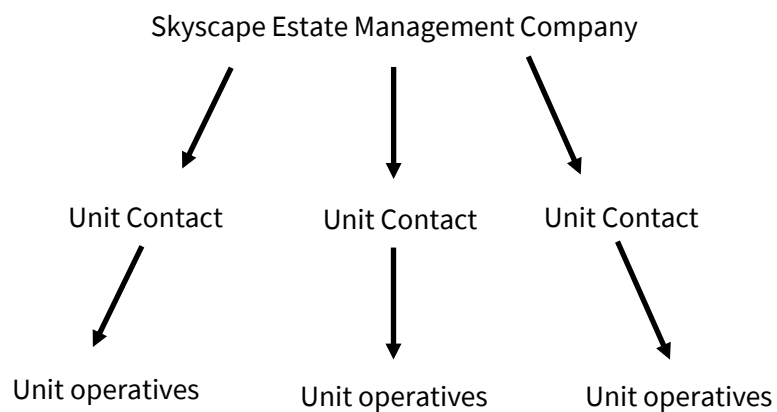
2.1 MANAGEMENT

The site will be managed by an estate management company called Skyscape Property Management and the main contact will be the property manager, Tim Austin.

Contact details of the property manager are: 0161 543 2980 or Tim@s-p-m.co.uk.

The reporting structure will be as follows:

Figure 2.1: Site Management Structure



3.0 OPERATIONS

3.1 DESCRIPTION OF SITE ACTIVITIES

The use classes on site include: E(g)(ii), E(g)(iii), B2 and B8.

As stipulated by the use class E(g), the site may contain commercial, business and service operations that can be carried out in a residential area without detriment to the local amenity e.g. E(g)(i): Offices to carry out operational or administrative functions, or E(g)(ii) Research and development of products or processes. By definition, this will not cause a detriment to the local amenity in terms of noise and thus does not need to be considered further.

Use class B8 includes Storage and Distribution activities. This will include a mix of vehicle types (e.g. cars, HGVs and LGVs) arriving and departing from the site, driving up to each unit, and either parking or loading/unloading goods.

Use class B2 can include General industrial processes (other than those falling within E(g), and excluding incineration purposes, chemical treatment or landfill or hazardous waste).

In addition to the above, the Noise Assessment assumes that each unit will include building services plant items.

Careful management of operational noise is required to reduce the risk of noise impacts on sensitive receptors through Best Practicable Means (BPM). The general methods of reducing and managing operational noise are presented within this NMP. These methods are intended to control noise associated with site operations, and to provide a method of communication between local residents and the site should complaints arise.

The site layout plan has been included within Appendix A.

3.2 NOISE ASSESSMENT AND PREDICTED LEVELS

The noise levels likely to arise from the site have been assessed and presented in the noise assessment report as referenced in Planning Condition 5 (*Network Space Ltd, Sovereign Business Park, November 2024, report ref: 784-B029681*) received 04.02.2025 and Noise Response 1 by Tetra Tech received 25.03.2025.

The assessment presented the inclusion of noise mitigation in the form of acoustic barriers as discussed further below.

4.0 EMBEDDED MITIGATION

The items contained within Table 4 are identified as being the most significant sources of noise. An overview of the ‘embedded’ mitigation that is associated with the identified plant is highlighted within Table 4.

Table 4.1: Noise Generating Equipment and Mitigation Overview

Plant Item	Mitigation
HGV Movements and Unloading	HGV's arriving on-site will be asked to switch off engines whilst idle. Site access roads and service yards will be maintained and kept free of potholes and other deformities. Vehicle movements will only be undertaken 24 hours Monday - Sunday. However, vehicle movements during the night-time will be significantly less than during the daytime. Measures will be taken to reduce impulsive noise associated with deliveries, through maintenance and training, including minimising drop heights etc. Each unit should train staff to include noise awareness. See Section 5 for more details.
Heavy Goods Vehicles (HGVs), Fixed Plant	Regular maintenance of equipment and training on correct use should be provided by each unit. All equipment will be attenuated in line with the levels presented in the noise assessment. Including silencers and point source enclosures used where necessary, further detail cannot yet be provided as the specific equipment is not yet known and plant details have not yet been finalised. All equipment will be turned off when not in use. For more information, please see Section 5.
Staff Car Park	Training should be provided to staff by each Unit about being considerate to neighbours and considering noise impacts of their actions such as slamming doors or shouting.

Further details of Best Practicable Means and General Noise Management are presented in Section 5.

4.1 ACOUSTIC FENCE

The Acoustic Fence / Acoustic Barrier specified in the noise assessment must be imperforate (i.e. no cracks or gaps), and the surface density should be at least 10 kg/m². The condition of the fence should be checked and maintained to keep the fence in good condition and compliant with the above requirements.

Details of the fence have been submitted to the Local Planning Authority, and pictures of the installed fence are provided below.

Figure 4.1: Acoustic Fence Photos

Unit C acoustic fence.



Unit F acoustic fence



Unit G2 acoustic fence



5.0 NOISE MANAGEMENT

5.1 BEST PRACTICABLE MEANS AND GENERAL SITE MANAGEMENT

Site staff will ensure that the delivery and loading of waste takes place in a controlled manner so that noise generation is kept to a minimum. Such measures include: -

HGV Movements and Deliveries

- Internal roads and service yard to be maintained to avoid noise from trucks hitting from potholes, ruts etc;
- Engines to be switched off when vehicle is waiting or not in use for an extended period of time;
- Manoeuvring should be minimised as far as practicable to avoid unnecessary revving of engines; and,
- No use of vehicle horns unless as an emergency health and safety requirement.
- Drop heights reduced.

On-site Movement of Materials

- No unnecessary shouting in the external yard area; and,
- Mobile plant operators should seek to minimise drop heights and excessive banging of materials when loading/unloading.

Fixed Plant

- Regular inspection of plant will be undertaken;
- All equipment appropriately silenced to relevant noise levels;
- Ensuring that regularly maintained and appropriately silenced equipment is used; and,
- In terms of on-site employees, appropriate actions will take place with regard to the Noise at Work Regulations including the requirement for the use of ear defenders and appropriate warning notices.

In addition to the above, the following measures will be implemented: -

- Regular maintenance of all equipment which as a minimum are in-line with manufactures recommendations;
- Should noise issues with any on-site plant be identified, immediate steps will be taken to take the plant out of circulation (where possible) and repairs will be actioned as soon as possible by the relevant Unit operator to remedy the problem.

5.2 MAINTENANCE

In terms of in-house maintenance, the site will utilise Planned Preventive Maintenance (PPM) as per the manufacturer's Operation and Maintenance Manual. Corrective actions can also be raised for potential anomalies that are identified. Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.

All machinery and equipment will be maintained in accordance with a Preventative Maintenance Program (PMP) which will be defined by the manufacturer's requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased noise emissions.

5.3 TRAINING AND ONGOING MANAGEMENT

Staff on site (including the main contact for each unit and the employees / operators at each unit) will be provided with training and instruction in all aspects of the respective job role and responsibilities, this includes full training on any plant and fixed equipment they will operate.

For fixed plant this will comprise of the following as a minimum:

- The hazards/risks of the equipment, including a consideration of site-specific factors;
- The safe operation of the equipment and associated operations;
- The use of safety components;
- Lock-off procedures/procedures for cleaning, clearing blockages and maintenance;
- The safe resetting of the equipment following activation of emergency stops; and,
- Equipment specific maintenance requirements.

All staff should receive relevant training by the operator of each relevant unit to include noise awareness. As part of the staff training, site personnel will be advised of the following aspects, particularly in relation to noise:

- The proper use and maintenance of plant and equipment to minimise noise;
- Equipment silencing used on site to achieve appropriate standards.
- Control of Noise at Work – Occupational Noise Hazards;
- Management of environmental noise; and,
- Avoidance of unnecessary noise when carrying out manual operations and when operating plant and equipment e.g. minimising drop heights.

Site staff will be trained on site on the above topics. The training provided will promote the importance of being aware of and controlling both occupational and environmental noise.

Staff and management training records should be kept by each Unit and can be made available to the Local Planning Authority on reasonable request.

6.0 REPORTING AND COMPLAINTS PROCEDURE

6.1 PURPOSE OF COMPLAINTS PROCEDURE

This section of the NMP details how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affected should be informed of any action taken in response to the complaint.

Complaints will be handled by the Property Manager appropriately and consistently to reassure the Local Planning Authority and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant noise issues.

6.2 COMPLAINTS REPORTING ROUTE

In order to ensure that members of the public are easily able to report any complaints relating to noise from the site, contact details for the management company are given in Section 2.1 of this Noise Management Plan. These details are considered the main method for members of the public to raise queries and complaints relating to noise from the site.

Contact details will also be made available on the company website.

It is also likely that members of the public may contact the relevant unit directly, if this is clear to the complainant.

6.3 COMPLAINTS, INVESTIGATIONS AND RECORDS

Any noise complaints received at the site or via the Local Authority will be recorded and the relevant unit should acknowledge the complaint and conduct an appropriate investigation into the complaint.

If the site is identified as the source of the potential noise nuisance, an assessment shall be carried out in order to determine the source of the complaint and then the cause of the noise.

If the noise can be directly related to the site, corrective actions will be identified and programmed for remediation. Actions taken in response to any noise complaint will be recorded on a noise complaint investigation form. An example noise complaint investigation form has been included within Appendix B.

All noise complaints will be investigated immediately by either the Property Management or the relevant contact at each unit, including, but not limited to, a review of the number of complaints, weather conditions, investigations and remediation works.

The investigations will take place both on site and at the location of the complaint, if known, to determine the significance of the noise and particular process giving rise to the complaint. Where possible, as much information and detail about the complaint will be recorded, whether this is from the relevant authority or complaint direct to site. This information will assist in the investigation and determining the source of the noise.

The property manager will be informed immediately of any findings of noise attributed to the site following initial observations and will authorise remedial measures to be taken. Remedial actions will be dependent on the source of the noise and may include but not limited to:

- Resolution of noise causing issue on mobile plant;
- Abnormal noise identification and resolution on machinery using either internal staff or external maintenance company.

The property manager will aim to remediate any noise issues from the site as quickly as possible. However, should it become evident that permanent repairs may be delayed, the relevant person (e.g. property manager or relevant contact for each unit) would aim to apply short term remedial actions to reduce the noise impact. An evaluation of the effectiveness of the techniques used will be carried out on completion of any remedial measures and records of the above will be retained by site for future reference.

All complaints and queries will be logged as soon as is practicably possible. Should the complaint be received out of typical office hours, property management or the relevant unit contact shall try to attend site as soon as possible to carry out an investigation dependent upon availability. An initial investigation shall be carried out at the latest on the following day after the complaint. Should the initial investigation indicate that further detailed investigation is required, the relevant person should action the necessary additional work as quickly as reasonably possible. In this instance, the complainant, local authority, and other relevant stakeholders will be informed that additional investigative work is being undertaken and an approximate time for completion will be provided.

All complaints logged will be subject to investigation and records will be kept on site. Results of investigations into complaints would be recorded on site and reported back to the complainant and the Local Planning Authority. All responses will be relayed through trained and experienced staff.

6.4 COMPLAINTS PROCEDURE

Table 6.1: Complaints Procedure

Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1. The Property Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint. The Local Planning Authority will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report Sheet (Appendix B).	Property Manager (or a nominated deputy).	Within two working days of receipt of the complaint.
2. The complaint will be investigated by: - a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records; b) Checking the Site Diary to see if any particularly noisy works were planned; and, c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site. If the cause of the complaint is established, it would be recorded within the Complaint Record Sheet (Appendix B). If no particular cause is identifiable then this will also be recorded.	Property Manager (or a nominated deputy).	Within one working day of receipt of the complaint.
3. If more than one complaint is received about a particular incident, then the relevant Unit Manager would engage with the complainant(s) and agree corrective action(s) to be undertaken and timescales to implement.	Site Manager (or a nominated deputy).	Within one working day of receipt of the complaints.
4. The Property Manager (or a nominated deputy) will instigate any necessary reviews of procedures and will implement any required changes.	Property Manager (or a nominated deputy).	Works would commence within seven working days of agreeing corrective action. Completion will depend on timescales agreed with the complainant.
5. If appropriate, the complainant and the Local Planning Authority will be informed of any corrective actions taken.	Property Manager (or a nominated deputy).	Within one working day of corrective action(s) being implemented.
6. A follow up audit on the corrective actions implemented shall be undertaken to ensure the preventive procedure is effective and thus reduce the chance of the complaint being made again in the future.	Property Manager (or a nominated deputy).	Within two weeks of corrective action(s) being implemented.
7. Once the follow up audit has been completed, the Property Manager (or a nominated deputy) will ensure that the complaint, any action taken, and the effectiveness of that action are recorded in the Site Diary. This record shall also note any amendments to procedures, both environmental and health & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record, it will be accessible from the site.	Property Manager (or a nominated deputy).	Within two weeks of receipt of corrective action(s) being implemented.

6.5 IDENTIFIED NOISE SENSITIVE RECEPTOR LOCATIONS

Table 6.2 summarises the sensitive receptors most likely to be impacted by noise from the site. These receptors are shown in Figure 6.1.

Figure 6.1: Existing Sensitive Receptor Locations



Table 6.2: Existing Receptor Locations

Ref.	Description	Type of Use	Height (m) Daytime / Night-time
R01	98 Logwood Road	Residential	1.5 / 4.0
R02	9 Holland Grove	Residential	1.5 / 4.0
R03	20 Rudgate Road	Residential	1.5 / 4.0
R04	26 Newsham Road	Residential	1.5 / 4.0
R05	24 Newsham Road	Residential	1.5 / 4.0
R06	10 Newsham Road	Residential	1.5 / 4.0
R07	59 Bridgewater Way	Residential	1.5 / 4.0
R08	99 Bridgewater Way	Residential	1.5 / 4.0
R09	62 Bridgewater Way	Residential	1.5 / 4.0
R10	48 Bridgewater Way	Residential	1.5 / 4.0
R11	34 Bridgewater Way	Residential	1.5 / 4.0

Ref.	Description	Type of Use	Height (m) Daytime / Night-time
R12	4 Cronton Road	Residential	1.5 / 4.0
R13	1 Whitefield Lane	Residential	1.5 / 4.0
R14	Meadow Villa	Residential	1.5 / 4.0
R15	2 Sevenoak Grove	Residential	1.5 / 7.0
R16	1 Sevenoak Grove	Residential	1.5 / 4.0

7.0 NOISE MANAGEMENT PLAN REVIEW

This NMP will be updated on a continuous basis by Property Management to ensure the NMP remains current and the contents relevant to the actual on-site operations.

The Property Management (or an appropriately trained deputy) and Compliance Team will review the NMP once a year, in light of any complaints or issues that have been identified during the previous year. Should any control measures be shown to be failing or should a need for further control measures be identified, new controls will be agreed and implemented in an updated NMP.

A record of the changes and reason for the change will be made. Copies of the new NMP will be sent to the Local Planning Authority.

Property Management will also review all procedures for the facility against other management procedures as well as industry practice and guidance, to ensure continued best practice is carried out at the facility. Any amendments to practices on site will be reflected in updates of the Site/Property Management and NMP.

APPENDICES

APPENDIX A – SITE LAYOUT



APPENDIX B – NOISE COMPLAINT INVESTIGATION FORM

Noise Investigation - Detailed Assessment Form

To be completed after "abnormal" noise is detected or following a complaint

NOISE ASSESSMENT REPORT

Ref

Site Name and
Address

Date

Weather

Wind (strength & direction)

Temperature

Ground Condition

Time Start

Time Finish

Complaint Received

Yes / No

Date/Time complaint
received

Location of Complaint Area

Number of complaints (related to the same source)

Plan attached showing location of noise and vibration detected

Yes / No

(delete as appropriate)

Description and Photographs of
location where noise and vibration
detected

Time noise and vibration noticed and duration

Description of noise and vibration (e.g. hiss, rumble, humble)

Noise and vibration constant or intermittent in the period?

Additional Comments and relevant information

Signed

Persons Contacted Regarding Process

Action Required and taken