

# Lickers Lane Halsnead

## Construction and Environmental Management Plan

20<sup>th</sup> September 2022 V1

## Contents

- 1 Introduction
  - 1.1 Background
  - 1.2 Proposed Development
  - 1.3 The Site
  - 1.4 Objectives
- 2 Management Structure
  - 2.1 Procedures
  - 2.2 Site Management
  - 2.3 Times of Construction Activity on site
- 3 Management Plan
  - 3.1 Roles and Responsibilities
  - 3.2 Training
  - 3.3 Site Establishment and Hoarding
  - 3.4 Public Rights of Way
  - 3.5 Sales Area
  - 3.6 Site Access and Parking
  - 3.7 Loading and Unloading of Plant and Materials
  - 3.8 Storage of Plant and Materials
  - 3.9 Construction Traffic Management
  - 3.10 Wheel Washing Facilities
  - 3.11 Control of Dust and Dirt
  - 3.12 Waste Management and Recycling
  - 3.13 Asbestos
  - 3.14 Contaminated Land
  - 3.15 Noise and Vibration
  - 3.16 External Lighting used during construction
  - 3.17 Prevention of Pollution to Watercourses
  - 3.18 Ecologically Sensitive Areas
  - 3.19 Community Responsibility
  - 3.20 Complaints Procedure

## Appendices

- A Site Location Plan
- B Construction Management Plan
- C Indicative Foundation Zoning Plan

## Revision History

| Revision | Date       | Details     | Originator   | Approved by |
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| 0        | 14/09/2022 | First Issue | Paul Jackson |             |
| 1        |            |             |              |             |
| 2        |            |             |              |             |
| 3        |            |             |              |             |
| 4        |            |             |              |             |

## 1 INTRODUCTION

### 1.1 Background

This Construction and Environmental Management Plan (CEMP) has been produced for the above development and sets out Vistry Partnership's ability to carry out the works in the optimum time and in the most viable and safe manner to achieve a completed project to the satisfaction of all parties involved.

The CEMP will form the basis for the management of the main environmental aspects associated with the proposed development of the site and sets out how the commitments will be translated into actions in the field and the means by which they will be monitored and verified.

### 1.2 Proposed Development

Vistry Partnerships has submitted a detailed Planning Application for 120 new build dwellings consisting of 12 apartments and 108 houses, comprising a mix of 2, 3 and 4 bedroomed dwellings on land to the South of Lickers Lane, Halsnead, herein referred to as "the Site".

The validation requirements of Knowsley Metropolitan Borough Council ("the Council") for a development of this size and scale require for the submission of a CEMP to accompany the application.

### 1.3 The Site

The Development will comprise of the construction of 120 dwellings comprising of a mix of 2, 3 & 4 bedroom houses and apartments, together with associated works.

The site layout has changed little from at least 1850, when historical Ordnance Survey mapping indicated the site as part of a larger parcel of greenfield land. Various changes to field boundaries occurred from 1907 with the current site boundary first appearing on the 1959 mapping.

### 1.4 Objectives

The CEMP defines responsibilities and methods during the construction phase of this development to manage potential impacts on the environment and nearby dwellings. The objectives of the CEMP are to establish Vistry Partnership's approach to the construction of the development with particular attention to the following matters:

- Roles and Responsibilities
- Training
- Site Establishment and Hoarding;
- Public Rights of Way
- Sales Area
- Site Access and Parking
- Loading and Unloading of Plant and Materials
- Storage of Plant and Materials
- Construction Traffic Management
- Wheel Washing Facilities
- Control of Dust and Dirt
- Waste Management and Recycling
- Asbestos
- Contaminated Land
- Noise and vibration

- External Lighting used during construction
- Prevention of pollution to watercourses.
- Ecologically Sensitive Areas
- Community Responsibility
- Complaints Procedure

## 2 MANAGEMENT STRUCTURE

### 2.1 Procedures

The construction of the Site will be implemented and managed in accordance with Vistry Partnerships' management structures, processes and procedures throughout the duration of the delivery of the Site.

All works procured in relation to the Site will be in accordance with ISO 14001:2004 Environmental Management System.

### 2.2 Site Management (Subject to confirmation)

Vistry Partnership's development sites comprise a core team of site-based management and staff along with a team of selected sub-contractors and suppliers. The following core members of staff will deliver this Site:

- 1 no Site Manager - Contact details to be included once known
- 1 no Assistant Site Manager - Contact details to be included once known
- 1 no Forklift Driver
- 2 no Labourers / Material Controller

A Contracts Manager will be responsible for the overview and management of the site based team and will visit the site on a regular basis to manage the delivery of the build programme and deal with any compliance issues. Contact details to be included once known.

### 2.3 Times of construction activities on site (Subject to confirmation)

Construction activities will take place at the following times, unless alternative hours are specified by the planning authority:

- Monday - Friday: 08:00 – 18:00
- Saturdays: 08:00 – 14:00
- Sundays: No works permitted
- Bank Holidays: No works permitted

Delivery hours are to be the same as construction activities.

## 3 MANAGEMENT PLAN

### 3.1 Roles and Responsibilities

With regards to the CEMP, the Principal Contractor (as defined under the Construction Design and Management (CDM) Regulations 2015) is responsible for:

- implementing the CEMP
- Monitoring sub-contractor's performance to the CEMP
- Developing and implementing mechanisms for dealing with problems and
- Acting as a point of contact for consultation and feedback with adjacent landowners, statutory consultees, the general public and other interested parties.

The principal Contractor would be responsible for establishing management procedures for compliance with:

- All relevant legislation
- The environmental controls and mitigation measures contained in the CEMP and
- Any environmental or other codes of conduct required by the Client.

The site manager, competent in environmental management, will be responsible for the co-ordination and implementation of the CEMP and will assist in ensuring that the Principal Contractors CEMP responsibilities are met. Duties would also include:

- Identifying the competence of all contractors to be employed for the works.
- Review construction method statements with regards to environmental aspects and advise of suggested improvements prior to works commencing.
- Provide main contact between contractor and developer project team on environmental and construction issues.
- Identify competence requirements for staff and ensure delivery of relevant training to the team.
- Implementation and operation of environmental controls on site
- Monitor construction activities to ensure that identified and appropriate control measures are effective and ensure compliance with the CEMP.
- Respond to any environmental incidents such as spills.
- In the event of an environmental incident, ensure correct procedures are followed.
- Provide information on waste management/reduction procedures to relevant staff.
- Assist in responding to any complaints.

## 3.2 Training

All Site personnel, including contractors and sub-contractors will be made aware of their responsibilities with regards to the CEMP and it's appropriate implementation. As part of the implementation of the CEMP, the site induction programme will ensure that all site personnel are conversant with:

- The CEMP and it's on-site implementation;
- The environmental sensitivities of the site, particularly in respect of nearby receptors.

## 3.3 Site Establishment and Hoarding

The establishment of the Site, compound, welfare facilities and general site set-up arrangements are implemented in accordance with Vistry Partnerships standard processes and procedures, and the company QA procedures, accredited to ISO 9001:2008.

All site hoardings and fencing will be regularly inspected, repaired and repainted as necessary.

Access to the Sites will be taken from the following points of access off Lickers Lane located directly to the north west of the site.

Our gated entrances will be set back from the road to allow wagons etc. to park on the site and not to cause congestion to Lickers Lane.

Vistry Partnerships processes and procedures ensures the establishment of a build route and location of site compound area to ensure that on site works are safely and securely (segregated as far as is physically possible) from residents and potential purchasers visiting the sales arena.

The Site will be secured, and all visitors will be directed to the site compound to report to the Site Manager. The compound and welfare facilities will be located on the site. Pedestrian walking areas and dedicated crossing points will be provided on the site as indicated on the Construction Management Plan (**"the Plan"**) within Appendix B.

The Site will be secured with heras fencing and / or timber hoarding to suit the scheme and fitted with the appropriate warning and information signage. This fencing will be provided to the perimeter of the Site at the commencement of the development and until the scheme is complete.

## 3.4 Public Rights of Way

All rights of way crossing the site will be maintained in a safe manner. Rights of way will be kept open at all times wherever possible with fencing installed to segregate the public from the site. Where this is not possible, then a diversion of the rights of way will be applied for with the Local Authority and the right of way diverted in a safe location. In rare cases, a safe diversion route may not be possible in which case, a temporary closure will be applied for. The duration of the closure will be kept to an absolute minimum so as to minimise the disruption to the public.

## 3.5 Construction Site Layout and Good Housekeeping

All working areas will be kept in a clean and tidy condition;

- Adequate toilet facilities will be provided for all site staff;
- Rubbish will be removed at frequent intervals and the site kept clean and tidy;
- Food waste will be removed at frequent intervals;

- Any waste susceptible to spreading by wind or liable to cause litter will be stored in enclosed containers;
- Open fires will be prohibited at all times;
- All necessary measures will be taken to minimise the risk of fire and the contractor will comply with the requirements of the local fire authority;
- Storage sites, fixed plant and machinery, equipment and temporary buildings will be located to limit adverse environmental effects;
- All external lighting and illumination associated with the construction process will be in accordance with the guidance issued by the Institution of Lighting Engineers: “Guidance Notes for the Reduction of Light Pollution” and the CIE (International Commission on Illumination) Report: “Guide on the Limitation of the Effects of Obtrusive Light from Outdoor Lighting Installations”;
- To ensure that construction lighting does not affect the amenity of residents or create a statutory nuisance under the Environmental Protection Act 1990 (as amended), external lighting will be designed and positioned to:
- Provide the minimum levels necessary for safe working;
- Avoid disturbance to adjoining residents and occupiers;
- Avoid creating dazzle or distraction for drivers using adjacent highways or the railway;
- Seek to minimise light spillage or pollution;
- Ensure that excess light does not fall on sensitive ecological habitats;
- Energy efficient options for site facilities will be incorporated wherever possible. They may include energy efficient light bulbs and automatic controls, which will supplement good housekeeping such as switching off equipment when not in use;
- Adequate security will be exercised by the principal contractor to protect the public and prevent unauthorised entry to or exit from the site. Site gates will be closed and locked when there is no site activity and site security measures will be implemented; and
- Any site security cameras will be located and directed so that they do not intrude into occupied residential property.

### 3.6 Sales Area

The sales area for the site will be established at a point close to the site entrance. The sales area will comprise of a sales office, show home and temporary car park. The temporary car park will be utilised by all prospective purchasers visiting the site and will remain in situ throughout the development until the sale of the dwellings have been completed, upon which time the final units will be constructed in this location.

The sales area is identified on the plan.

### 3.7 Site Access and Parking

The access on to the sites will via Lickers Lane, an adopted road which provides for a suitable surface for all plant and deliveries, wheel washing will be done on site by use of a jet wash and road sweepers will

be used on a regular basis and as required to keep the surrounding highways clean and safe throughout the construction phase of the development.

All subcontractors and suppliers will be provided with information showing the access, egress and parking arrangements for the site as part of their works order. Confirmation of such matters will be presented through the site induction process to confirm these arrangements. No other existing roads (other than Lickers Lane) will be used for accessing the site.

The parking of all site operatives and site visitors will be provided on site where possible.

### 3.8 Loading and Unloading of Plant and Materials

Construction plant and materials will be delivered to the Site via the site access points with space being made available on the site for unloading of materials.

All site delivery times are to be as followed:

- Monday - Friday: 09:00 – 18:00
- No site deliveries to be carried out at school drop off and pick up times
- Saturdays: 09:00 – 13:00
- Sundays: No deliveries permitted
- Bank Holidays: No deliveries permitted

Sufficient provision will be made where possible for the safe turning of HGV's within the Site, adjacent to the site compound. If vehicles should be reversed out of the site, then qualified banks men will be used. All activity relating to loading and unloading of plant and materials will take place within the perimeter of the Site only whenever possible, and no existing roads will be affected.

### 3.9 Storage of Plant and Materials

All plant and materials delivered to the Site will be stored in dedicated areas within the perimeter of the Site, which will be protected by fencing.

### 3.10 Construction Traffic Management

Site entrances will be signposted to alert pedestrians and other road users to vehicle movements. A competent banksman will be stationed at the site entrance whenever a vehicle enters or leaves the site to ensure safe vehicular access and egress to and from the site and to ensure that pedestrian safety is not compromised by vehicle movements.

The construction Phase Health and Safety Plan will include a full traffic management plan, denoting vehicle movements, delivery locations, compound locations, car parking and pedestrian walkways.

The construction traffic into the site during peak hours will be minimised to reduce the impact of congestion on local roads.

During the construction phase, appropriate signage will be deployed to direct construction traffic to the prescribed off-site routes. The agreed routes would also be communicated to all contractors, subcontractors and suppliers of materials and services to the site.

Site construction vehicles will only be operated/driven by those who hold the relevant certificate or licence.

All mobile plant on site will have audible reverse warning fitted.

A maximum speed limit of 10mph will be implemented on the site with warning signs displayed.

Provision would be made within the site for contractor and staff parking, within the compound area.

### 3.11 Wheel Washing Facilities (Subject to agreement)

Wheel cleaning facilities may be provided on Site to deal with general vehicles leaving the Site, ensuring, as much as practically possible, that soil is not transferred from the site onto the adjacent adoptable highway.

In addition, road sweepers will be employed if necessary, to ensure the existing roads leading to and from the site are kept in a clean and safe condition. During the period of build when earthworks operations are ongoing, the frequency and duration of the use of road sweepers will be increased if required.

With the existing highway being used for access and egress to site and with the measures outlined above, dirt being carried on to the nearby adopted highways will be kept to a minimum.

### 3.12 Control of Dust and Dirt

All site health and safety matters are managed in line with our OHSAS 18001 accreditation, including proactively managing the impact of demolition and construction works on the local community and minimising hazards wherever possible. As a considerate constructor, we are aware that dust can cause nuisance and as such, dust management forms part of our Nuisance Management Policy (VG-SOP-SHE-24) and will be managed in accordance with company policy.

Site roads will be swept and sprayed with water as necessary to prevent dust causing nuisance on and off-site. While a road sweeper will not be in permanent presence, it will visit site on a regular basis as and when required and when activities require additional visits such as muck shifting operations.

Roads around the site will be inspected on a regular basis for accumulations of dust and mud. All such accumulations will be removed as soon as possible after they have been identified.

Contractors must ensure that dust created by their work activities does not affect the health of other workers, residents and members of the public. Within toolbox talks, site-based operatives are regularly reminded of the following key points:

- Keep surfaces swept and damp down with water at regular intervals in dry weather
- Minimise drop heights into haulage vehicles and into conveyors
- Ensure cutting and grinding operations are adequately shielded or wetted
- Sheet lorries carrying dry materials off site
- Keep to site speed limits to minimise dust
- Use of wheel wash, for appropriate vehicles, if one is provided on site
- Store fine, dry materials within buildings or provide adequate protection from the wind
- Store bulk cement and bentonite in silos

- Position silos and stockpiles away from residential areas or watercourses; and
- Clean up or damp down any spillage of dry dusty materials.
- No bonfires will be permitted on site.

## Site Operatives

All contractors carrying out activities such as mechanical cutting and grinding of stone, concrete and site transport that create substantial amounts of dust must ensure the following hierarchy of prevention is implemented:

- Adequate ventilation provided, or
- Water suppression system used, or
- Local ventilation system (vacuum) system used.
- Vacuums used wherever possible.

In addition, a dust mask to p3 standard must be worn by the operators of machinery creating the dust and by persons carrying out sweeping up activities.

Where the above hierarchy cannot be employed those exposed to the dust must wear Respiratory Protection Equipment (RPE) – to grade APF 40 full face respirator with filter to p3 standard.

### 3.13 Waste Management and Recycling

Across all our developments the Vistry Group implements a Waste Management Policy (VG-SOP-SHE-40) which is managed in accordance with company policy.

A detailed Site Waste Management Plan (SWMP) will be produced and implemented on site prior to commencement of construction works, ensuring the recycling and efficient disposal of waste. Facilities for managing waste and recycling will be provided within the perimeter of the Site.

The Site Management Team will adopt the following waste hierarchy in the development of appropriate mitigation control measures (as contained within the SWMP) to reduce the amount of waste sent to landfill and promote recycling:

- Reduce: Adopting site practices that reduce the potential to generate waste e.g., secure storage of raw materials and avoidance of over ordering practices
- Reuse: Using a product or material more than once in its original form, for its original purpose or for an alternative, with or without reconditioning e.g., reusing wood pallets or returning empty toner cartridges
- Recycle: Recovering value from a product or material that would otherwise be discarded e.g., use of secondary aggregates or chipping plant matter for landscaping purposes
- Disposal: Discarding wastes either by incineration or landfilling.

The Site Management Team will ensure that any waste is kept safely, and appropriate actions are taken to prevent it from being discharged to the external environment. The Site Management Team adopt appropriate control measures to assure the environmentally responsible storage of waste, which may include:

- Storage in designated areas
- Provision of good quality waste containers
- Protection of waste containers from damage
- Location of waste containers away from surface / foul drains and watercourses
- Provision of adequate bunding (if / where required)
- Use of covered skips, where necessary, to prevent the escape of site wastes
- Provision of adequate containers to allow for the mandatory segregation of dry recyclables i.e., glass, metal, paper, cardboard and plastic
- Labelled waste containers i.e., labels that specify their contents.

The Site Management Team will ensure all waste is appropriately segregated per its reactive characteristics and, as a minimum, non-hazardous and hazardous wastes should be segregated. All containers used to store waste will be regularly inspected, as part of HS&E site inspections conducted by site personnel and HS&E Advisors, to ensure compliance with the above requirements.

### 3.14 Asbestos

Asbestos and other hazardous waste should not normally be on site during the construction phase and will be dealt with during the remediation phase. Should any hazardous materials be identified or suspected, then work in this area should cease and the matter reported to the site manager. Specialist disposal teams should then be contacted and arrangements made to deal with the hazard.

### 3.15 Contaminated Land

Made ground was encountered in one area of the site which was found to contain elevated concentrations of several hydrocarbons. As they have been discovered in one location only, they can be considered a hotspot and should be delineated and removed from site..

### 3.16 Noise and Vibration

The closest noise receptors have been identified as Lickers Lane:

It is not envisaged that issues associated with noise and vibration will be encountered but industry recognised controls will be initiated.

We require that contractors must ensure that plant and machinery brought onto the Group's sites are in good working order and are suitably fitted with noise reduction measures. The assessed level of noise of the plant / machinery will be provided by the supplier / owner, and this will be made known to those who may be affected.

Where it is not practicable to reduce noise to an acceptable level, the Principal Contractor will arrange for 'Noise Protection Zones' to be established, with noise warning notices displayed. All persons entering these areas must wear suitable hearing protection. Contractors will be responsible for ensuring their workers are provided with the suitable hearing protection, and have received information, instruction and training on noise hazards.

All site operatives must cooperate with the Principal Contractor in compliance with any noise levels and periods of permitted noise activities laid down by local authorities, which are necessary to prevent noise nuisance pollution.

The following general mitigation measures would apply to potentially noisy operations:

- All plant and equipment to be used for the works would be properly maintained, silenced where appropriate and operated to prevent excessive noise. Plant will be certified to meet any relevant EC Directives/UK/BS5228 standards;
- Vehicles and mechanical plant working at the site will be fitted with effective exhaust silencers;
- All equipment on the site will be maintained in good working order to reduce extraneous noises such as breaking and squeaking;
- Equipment which is used intermittently will be shut down or throttled down during the periods not in use. This also included stationary vehicles;
- All contractors are to be made familiar with the guidance in BS 5228 (Parts 1 and 2) which would form a pre-requisite of their appointment;
- Noisy plant will be situated as far as possible from noise sensitive receptors including adjoining residential properties and ecological receptors within and surrounding the site;
- Static construction plant (e.g. compressors or crushers) would be installed such that they are wholly or partially enclosed, or located where they would not require an enclosure as they would not impose any impact;
- On-site cutting and hammering etc. will be kept to a minimum wherever practical;
- All construction activities will be undertaken using 'best practical means' as defined in Section 79(9) of the Environmental Protection Act, in a way to reduce noise and vibration emissions and;
- Care will be taken when loading and unloading vehicles, moving materials or dismantling scaffolding etc. to reduce noise.

The proposals of the CEMP include the setting of an absolute Peak Particle Velocity (PPV) vibration level derived from BS5228-2:2009 'Code of Practice for Noise and Vibration on Construction and Open Sites – Part 2: Vibration'.

BS5228-2:2009 provides the following table which suggests the corresponding effect to a level of vibration:

**Table 1: Guidance on Effect of Vibration Levels**

| Vibration Level        | Effect                                                                                                                                                                                          |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0.14mm/s <sup>-1</sup> | Vibration might just be perceptible in the most sensitive situations for most vibration frequencies associated with construction. At lower frequencies, people are less sensitive to vibration. |
| 0.3mm/s <sup>-1</sup>  | Vibration might just be perceptible in residential environments.                                                                                                                                |
| 1.0mm/s <sup>-1</sup>  | It is likely that vibration of this level in residential environments will cause complaint, but can be tolerated if prior warning and explanation has been given to residents.                  |
| 10.0mm/s <sup>-1</sup> | Vibration is likely to be intolerable for any more than a very brief exposure to this level.                                                                                                    |

Accordingly, the following vibration criteria should not be exceeded, when measured on the floor slab of the closest occupied vibration sensitive receptors as detailed above, during construction operations:

Maximum permissible vibration level (PPV): 1.0mm/s<sup>-1</sup>

It is possible to employ a number of physical and operational measures in order to reduce the potential effects resulting from the construction generated vibration, such measures can include:

- Where processes could potentially give rise to significant levels of vibration, or as a result of nearby complaints, on-site vibration levels should be monitored by a suitably qualified person; and
- The provision of cut-off trenches in order to interrupt the direct transmission path of vibrations.

During any piling operations (driven or vibro improvement):

Adherence to noise and vibration limits and operating hours will be included in contractual agreements with contractors

- Contractors will be required to ensure that all plant is operated with all specified acoustic covers in place. Regular inspections of plant will be undertaken to ensure this measure is being followed.
- Equipment will be switched off when not in use.
- Where possible, piling operations will not be undertaken in close proximity to or at the same time as other loud or vibration generating equipment.
- Equipment and work sites shall be orientated wherever possible to reduce noise emissions to sensitive receptors

### 3.17 External Lighting used during construction

External lighting will be utilised where required throughout the build period, however, when used:

- Site lighting will be appropriate to the work required
- Lighting will be positioned properly and directing it downwards
- Lighting will be switched off during periods of site inactivity
- Where possible, the site fencing or hoarding may be used to screen site activities.

### 3.18 Prevention of Pollution to Watercourses

Precautions will be taken prior to and during construction to ensure the protection of water courses and groundwater against pollution. These measures will be indicated by site investigation works and also the CIRIA report 532 'Control of Water Pollution from Construction Sites' and Environment Agency pollution prevention guidelines, principally PPG6 'Working at Construction and Demolition Sites'.

All fuel storage will be stored within suitable and sufficient containers to ensure that spills are prevented. These containers will be situated within adequately bunded area.

All re-fuelling activities will be carried out in designated areas, by suitably qualified persons. Toolbox talks will be given to all site staff to ensure they are fully informed of re-fuelling procedures.

All site vehicles will be regularly inspected and correctly maintained to ensure that the risk of fuel leaking is minimised.

Stockpiled materials will be located away from any links to watercourses.

All liquids and solids of a potentially hazardous nature (e.g. diesel fuel oils, solvents, paints etc.) will be stored on surface areas with appropriate bunding, in accordance with the Environment Agencies Pollution Prevention and Guidance Note 2 (PPG Note 2) and with COSHH Regulations such that no contaminants are permitted to reach a water course or underlying ground and ground water.

A spill response kit will be available on site and accessible to all to control pollution incidents. The spill kits will contain absorbent pads, absorbent granules and methods of disposal of the materials used from the kits. The kits will be located at appropriate points around the site which are considered to be at higher risk of pollution. Any cleaning arisings from the use of kits shall be disposed of in accordance with the manufacturers instructions and any relevant regulations.

### 3.19 Ecologically sensitive Areas

Surveys were undertaken by E3P as part of the wider Halsnead Garden Village Scheme in which badger and Great Crested Newt surveys were also included. Vistry Partnerships commissioned a Phase 1 Ecological Appraisal. The ecological assessment was undertaken and took into consideration the offsite woodland to the north to assess its potential impact. The recommendations of the report included the following:

**Birds:** Trees and vegetation located around the site have the potential to support nesting birds; any vegetation clearance must be conducted outside the bird breeding season if possible, September to February. If work is to be conducted during this period, then a nesting bird survey will be required prior to the removal of vegetation. This survey must be carried out by a qualified Ecologist.

**Bats:** The site has been considered to have a moderate potential for supporting commuting and foraging bats, 7 activity surveys will be required. One survey per month from April to October will be required, with 2 surveyors to cover the site with at least one survey comprising of a dusk to dawn within a 24-hour period. Automatic detectors will be put in two locations to collect data on five consecutive nights per month in appropriate weather conditions for bats

The site is not within or close to any sensitive land use (e.g. Local Nature reserve, Areas of Outstanding Beauty Ramsar Site, Area of Adopted Greenbelt, SSSI, SPA, SAC etc.).

Attention will be paid towards the defined mitigation elements detailed in the Phase 1 Ecological Habitat Assessment which has been produced for the development.

### 3.20 Community Responsibility

Vistry Partnerships will liaise with local residents groups and the local authority so any concerns they may have can be aired and resolved. Vistry will also make available to the general public, details of the following:

- Details of the site manager, including contact name and telephone number
- Out of hours contact telephone numbers in the event of an emergency.

### 3.21 Complaints Procedure

A complaints procedure will be established whereby any complaints would be made directly to the Site Manager. Contact details will be displayed on the site access gates. The details of the complaint, it's source, it's location, date and time will be recorded in line with the complaints procedures.

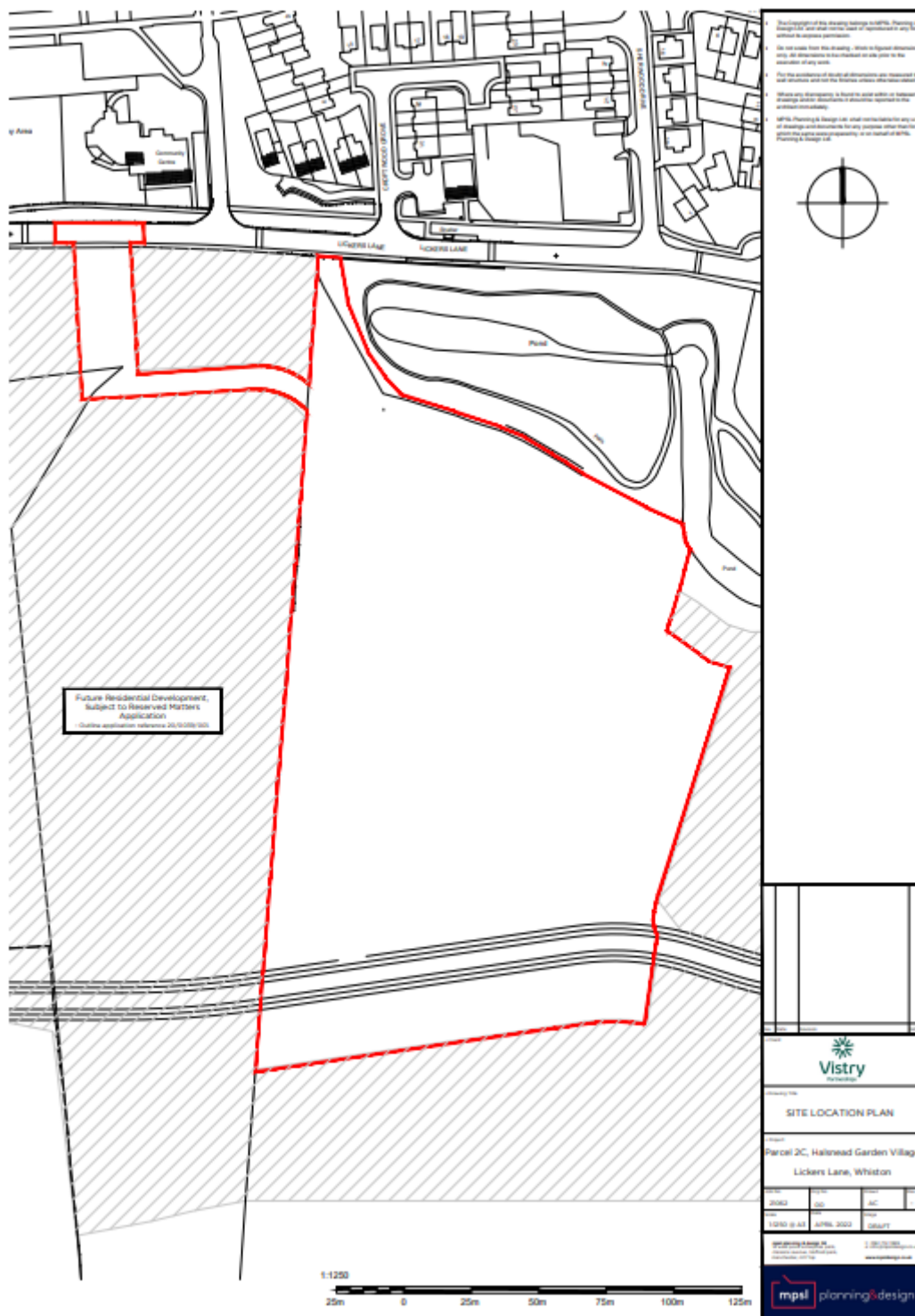
Complaints will be investigated by the site manager or Principal Contractor as appropriate. Appropriate action will be taken where necessary and records of all such complaints and actions will be maintained on-site.

Alternatively, complaints can be reported to the Vistry Partnerships customer services department of the North West office. Those wishing to make a complaint should do so by emailing [customercarenw@lindenhomes.co.uk](mailto:customercarenw@lindenhomes.co.uk)

On receipt of a complaint, Vistry will:

- Acknowledge all complaints within 2 working days
- Either reply fully within 7 working days of receipt or reply within 7 working days of receipt to advise of the steps that are being taken and to give a date by which a full reply will be given.

## Appendix A – Site Location Plan



[illegible]

### Appendix C – Indicative Foundation Plan (Subject to confirmation to follow)