



MORGAN AND MORECAMBE OFFSHORE WIND FARMS: TRANSMISSION ASSETS

Outline Dust Management Plan **F03**F04

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Glossary

Term	Meaning
400 kV grid connection cables	Cables that will connect the proposed onshore substations to the existing National Grid Penwortham substation.
400 kV grid connection cable corridor	The corridor within which the 400 kV grid connection cables will be located.
Annoyance (dust)	Loss of amenity due to dust deposition or visible dust plumes, often related to people making complaints, but not necessarily sufficient to be a legal nuisance, as defined by the Institute of Air Quality Management.
Code of Construction Practice	A document detailing the overarching principles of construction, contractor protocols, construction-related environmental management measures, pollution prevention measures, the selection of appropriate construction techniques and monitoring processes.
Construction	Any activity involved with the provision of a new structure (or structures), its modification or refurbishment.
Development Consent Order	An order made under the Planning Act 2008, as amended, granting development consent.
Dust	Solid particles suspended in air or settled out onto a surface after having been suspended in air, as defined by the Institute of Air Quality Management.
Earthworks	Covers the processes of soil-stripping, ground-levelling, excavation, and landscaping, as defined by the Institute of Air Quality Management.
Effect	The term used to express the consequence of an impact. The significance of effect is determined by correlating magnitude of the impact with the importance, or sensitivity, of the receptor or resource in accordance with defined significance criteria.
Environmental Statement	The document presenting the results of the Environmental Impact Assessment process.
Impact	Change that is caused by an action/proposed development, e.g., land clearing (action) during construction which results in habitat loss (impact).
Landfall	The area in which the offshore export cables make landfall (come on shore) and the transitional area between the offshore cabling and the onshore cabling. This term applies to the entire landfall area at Lytham St. Annes between Mean Low Water Springs and the transition joint bay inclusive of all construction works, including the offshore and onshore cable routes, intertidal working area and landfall compound(s).
Local Authority	A body empowered by law to exercise various statutory functions for a particular area of the United Kingdom. This includes County Councils, District Councils and County Borough Councils.
Morecambe OWL	Morecambe Offshore Windfarm Limited is owned by Copenhagen Infrastructure Partners' (CIP) fifth flagship fund, Copenhagen Infrastructure V (CI V).

Term	Meaning
Morgan and Morecambe Offshore Wind Farms: Transmission Assets	<p>The offshore and onshore infrastructure connecting the Morgan Offshore Wind Project and the Morecambe Offshore Windfarm to the national grid. This includes the offshore export cables, landfall site, onshore export cables, onshore substations, 400 kV grid connection cables and associated grid connection infrastructure such as circuit breaker compounds.</p> <p>Also referred to in this report as the Transmission Assets, for ease of reading.</p>
Morgan OWL	Morgan Offshore Wind Limited is a joint venture between JERA Nex bp (JNbp) and Energie Baden-Württemberg AG (EnBW).
Onshore export cables	The cables which would bring electricity from the landfall to the onshore substations.
Onshore export cable corridor	The corridor within which the onshore export cables will be located.
Onshore substations	The onshore substations will include a substation for the Morgan Offshore Wind Project: Transmission Assets and a substation for the Morecambe Offshore Windfarm: Transmission Assets. These will each comprise a compound containing the electrical components for transforming the power supplied from the generation assets to 400 kV and to adjust the power quality and power factor, as required to meet the UK Grid Code for supply to the National Grid.
Substation	Part of an electrical transmission and distribution system. Substations transform voltage from high to low, or the reverse by means of electrical transformers.
Trackout	The transport of dust and dirt from the construction/demolition site onto the public road network, where it may be deposited and then re-suspended by vehicles using the network, as defined by the Institute of Air Quality Management.
Transmission Assets	See Morgan and Morecambe Offshore Wind Farms: Transmission Assets (above).

Acronyms

Acronym	Meaning
BAOL	Blackpool Airport Operations Limited
CoCP	Code of Construction Practice
DCO	Development Consent Order
CTMP	Construction Traffic Management Plan
CTMPCos	Construction Traffic Management Plan Coordinators
ES	Environmental Statement
IAQM	Institute of Air Quality Management
PM ₁₀	Particulate matter with diameters of 10 micrometres or smaller

Units

Unit	Description
m	Metre
mph	Miles per hour
kV	Kilovolt

1 Outline Dust Management Plan

~~1.1~~ Background

~~1.1.1~~ 1.1 Introduction

- 1.1.1.1 This document forms the Outline Dust Management Plan prepared for the Morgan and Morecambe Offshore Wind Farms: Transmission Assets (referred to hereafter as ‘the Transmission Assets’).
- 1.1.1.2 This Outline Dust Management Plan was updated for Deadline 4 to include the following:
- Update to Requirement 8 wording in line with the draft Development Consent Order (document reference C1) to include Blackpool Airport Operations Limited (BAOL) as a consultee along with the relevant management plans upon which BAOL will be consulted by the relevant planning authority.
 - Clarification of the roles and responsibilities for implementing this outline management plan
 - Clarification that the measures within this outline management plan will be implemented during the onshore site preparation works.
 - Further detail provided on dust monitoring management in response to Preston City Council’s response to ExQ1 3.1.1 (REP3-105).
- 1.1.1.3 The Outline Dust Management Plan ~~has also been~~was updated for Deadline 5 at the request of the Examining Authority to include details of:
- the role of the Construction Traffic Management Plan Co-ordinators.
- 1.1.1.4 The Outline Dust Management Plan was also updated at Deadline 6 to include the following:
- Measures (commitments) adopted as part of the Transmission Assets relating to the Outline Dust Management Plan
 - Additional measures were added to the trackout section (section 1.6.10) to include damping down of haul routes and covering of vehicles
 - Updates to complaints procedure to align with the Outline Communications Plan (document reference J1.2).

~~1.1.2~~ 1.2 Implementation

1.2.1 Overview

- ~~1.1.2.1~~ 1.2.1.1 This Outline Dust Management Plan forms an appendix to the Outline Code of Construction Practice (CoCP) (document reference J1). Following the granting of consent for the Transmission Assets, detailed Dust Management Plans will be prepared as a part of the detailed Code of Construction Practice(s) on behalf of Morgan OWL

and/or Morecambe OWL, prior to commencement of the relevant stage of works and will follow the principles established in this Outline Dust Management Plan. The detailed Dust Management Plan(s) will require approval by the relevant planning authority following consultation with relevant stakeholders. The Applicants and all appointed contractors will be responsible for the implementation of the detailed Dust Management Plan(s).

~~4.1.2.2~~ 1.2.1.2 The Applicants have committed to implementation of detailed Dust Management Plan(s) via the following commitment, CoT33 (see Volume 1, Annex 5.3: Commitments Register, document reference F1.5.3), and is secured by inclusion of Requirement 8 of the draft Development Consent Order (DCO) (document reference C1) Schedules 2A & 2B. Below sets out the requirement wording for Project A (Project B's requirement mirrors that of Project A for this requirement and is, therefore, not repeated):

8.—(1) No stage of the Project A onshore works or Project A intertidal works may commence until for that stage a code of construction practice has been submitted to and approved by the relevant planning authority following consultation as appropriate with –

- (a) Lancashire County Council;*
- (b) Natural England;*
- (c) the Environment Agency;*
- (d) in relation to the Project A intertidal works or, if applicable to the Project A offshore works, the MMO; and*
- (e) in relation to the Project A Blackpool Airport works, BAOL to the extent specified in the outline code of construction practice.*

(2) Each code of construction practice must accord with the outline code of construction practice and include, as appropriate to the relevant stage-...

- (b) dust management plan (in accordance with the outline dust management plan);...*

(3) The code of construction practice approved in relation to the relevant stage of the Project A onshore works must be followed in relation to that stage of the Project A onshore works and Project A intertidal works.

~~4.1.2.3~~ 1.2.1.3 Requirement 8(1)(e) identifies BAOL as a named consultee prior to the approval by the relevant planning authority of detailed codes of construction practice. BOAL will be consulted in relation to a stage of construction that includes either the Project A Blackpool Airport Works or the Project B Blackpool Airport Works. With regards to the management plans to be appended (as appropriate to the relevant stage) to the detailed codes of construction practice, BAOL will be consulted on the Dust Management Plan (in accordance with the outline Dust Management Plan by the relevant planning authority).

~~1.1.2.4~~1.2.1.4 The Transmission Assets may adopt a staged approach to the approval of DCO requirements. This will enable requirements to be approved in part or in whole, prior to the commencement of the relevant stage of works in accordance with whether staged approach is to be taken to the delivery of the each of the offshore wind farms.

~~1.1.2.5~~1.2.1.5 For onshore and intertidal works (landward of Mean Low Water Springs (MLWS)), this approach will be governed by the inclusion of Requirement 3 within the draft DCO, which requires notification to be submitted to the relevant planning authority/authorities detailing whether Project A or Project B relevant works will be constructed in a single stage; or in two or more stages to be approved prior to the commencement of the authorised development.

~~1.2~~1.3 Purpose and scope of this Outline Dust Management Plan

~~1.2.1.1~~1.3.1.1 The purpose of this Outline Dust Management Plan is to set out the key dust control measures that will be implemented during the onshore site preparation works and construction activities of the Transmission Assets.

~~1.2.1.2~~1.3.1.2 Onshore site preparation works are defined in article 2 of the draft DCO (document reference C1). This ~~e~~Outline Dust Management Plan applies to the onshore site preparation works and construction activities for the Transmission Assets located landward of MLWS and does not consider impacts seaward of MLWS.

~~1.2.1.3~~1.3.1.3 Onshore site preparation works will be undertaken prior to the commencement of construction. These works will be undertaken in accordance with the following sections of this Outline Dust Management Plan, as certified through the DCO:

- Section 1.6.2: Preparation and maintenance of the site
- Section 1.6.3: Site management
- Section 1.6.4: Monitoring
- Section 1.6.6: Waste management
- Section 1.6.7: Operating vehicles/machinery and sustainable travel
- Section 1.8: Procedures to check the dust controls/mitigation measures are effective.

~~1.2.1.4~~1.3.1.4 The measures within this outline management plan are in accordance with best practice and are appropriate to manage the impacts associated with onshore site preparation works.

~~1.3~~1.4 Roles and responsibilities

~~1.3.1~~1.4.1 Overview

~~1.3.1.1~~1.4.1.1 The key roles and associated responsibilities with regard to this Outline Dust Management Plan are set out below. The Construction

(Design and Management) Regulations 2015 also identify the legal duties, responsibilities and obligations of all the major roles within the construction team.

~~1.3.1.2~~1.4.1.2 The responsibilities of each role will be refined in the detailed Dust Management Plans.

~~1.3.2~~1.4.2 Applicants

~~1.3.2.1~~1.4.2.1 The Applicants will be responsible for the following:

- Ensuring that the ~~e~~Outline Dust Management Plan is implemented effectively
- Giving necessary direction to contractors (for example, setting contractual obligations) and
- Preparing the detailed Construction Dust Management Plans and undertaking reviews and refining the Construction Dust Management Plans (where necessary) in conjunction with the Principal Contractors.

~~1.3.3~~1.4.3 Principal Contractors

~~1.3.3.1~~1.4.3.1 Principal Contractors will be appointed by Morgan OWL and Morecambe OWL and have the overall responsibility for:

- Delivering the outline and detailed Dust Management Plan(s) on behalf of the Applicants
- Ensuring all procedures in the outline and detailed Dust Management Plans are followed
- Ensuring all contractors are suitably qualified and experienced in implementing the measures within the outline and detailed Dust Management Plans and
- Maintain records relevant to the outline and detailed Dust Management Plans.

~~1.3.4~~1.4.4 Construction Traffic Management Plan Co-ordinators

~~1.3.4.1~~1.4.4.1 Construction Traffic Management Plan Co-ordinators (CTMPCos) will be appointed by Morgan OWL and Morecambe OWL. The CTMPCo(s) will be responsible for managing the implementation of the detailed CTMP(s). Further details about the responsibilities of the CTMPCos are provided in the OCTMP ([document reference J5](#)).

~~1.3.5~~1.4.5 Contractors/Subcontractors

~~1.3.5.1~~1.4.5.1 Contractors and subcontractors will be required to understand their responsibilities and implement the measures within the outline and detailed Dust Management Plan(s).

1.5 **Commitments**

1.5.1.1 Through the EIA process, the Applicants have identified commitments which seek to eliminate or reduce impacts or adopt best practice guidance as part of the Transmission Assets and are recorded within Volume 1, Annex 5.3: Commitments Register of the ES (document reference F1.5.3). Where relevant, commitments have been detailed within subsequent sections of this Outline Dust Management Plan. All commitments associated with onshore and intertidal construction are provided in full within Table 1.1. These will be included within and developed further as part of the detailed Dust Management Plan.

Table 1.1: Measures (commitments) adopted as part of the Transmission Assets relevant to the Outline Dust Management Plan

<u>Commitment (CoT) number</u>	<u>Measure adopted</u>	<u>How the measure will be secured</u> (article references may be subject to change during DCO Examination)	<u>Where is the commitment reference within the document?</u>
<u>CoT33</u>	<u>An Outline Dust Management Plan (DMP) has been prepared as part of the Outline CoCP and submitted as part of the application for development consent. Detailed CoCP(s) will be developed in accordance with the Outline CoCP. The measures in the detailed DMP(s) will accord with guidance set out by the Institute of Air Quality guidance Management (IAQM, 2024) where appropriate and practicable, and will include measures for monitoring and reporting dust levels, and dust suppression and mitigation measures during construction and operation.</u>	<u>DCO Schedules 2A & 2B, Requirement 8 (Code of Construction Practice)</u>	<u>Section 1.3.</u>
<u>CoT38</u>	<u>An Outline Construction Traffic Management Plan (CTMP) has been prepared and submitted with the application for development consent. CTMP(s) will be developed in accordance with the outline CTMP prior to construction. The detailed CTMP(s) will set out measures to include:...</u> <u>5. appointment of a Construction Traffic Management Plan Co-ordinator and Transport Working Group.</u>	<u>DCO Schedules 2A & 2B, Requirement 9 (Traffic and Transport)</u>	<u>Section 1.4.4</u>

1.4~~1.4~~**1.6** Construction activities

~~1.4.1.1~~**1.6.1.1** The following types of activities during construction of the Transmission Assets could result in fugitive dust emissions:

- earthworks;
- handling and disposal of spoil;
- wind-blown particulate material from stockpiles;
- handling of loose construction materials; and
- movement of vehicles, both on and off site (trackout).

~~1.4.1.2~~**1.6.1.2** The level and distribution of construction dust emissions will vary according to factors such as the type of dust, duration and location of dust-generating activity, weather conditions and the effectiveness of dust suppression methods.

1.5~~1.5~~**1.7** Sensitive receptors where impacts could occur

~~1.5.1.1~~**1.7.1.1** The locations of sensitive receptors where impacts could occur are identified in Volume 3, Chapter 9: Air quality of the ES (document reference: F3.9) and includes all receptors within 250 m of the construction activities. For ecological receptors, the sensitive receptors are designated ecological sites within 50 m of the construction activities.

1.6~~1.6~~**1.8** Routine mitigation measures

1.6.1~~1.6.1~~**1.8.1** Overview

~~1.6.1.1~~**1.8.1.1** The mitigation measures outlined in this document are based on the highly recommended measures for sites with high dust risk as detailed in the Institute of Air Quality Management (IAQM) guidance on the assessment of dust from demolition and construction (IAQM 2024).

~~1.6.1.2~~**1.8.1.2** Site-specific mitigation measures are divided into the following general measures applicable to all sites, measures specific to earthworks (**section 1.8.9**), construction (**section 1.8.8**) and the movement of dust and dirt from a construction site onto the public road network (referred to as trackout) (**section 1.8.10**).

1.6.2~~1.6.2~~**1.8.2** Preparing and maintaining the site

~~1.6.2.1~~**1.8.2.1** The following site preparation and maintenance measures will be adhered to throughout the construction phase.

- Plan site layout so that machinery and dust causing activities are located away from receptors, where practicable.

-
- Remove materials that have a potential to produce dust from site as soon as practicable, unless being re-used on site. If they are being re-used on-site, cover as described in the bullet point below.
 - If necessary and practicable, stockpiles may be covered, seeded or fenced to prevent wind whipping during dry periods.

~~1.6.3~~**1.8.3** Site management

~~1.6.3.1~~**1.8.3.1** The following site management measures will be adhered to throughout the construction phase.

- Record all dust and air quality complaints, identify cause(s), take appropriate measures to reduce emissions in a timely manner and record the measures taken (see **section 1.10**).
- Make the complaints log available to the relevant planning authorities when asked.
- Record any exceptional incidents that cause dust and/or air emissions, either on- or off-site, and the action taken to resolve the situation.

~~1.6.4~~**1.8.4** Monitoring

~~1.6.4.1~~**1.8.4.1** The following monitoring measures will be adhered to throughout the construction phase.

- Undertake periodic on-site inspections.
- Carry out regular site inspections to monitor compliance with the detailed Dust Management plan.

~~1.6.5~~**1.8.5** Operations during the construction phase

~~1.6.5.1~~**1.8.5.1** The following operations measures will be adhered to throughout the construction phase.

- Only use cutting, grinding or sawing equipment fitted or in conjunction with suitable dust suppression techniques such as water sprays or local extraction.
- Provision of an adequate water supply on the site for effective dust/particulate matter suppression/mitigation, using non-potable water where practicable and appropriate.
- Use of covered skips where appropriate and practicable.
- Minimise drop heights from loading shovels, hoppers and other loading or handling equipment and use fine water sprays on such equipment wherever appropriate.
- Ensure equipment is readily available on site to clean any dry spillages and clean up spillages as soon as reasonably practicable after the event using wet cleaning methods.

~~1.6.6~~1.8.6 Waste management

~~1.6.6.1~~1.8.6.1 The following waste management measure will be adhered to throughout the construction phase.

- No bonfires or burning of waste material.

~~1.6.7~~1.8.7 Operating vehicle/machinery and sustainable travel

~~1.6.7.1~~1.8.7.1 The following measures will be adopted regarding operating machinery and travel.

- If practicable, ensure all vehicles switch off engines when stationary.
- Impose and signpost a maximum-speed-limit of 15 miles per hour (mph) on surfaced and 10 mph on un-surfaced haul roads and work areas. If long haul routes are required these speeds may be increased with suitable additional control measures provided, subject to the approval of the nominated undertaker and with the agreement of the local authority, where appropriate.
- Implement a travel plan that supports and encourages sustainable travel (also refer to the Outline Construction Traffic Management Plan (document reference J5)).

~~1.6.8~~1.8.8 Measures specific to construction

~~1.6.8.1~~1.8.8.1 Measures that will be implemented that are specific to construction are the following:

- Avoid scabbling (roughening of concrete surfaces), if possible.
- Where practicable, ensure sand and other aggregates are stored in bunded areas and are not allowed to dry out, unless this is required for a particular process, in which case ensure that appropriate additional control measures are in place.
- Ensure bulk cement and other fine powder materials are delivered in enclosed tankers and stored in silos with suitable emission control systems to prevent escape of material and overfilling during delivery.
- For smaller supplies of fine powder materials, ensure bags are sealed after use and stored appropriately to prevent dust.

~~1.6.9~~1.8.9 Measures specific to earthworks

~~1.6.9.1~~1.8.9.1 Measures that will be implemented that are specific to earthworks are the following:

- Where appropriate, re-vegetate earthworks and exposed areas/soil stockpiles to stabilise surfaces as soon as practicable.

~~1.6.10~~ 1.8.10 Measures specific to trackout

~~1.6.10.1~~ 1.8.10.1 Measures that will be implemented that are specific to trackout are the following:

- Where appropriate, use water-assisted dust sweeper(s) on the access and local residential roads, to remove, as necessary, any material tracked out of the site. Any measures related to final measures would be provided in the detailed Construction Traffic Management Plans.
- Avoid dry sweeping of large areas.
- Ensure vehicles entering and leaving sites are covered to prevent escape of materials during transport
- Haul routes to be regularly dampened down with fixed or mobile sprinkler systems or mobile water bowsers and regularly cleaned
- Implement a wheel washing system at the onshore substations (with rumble grids to dislodge accumulated dust and mud prior to leaving the site where reasonably practicable).
- Ensure there is an adequate area of hard surfaced road between the wheel wash facility and the site exit, wherever practicable and the site size and layout permits.

~~1.7.1~~ 1.9 Additional mitigation/control measures

~~1.7.1.1~~ 1.9.1.1 Trigger levels have been defined to reduce nuisance dust effects at the nearest receptors during high-risk conditions. Nuisance relates to unacceptable effects of dust emissions.

~~1.7.1.2~~ 1.9.1.2 The trigger levels established for the site include any of the following occurring, singly or in combination:

- Winds that are or are forecast to be above a moderate breeze (Beaufort scale 4 – described as conditions under which dust and loose paper are raised, small branches begin to move) on days when there has been no rainfall for the last three days or more.
- A dust complaint is received.
- A failure in equipment or control is identified or an abnormal/unintentional situation occurs, e.g., a spillage.

~~1.7.1.3~~ 1.9.1.3 The additional controls to be employed if a trigger level is exceeded are set out below:

- If and where necessary, an increase frequency of use of the road sweeper, both on-site and on local roads.
- If and where necessary, use of additional dust suppression measures such as dampening of specific surfaces.
- If practicable, relocation of activities so that the distance between the source of emissions and the receptors is increased.

~~1.8.1.10~~ **1.10** Procedures to check the dust controls/mitigation are effective

~~1.8.1.1~~ **1.10.1** Monitoring

~~1.8.1.1~~ **1.10.1.1** The results of any inspections which may take place will be recorded. The prevailing weather conditions and the activities undertaken at the time of the inspection will also be recorded in the site log.

~~1.8.1.2~~ **1.10.1.2** If any of the trigger levels in **section 1.9** are exceeded and additional measures are employed, the frequency of the visual site boundary inspection will increase. If after two days, the results of such monitoring indicate that the additional control measures are not effective, the measures will be reviewed, and where possible additional measures will be identified.

~~1.8.1.3~~ **1.10.1.3** An example indicative dust inspection sheet has been provided in **Table 1.2**.

Table 1.2: Indicative dust inspection sheet

Dust inspections sheet			Date		
Time of test					
Location of test e.g. street name etc					
Weather conditions (dry, rain, fog, snow etc):					
Temperature (very warm, warm, mild, cold or degrees if known)					
Wind strength (none, light, steady, strong, gusting) Use Beaufort scale if known					
Wind direction (e.g. from NE)					
Duration (of test)					
Constant or intermittent in this period or persistence					
Receptor sensitivity (see below)					
Is the source evident?					
Any other comments or observations					

1.8.21.10.2 Monitoring dust complaints

~~1.8.2.1~~ 1.10.2.1 ~~Complaints~~ Dust-related complaints received by the Applicants ~~(or contractors acting on their behalf)~~ during the construction process will be recorded and responded to in accordance with the principles set out in section 1.8.3. ~~Complaints can be an important indicator of community dissatisfaction and can provide a useful form of monitoring. However, it is important to bear in mind that complaints are generally a symptom of annoyance or nuisance; there are various reasons why complaint records are not an exact indicator of dust annoyance or nuisance itself. Nevertheless, below and in accordance with the collection, maintenance and complaints procedure set out in the Outline Communications Plan (document reference J1.2). The~~ analysis of complaints records is an important method of indicating the effectiveness or otherwise of measures implemented to reduce nuisance due to dust.

~~1.8.2.2 The Site Manager will implement a system of complaints monitoring and analysis. Complaints will be collected, registered and validated as described in **section 1.8.3** of the Dust Management Plan. The record of complaints received at the end of each calendar quarter will be reviewed to identify:~~

- ~~• Trends, in terms of the subject, cause or origin of complaints~~
- ~~• Aspects experienced at one location that could apply to other locations.~~

~~1.8.2.3 Any action deemed necessary because of the analysis shall be identified and discussed in order to programme a course of corrective actions.~~

~~1.8.3 Complaints action procedure~~

~~Receipt of a complaint~~

~~1.8.3.1 If any complaint is made by a member of the public about any matter associated with the construction works area, the Site Manager/responsible person will give notice in writing to the relevant planning authority no later than the next working day after the complaint is received. This written notification will normally be in the form of an email. The notification will include a description of the complaint, the name and address of the person making the complaint (if available) and the action proposed as a result. Depending on the nature of the complaint, it will not always be possible to resolve the matter within this short timescale. In such cases an indication will be given that further investigations are necessary.~~

~~1.8.3.2 Once a complaint has been received, the complainant details will be registered by the Site Manager.~~

~~Complaint registration~~

~~1.8.3.3 The Applicants will maintain a record of all **complaints received**. In the event that a complaint is received alleging potential dust nuisance from the construction site:~~

- ~~• The complaint will be fed into a registration system~~

~~• 1.10.2.2 **Complaints**complaints received. Dust-related data will be recorded in a systematic way, enabling comparison with standard dust descriptors, with wind direction and with site work activities. A standardised form will be used for recording this information shown in **Table 1.3.**~~

~~1.8.3.4 A standardised form will be used for recording this information and entering it into the registration system, shown in **Table 1.2.**~~

Table 1.3: Form to record dust-related complaints

Dust Complaint Report Form		Sheet No	
Date:		Time:	
Name and address of complaint:			
Tel no. of complaint:			
Time and date of complaint:			
Date, time and duration of offending dust:			
Location of dust, if not at above address:			
Weather conditions (i.e., dry, rain, fog, snow):			
Wind strength (light, steady, strong, gusting) or use Beaufort scale:			
Wind direction:			
Complainant's description of dust (e.g. colour, particle size):			
Has complaint any other comments about the dust?			
Are there any other complaints relating to the installation or to that location? (either previously or relating to the same exposure)			
Any other relevant information:			
On-site activities at time the dust occurred:			
Operating condition at time nuisance dust occurred/identified.			
Actions taken:			
Form completed by		Signed	

Responding to a complaint

- 1.8.3.5 — For answerphone messages and complaints submitted by email or by letter, an acknowledgement and initial response will be given by telephone or by email within 48 hours. The Site Manager will respond as rapidly as possible to the complaint to maximize the opportunity for identifying the source of the nuisance dust. Where possible, the Site Manager (or an appropriate representative of the Site Manager), will inspect the nuisance dust location referred to in the complaint.
- 1.8.3.6 — Where complaints cannot be resolved on initial contact and further investigations are required, a written response will be made within 10 working days of submission of the complaint.
- 1.8.3.7 — The primary reasons for further investigation of complaints are to assess potential nuisance and identify the likely cause and source of the dust so that nuisance can be reduced or stopped. In the case of further investigations, the Site Manager will communicate to the complainant the course of actions likely to be taken. In summary, the response will include:
- The reason for the nuisance dust event
 - The likely duration of the nuisance dust event
 - What plan is in place to end the nuisance dust event
 - What preventative plan will be implemented to prevent a re-occurrence
 - What grievance procedure the aggrieved party can take.

Investigation of dust complaints

- 1.8.3.8 — The Site Manager will investigate the complaint and will provide a response.
- 1.8.3.9 — The investigation will aim to capture evidence to establish whether the nuisance dust identified is attributable to the construction activities. If the source of the nuisance dust is deemed to be the construction activities, the information recorded will be used to identify if there has been a failure in the existing mitigation/control measures or the need for a new mitigation/control measure. Where required, the measures within the Dust Management Plan will be updated

1.91.11 References

IAQM (2024) Guidance on the assessment of dust from demolition and construction. Available at: <https://iaqm.co.uk/guidance/>. Accessed: April 2024.