

# Darlington Farmers Auction Mart (DfAM)

## **Noise Management Plan**





# Table of Contents

<b>1</b>	<b>Brief Site History .....</b>	<b>2</b>
<b>2</b>	<b>Site Description and Nearby Noise Sensitive Receptors.....</b>	<b>4</b>
<b>3</b>	<b>Operational Practices and Noise Sources .....</b>	<b>6</b>
<b>4</b>	<b>Noise Mitigation .....</b>	<b>11</b>
<b>5</b>	<b>Implementation of the Noise Management Plan.....</b>	<b>12</b>

**Darlington Farmers  
Auction Mart –  
Noise Management Plan**

# 1 Aims and Development of Noise Management Plan

## **Aims of Noise Management Plan (NMP)**

- 1.1 To minimise and prevent noise disturbance to local residents. The plan has been prepared with the assistance of AECOM Limited.

## **Brief site history**

- 1.2 There has been a cattle market in Darlington since the Plantagenet's and it has been located in its current position on Clifton Road for over a century. Darlington Farmers Auction Mart (DfAM) is currently working with Darlington Borough Council (DBC) to relocate the mart to Humbleton Farm on the outskirts of Darlington.

## **Developing a Noise Management Plan (NMP)**

- 1.3 Pending the relocation of the business to Humbleton Farm, this Noise Management Plan (herein referred to as an NMP), has been prepared, with the input of both DfAM and the DBC, with a view to managing noise levels on market days. AECOM Acoustics have been commissioned by DfAM to assist in the preparation of this NMP to be implemented at the DfAM site on Clifton Road.
- 1.4 As part of preparing the NMP, an initial meeting was held between AECOM and Darlington Borough Council (DBC) on 25<sup>th</sup> April 2012 to discuss the Council's experience of recent and historic noise issues and complaints relating to the DfAM site, with particular reference to those issues leading to enforcement action (serving of a Noise Abatement Notice).
- 1.5 This meeting was followed by an early morning site visit by AECOM on 26<sup>th</sup> April 2012 in order to observe typical noise sources associated with operation of the mart at this time of day and to put the site into the context of the nearby noise sensitive receptors (NSRs).
- 1.6 A subsequent meeting was held at DfAM between DfAM, AECOM and DBC on 13 June 2012 to discuss and consider the intended content of this NMP.
- 1.7 Section 2 of this NMP describes the site environment and identifies NSRs around the site, Section 3 identifies the current operational practices at DfAM and associated key operational noise sources, Section 4 sets out the mitigation measures to be implemented to reduce potential noise impacts, and Section 5 sets out a strategy for implementation of this NMP now and into the future.

- 1.8 Dfam are willing to communicate with residents. Any issues with noise can be addressed directly to A Armstrong at Dfam.
- 1.9 DfAM is operated as a service to farmers, in such a way to allow them to market their livestock in the best possible way that achieves the highest market values. However, DfAM also aims to minimise disruption to all local residents.

## 2 Site Description and Nearby Noise Sensitive Receptors

### Site Location and Description

- 2.1 DfAM is located to the southeast of Darlington Town Centre and is bounded by Clifton Road to the west, Park Lane to the east, Waverley Terrace to the north and residential properties on Nelson Terrace, Belvedere Road and Grainger Street to the south.
- 2.2 The main vehicular site access is through gates in the north western corner of the site off Clifton Road, and exit from the site is either back onto Clifton Road, or onto Park Lane through gates at the south eastern corner of the site.
- 2.3 Figure 2.1 below shows a plan of the mart and surrounding land uses. The plan is annotated with numbers and a key provided below, identifying the main areas of the mart relevant to this NMP.



**Figure 2.1: DfAM Site Location Plan and Nearby NSRs**

**Key**

- 1** Main Site Entrance
- 2** Site Exits
- 3** Livestock unloading bays/ramps opposite Waverley Terrace (05.00hrs onwards)
- 4** Cattle unloading bays/ramps off Clifton Road (06.00hrs onwards)
- 5** Livestock races/holding pens before/after sales
- 6** Livestock holding pens (Cattle overnight)
- 7** Livestock holding pens (Sheep overnight)
- 8** Livestock collection points (early morning/late evening)
- 9** Main administration and management offices
- 10** Canteen (first floor)
- 11** Vehicle wash area
- Direction of traffic flow on site

**Noise Sensitive Receptors (NSRs)**

2.4 The nearest NSRs to the DfAM site are:

- Occupiers of residential dwellings along Clifton Road to the west of the mart.
- Occupiers of residential dwellings along Waverley Terrace to the north of the mart.
- Occupiers of residential dwellings along Nelson Terrace and at the northern end of Belvedere Road and Grainger Street to the south of the mart.
- Occupiers of residential dwellings along Park Lane to the east of the mart

### 3 Operational Practices and Noise Sources

#### DfAM's Explanation of Current Operational Practices and Procedures

##### Different Sale Days

3.1 DfAM holds sales on both Mondays & Thursdays:

- 'Store Markets' (otherwise known as 'Green Markets') are held on a Monday. These markets are for the sale of livestock from one farmer to another for development of the animals further, comprising the sale of Store & Breeding Cattle, along with Over Thirty Month (OTM) Cattle & Cast Cows. These sales comply with the 6 day rule movement restriction, thereby not allowing the animal to be sold at auction for at least 6 days. (consider deleting)
- 'Prime Markets' (otherwise known as 'Red Markets') are held on a Thursday. These markets are held such that any animal licensed onto the premises on that day is dedicated to slaughter within 48hrs. It is a legal requirement that livestock sold cannot return to a farm environment.

##### Step-by-step Process Description of Sale Days

- 3.2 In advance of sale days, DfAM calls all suppliers to check if they are intending to bring livestock to mart on a specific day. This allows DfAM to prepare for the expected volume of deliveries and sales.
- 3.3 On a Monday sale day the mart is open for farmers to deliver livestock from 06:00 hrs. On Mondays most livestock does not arrive at the mart until after 07:00 hrs. However, on Thursday DfAM is open from 05:00 hrs and farmers tend to arrive at the mart from this time onwards.
- 3.4 Both sale days follow the same booking in system on the day. Cattle arriving between 05.00 hrs and 06.00 hrs are unloaded from the 2 docks along the northern side of the mart adjacent to Waverly Terrace (marked as **3** in Figure 2.1). From 06.00 hrs cattle are also unloaded at the docks along Clifton Road (marked as **4** in Figure 2.1).
- 3.5 Together with their cattle, farmers drop off the passports for each animal they have brought to market.



Each passport has a 12 digit number that cross references to a number that the animal has in its tag. Inside the passport is a history of the animal's movements, regarding which holdings it has been on and where it has come from into the mart.



- 3.6 All cattle now have to be accompanied by a movement form, on it being the owner of the animals, a signature from the owner that specifies they are fit to enter the food chain (applies to OTM cattle and cattle on Thursdays) and also the tag numbers of the animals in the consignment. DfAM employees use this form to allocate lot numbers to the cattle. To do this, cattle are run down a race where they are lotted up,



- 3.13 The finish times of the sale is dependant on the size of the sale but usually it is finished by 6pm.

#### Collection of Livestock

- 3.14 Monday Markets – all livestock is usually discharged from the mart within two hours after the sales have finished.
- 3.15 Thursday Markets – after leaving the sale ring the majority of the livestock is loaded straight onto wagons and driven away to their abattoir appointments.

#### Livestock Holding Procedures

- 3.16 It is occasionally necessary for livestock to be held at the mart overnight. This usually occurs because of the unpredictability of haulier schedules and due to adverse traffic and weather conditions. In these circumstances any livestock not removed from the mart by 22.00 hrs will remain on the premises overnight with no further loading permitted until 05.00 hrs the following morning.

#### Quieter and Busier Times of the Year

Darlington Market is seasonal with its busiest periods being the autumn and winter, while summer is the quietest time of the year. The Thursday prime lambs market begins to pick up about the middle of August.

### **Current Noise Management Policies and Procedures**

#### Responsibilities

- 3.17 Andrew Armstrong the Manager of DfAM has overall responsibility for Noise Management.

#### Policy Enforcement & Management of Individuals Breaching Policies

- 3.18 The Manager of the DfAM holds responsibility for existing enforcement of operational policies, ensuring that all employees conduct themselves in the mart and follow the required rules and regulations. Anyone caught breaching these rules, for example incorrect animal handling, is dealt with accordingly.

#### Complaints Logging, Management & Response Procedures.

A procedure has been agreed between DfAM and Darlington Borough Council regarding the recording of complaints and the exchange of information. The procedure adopted is set out in Section 5.

### Identification of Key Operational Sources of Noise

3.19 During the meeting with DBC on 25th April and during the site visit on 26th April 2012, AECOM identified and confirmed the following key noise sources associated with early morning operation of the DfAM site:

1. *Vehicles idling in the street* – it was noted on arrival at DfAM just before 05.00 hrs that a tractor and trailer was stationary and idling outside Sainsbury's on Clifton Road. Shortly afterwards a 4x4 vehicle with trailer arrived, although this pulled over and parked on Clifton Road with its engine switched off.
2. *Vehicles idling within the site* – it was noted that some users of the site left their engines running during unloading of cattle. Whilst perhaps not a significant source of noise compared with other 'impact' and cattle off-loading noise sources, noise from engine idling (particularly tractors and other large diesel or poorly maintained engines) is an additional source of noise attributed to DfAM operations in the early hours of the morning.
3. *Banging/clatter of trailer tailgates being dropped on concrete ramps* – this was a particularly key noise source identified. In the vast majority of cases it was noted that suppliers carefully lowered the trailer tail gate onto the concrete ramp resulting in relatively low impact noise (although clearly still distinct on many occasions due to the low ambient noise in the area from 05.00 hrs). However, a number of tailgates (one in particular) were dropped from greater height causing very significant impact noise on the concrete ramp.
4. *Banging/clatter of trailer inner gates being opened* - once the trailer tailgate has been lowered to the ramp, gates within the trailer (often metal) are opened to both sides and rested on the tailgate, allowing livestock to offload, and also providing a barrier down both sides of the ramp to guide livestock towards the mart. Again, in the vast majority of cases it was noted that suppliers carefully opened and placed the gates on the lowered tailgate resulting in relatively low impact noise, although more care was taken during some deliveries than others to minimise noise. Older style trailers with wooden doors and gates were noted to generate less noise due to the inherent damping of wood compared with metal.
5. *Clatter of livestock out of the trailers and down the ramps* – on opening of the inner gates, cattle generally readily moved from the trailers down the ramp to the mart, although some required some (generally quiet) coaxing. Some livestock were noted to quickly 'clamber' down the tailgate and concrete ramp, to be free from enclosure in the trailer, and some livestock quite calmly walked

from the trailer. However, it was noted that the older more substantially constructed trailers emitted less impact noise as the cattle offloaded over the tailgate, compared with the more modern lighter weight metal trailers.

6. *Vehicle body rattle on uneven ground around the site* – some areas of the ground within the DfAM site is uneven and, in places, in poor condition. This is most notable to the north of the site where deliveries are held from 05.00 hrs. This leads to rattling of vehicles and in particular trailers when passing over, both before delivery of livestock to the mart, and after delivery when leaving the site from the eastern exit.
7. *Banging/clangingsqueaking of gates in the mart* – banging/clangings of gates takes place when securing livestock within the pens once delivered to the site. In some instances, for safety reasons, the gates require to be shut quickly to prevent livestock escaping and causing potential injury to DfAM employees and themselves. Aside from the banging of gates, noise is also associated with the spring-loaded catches used to lock the pens. Squeaking of gates can occur when the hinges become rusty or seize.
8. *Shouting and whistling* – shouting and whistling can both occur during the course of delivery of livestock to warn of potential danger or to assist with manoeuvring of livestock within the mart. During observations, no whistling or significant shouting was noted.
9. *The use of horns and reversing alarms* – no horns were observed to be used at the time of the site visit and only one delivery wagon was noted to use an audible reverse warning alarm.
10. *Noise due to overnight storage of livestock* – on some occasions it is necessary for livestock to be kept on site overnight – see paragraph 3.16 for further details. Noise from storage of livestock has been a cause of complaints from residents on Nelson Terrace, Clifton Road and Belvedere Road; the area used for overnight storage of livestock is in the building to the north (rear) of residential properties on Nelson Terrace.
11. *Late night/early morning collections of livestock* – again, see paragraph 3.16 for further details of the collection of livestock stored overnight.

## Potential Noise Mitigation Options

# 4 Noise Mitigation

4.1 In order to minimise noise from the key noise sources associated with DfAM operations identified above, the following mitigation measures will be implemented by DfAM:

1. *Reduction of noise from vehicles idling on the street:*
  - i) No loading/unloading between 22.00 and 05.00 hrs.
  - ii) Notices throughout the mart and on website requesting drivers to switch off engines when vehicles not in use and requesting consideration of neighbours.
2. *Reduction of noise from vehicles idling within the site:*
  - i) No loading/unloading between 22.00 and 05.00 hrs.
  - ii) Notices throughout the mart and on the website requesting drivers to switch off engines when vehicles are not in use and requesting consideration of neighbours.
  - iii) Verbal enforcement to individual suppliers by DfAM staff.
3. *Reduction of noise from trailer tailgates being dropped on concrete ramps:*
  - i) Provision of non-slip rubber matting at the top of the ramps to minimise impact noise from tailgates being lowered.
4. *Reduction of noise from trailer inner gates being opened:*
  - i) Provision of non-slip rubber matting at the top of the ramps to minimise impact noise from inner gates being opened.
5. *Reduction of noise from livestock unloading from trailers:*
  - i) Provision of non-slip rubber mats to cover each ramp before opening of inner trailer gates and off-loading of cattle/animals.
  - ii) Other cattle/animals are sometimes used by standing them at the foot of the dock to entice the animals within the trailer to leave the trailer. Beef cattle are herd orientated and see other cattle as a safe option. Most livestock trailers have access down the length of the trailer, cattle aid/sticks are sometimes used to push the cattle out of the trailer.
  - iii) Notices in prominent positions throughout loading area directing use of rubber mats and requesting consideration of neighbours.
6. *Reduction of noise from vehicle body rattle on uneven ground around the site:*
  - i) '5 mph' maximum speed limit on site.

- ii) 'one-way' traffic system on site as shown on site location plan.

5 inclusion of a note on the signs in the yard areas and adjacent to the unloading areas requesting that suppliers be mindful of, and considerate to, residential neighbours, and to act in a manner which minimises noise at all times, including turning off all vehicle radios/stereos.

7. *Reduction of noise from opening/closing gates in the mart:*

- i) Regular application of lubricant to gate hinges and locks.
- ii) Notices in prominent positions throughout the loading area requesting customers to consider neighbours and refrain from slamming gates.

8. *Reduction of noise from shouting and whistling:*

- i) Notices in prominent positions throughout the loading area requesting customers to consider neighbours and refrain from unnecessary shouting and whistling.

9. *Reduction of noise from overnight storage of livestock:*

- i) No loading/unloading of livestock permitted between 22.00 – 05.00 hrs .Where possible livestock requiring to be kept at DfAM overnight will be stored in a fully enclosed building in pens furthest away from residential properties.
- ii) A staff member lives close by to attend to livestock when necessary.

10. *Reduction of noise from livestock collections:*

11. No loading/unloading of livestock permitted between 22.00 – 05.00 hrs. With agreement of the council, cast sheep are permitted to unload ready for the Thursday sale on a Wednesday prior to the Thursday. These cast sheep are permitted to unload between the hours of 3pm and 6pm on a Wednesday therefore reducing potential noise at 5am on a Thursday Morning *Reduction of noise from all other supplier activities*

5.1 The following section sets out the strategy for implementation of identified measures to mitigate noise. It also details the appropriate procedures and measures to control, monitor and review noise in order to minimise the likelihood of noise complaints from nearby NSRs potentially exposed to the identified key noise sources in both the short and longer terms.

**How will the Noise Management Plan be communicated to suppliers of DfAM?**

- i. A copy of the NMP will be posted on the DfAM website.
- ii. A copy of the NMP will be posted in the main office.
- iii. Key features of the NMP will be included in a notice displayed prominently throughout the site.

**How will the Noise Management Plan be communicated to DfAM employees?**

- i. Every employee will be provided with a copy of the NMP.

- ii. Every employee will be required to provide written confirmation that they have read and understood the NMP.
- iii. A copy of the NMP will be posted on the DfAM website.
- iv. A copy of the NMP will be posted in the main office.
- v. Key features of the NMP will be included in a notice displayed prominently throughout the site.

**Who at DfAM will be responsible for implementing the Noise Management Plan?**

- 5.2 The Directors of DfAM will be responsible for implementing the NMP. The wording and positioning of signs in the yard area will be visible to all.

**How will the performance and effectiveness of the NMP be reviewed, and how frequently?**

- 5.3 DfAM will review the NMP every 6 months to ensure that any existing or new noise issues identified are adequately addressed.

**Who will be responsible for review and update of the Plan?**

- 5.4 The Directors of DfAM will be responsible for reviewing and updating the NMP. DBC will be notified of any changes made to the NMP.

**What Internal Communications Procedures will be implemented for dealing with noise issues and complaints (should they arise)?**

- 5.5 Any noise complaint about the mart that is made to DBC (Environmental Health Section) is to be communicated by email to DfAM within 24 hours of its receipt. Any noise complaint about the mart that is made to DfAM is to be communicated by e-mail to DBC (Environmental Health Section) within 24 hours of its receipt.

- 5.6 As part of the NMP a log of complaints received by DfAM will be kept on the premises. The log book will record the following information:

- The date and time that noise complaint is reported.
- Whether the noise complaint was initially received by DfAM or DBC.
- The name and address of the noise complainant (if known).
- The name of the employee who receives the complaint.
- The name of employee who will investigate the complaint.
- The date and time of noise event/source to which the complaint relates.
- The nature of the event/source noise to which complaint relates.
- Action taken and details of investigation carried out.
- Details of contact with complainant and DBC during investigation.

- Details on the outcome of investigation.
- Details of any possible remedial action identified to prevent a reoccurrence of similar noise complaints.
- Date, time and method of communicating the outcome of investigation to complainant and DBC.

5.7 The employee will then inform DfAM Management and Directors immediately, who as soon as possible **(the same day wherever possible), will contact the complainant to discuss the nature of the noise** complaint and how it can be addressed so that the issue is amicably resolved. Details of this conversation will also be included in the log book, to include:

- any further information provided by the complainant regarding the noise event.
- the reasons provided by DfAM for the occurrence of the noise event.
- details of any measures proposed by DfAM or suggested by the complainant to mitigate future similar complaints re-occurring.
- the overall outcome of the discussions.
- any follow-up discussions proposed, including dates, times and names.
- details of any follow-up discussions, including confirmation of dates, times and names.
- the time and date of when a complaint is closed out due to satisfactory resolution, and the person responsible for closing the complaint.

5.8 In addition to maintaining a noise complaint log, all DfAM employees will be made aware of the noise complaint management, reporting and escalation procedures, who is responsible for receiving and recording noise complaints, and who is designated as responsible for dealing with complaints once they have been received. The noise complaint escalation procedure will assist in demonstrating to complainants that their complaints are being taken seriously and that they are dealing with the right person with the authority to put in place any actions required to prevent a re-occurrence of the problem, to close out the complaint positively.

5.9 Where good neighbourly relations can be established and maintained through demonstration that noise issues are being taken seriously and dealt with proactively and promptly, this may assist with the neighbours' future tolerance of noise, particularly those sources which are accepted as difficult to mitigate, and ultimately reduce the likelihood of future complaints.

5.10 The complaints procedure will be communicated with local residents via DBC and/or local councillors.

#### **Management Commitment**

5.11 The Management and Directors of DfAM are fully committed to implementation of this plan and to taking action where breaches are identified.

Signed on Behalf of DfAM

Name .....

Signature .....

Position at DfAM .....

Date .....

**Summary Table of Noise Sources, Mitigation Measures, and Responsibility for 'Policing' Noise at DfAM**

Identified Noise Source	Mitigation Measures	Date Implemented by	Responsible Person On-site During Sale Days
1. Vehicles idling on the street	i) Loading/unloading forbidden 22.00 - 05.00 hrs. ii) Appropriate notices displayed throughout the site requesting customers to consider neighbours.	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
2. Vehicles idling within the site	i) Engines to be switched off on site. ii) Appropriate notices displayed throughout the site requesting customers to consider neighbours.	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
3. Banging/clatter of trailer tailgates being dropped on concrete ramps	i) provision of rubber matting at the top of the ramps to minimise impact noise from tailgates being lowered.	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
4. Banging/clatter of trailer inner gates being opened	i) provision of rubber matting at the top of the ramps to minimise impact noise.	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
5. Clatter of livestock out of the trailers and down the ramps	i) provision of non-slip rubber mats to cover each ramp before opening of inner trailer gates and off-loading of animals. Matting to be provided adjacent to each unloading ramp by DfAM for use by suppliers. ii) inclusion of a note on the signs adjacent to the unloading areas enforcing use of the rubber mats, to reduce noise during offloading.	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
6. Vehicle body rattle on uneven ground around the site	i) 5 mph' speed limit on site ii) provision of 'one-way' system with appropriate signage.	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)

Identified Noise Source	Mitigation Measures	Date Implemented by	Responsible Person On-site During Sale Days
7. Banging/clanging/squeaking of gates in the mart	<ul style="list-style-type: none"> <li>i) Regular application of lubricant to gate hinges and locks.</li> <li>ii) Prominent notices throughout site to refrain from unnecessary banging of gates.</li> </ul>	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
8. Shouting and whistling	<ul style="list-style-type: none"> <li>i) Prominent notices throughout site to refrain from unnecessary whistling and shouting.</li> </ul>	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
9. Noise due to overnight storage of livestock	<ul style="list-style-type: none"> <li>i) ensure that any livestock remaining on site overnight do so only where necessary.</li> <li>ii) Where possible, store any livestock requiring to be kept at DfAM overnight in an enclosed barn, in pens furthest away from residential properties.</li> </ul>	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)
10. Late night/early morning collections of livestock	<ul style="list-style-type: none"> <li>i) restrict collection times to avoid late evening and early morning collections i.e. no loading/unloading between 21.00 - 05.00 hrs</li> </ul>	1 <sup>st</sup> September 2013	Manager and Foreman (DfAM)

#### Additional Responsibilities to Ensure Implementation of the Noise Management Plan

Task/Action	Person(s) Responsible	Timing of Task/Action
Overall implementation of the NMP	The Directors of Dfam	From 1 <sup>st</sup> September 2014
Review and update of the NMP	Chairman, Manager	Every 6-months or as necessary
Communication of the NMP to DfAM employees	Chairman, Manager	On formal approval of NMP from DBC
Complaint Logging	Chairman, Manager	Log complaint upon receipt and inform DfAM/DBC

Task/Action	Person(s) Responsible	Timing of Task/Action
	Darlington Borough Council appointee	
Complaint Management	<b>Chairman, Manager</b> Darlington Borough Council appointee	Details of complaint to be fully logged and communicated by email to DfAM/DBC within 24 hours