



Pest Management Plan

Shropshire IVC

Fenn's Bank, Whitchurch, SY13 3PA (NGR: SJ 50631 39117)
Permit Reference: TBC

Date: May 2025
Version: 1

Document control

Version	Revision date	Reason for revision
V1	May 2025	Permit application

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1. Overview

1.1. Site Summary

Shropshire IVC 'the IVC facility' will be operated by Veolia ES (UK) Limited 'Veolia' and will accept 50,000 tonnes per year of primarily municipal green and food waste. The facility is located in Fenn's Bank which is just under 3km south west of Whitchurch and just under 13km from Bangor-on-Dee. The input green and food waste will be recycled by the IVC facility to produce a PAS100 compliant compost material which will be used as either an agricultural or horticultural soil improver. Treatment capacity may also be available from time to time for merchant waste inputs from a wider range of sources including business, commercial or trade premises, but these will be secondary to the municipal waste inputs. All municipal and merchant wastes will be classified as non-hazardous.

The process includes input storage of green and food waste, shredding, sanitisation concrete vessels / tunnels and stabilisation / maturation within windrows. Input storage and shredding including offloading is carried out within an enclosed building under negative pressure. The concrete sanitisation vessels are enclosed with waste gasses extracted directly to an abatement plant. The vessels are within a building which is maintained under negative pressure with the air surrounding the tunnels extracted to an abatement plant. Stabilisation and maturation are carried out in windrows on an external pad with a forced aeration system. Leachate and condensate produced within the buildings and from the external pad are collected and either recirculated or stored pending removal from site by road tanker.

The abatement plant includes an acid scrubber which removes ammonia from the gas stream and a biofilter which controls release of odorous substances.

1.2. Objectives

This document outlines the Pest Management Plan (PMP) for the Shropshire IVC facility, located in Whitchurch, England. The plan details the site's operations, types waste handled, target pests and strategies for managing and preventing infestations. The PMP forms part of the facility's Environmental Management System 'EMS' as a standalone document.

1.3. Site setting and location (1km screening distance)

The facility is located off Fenn's Bank, Whitchurch, SY13 3PA centred on National Grid Reference SJ 50631 39117 and is in a predominantly rural setting. The site is within NRW's Gogledd Dwyran Cymru (North East Wales) operational area within the Wrecsam (Wrexham) unitary local authority.

The nearest residential receptor is approximately 185m to the east of the facility at Park Farm with further properties running south down the road to Maelor Terrace. Approximately 350m to the north east are residential properties at Annies Cottages. A small enclave of residential properties lies approximately 480m to the south east at the Pump House situated just over the border in England.

Approximately 120m to the south is a cluster of commercial properties including a Veterinary practice. To the west and south west are two farms, Conery Farm 680m to the south west and Woodlands Farm 460m west.

There are no other waste or installation sites within 1km - the nearest is D J Huxley (Farms) Limited at Bank Farm approximately 2.7km to the northwest.

1.4. Operational profile

The site operations are typically 07:00 to 18:00 Mondays to Saturday, but are subject to opening Sunday morning for deliveries.

1.5. Maintenance and review

Training, document access and key review intervals

Training / review aspect	Details
Post holder responsible for FPP related training	Site manager
Review interval criteria	Annually unless there have been no changes.
	Following an incident which resulted in actual or potential fire.
	A change to activities on site.
	Following instruction by National Resources Wales under the relevant condition of the environmental permit.
Training overview	<p>The Veolia Management System 'VMS' includes a procedure that defines the process and responsibilities of personnel involved in the identification and evaluation of learning and development needs as well as the subsequent implementation of essential training to enable all employees to perform effectively and proficiently in their individual jobs.</p> <p>Site personnel are aware of the parts of the permit relevant to their role and a copy of the permit is available.</p> <p>A training matrix for all site personnel is in place and updated with all personnel trained according to the requirements of their role, including refreshers</p> <p>Monitoring is in place to demonstrate competency.</p> <p>Staff will be trained in the use of portable fire fighting equipment.</p>
Training interval	Management will maintain a statement of training requirements for each operational post and keep a record of the training received by each person whose actions may have an impact on the environment.

1.6. Relevant sector guidance

Reference documents

Guidance title	Source	Publication date / date accessed
NRW Guidance How to Comply with your environmental permit.	https://cdn.cyfoethnaturiol.cymru/media/2110/how-to-comply-with-your-environmental-permit.pdf?mode=pad&rnd=131467604540000000	October 2014

2. Target Pests

The following target pests are identified for control within this Pests Management Plan (PMP).

- Flies
- Rats
- Scavenging birds

All these types are attracted primarily by the waste being deposited; and can cause considerable nuisance to people in the locality. These pests can cause a number of problems for those affected. In all cases, there is also the risk of transmission of disease.

1.7. Flies

Flies can be a common pest at waste sites, particularly during warm weather. Fly infestations typically start at the point of waste generation, when eggs are laid in domestic or trade waste bins. The longer the period of time before the waste reaches its final disposal point (e.g. landfill) the greater the opportunity for fly problems to develop. Most flies stay close to their breeding sites (i.e. putrescent waste), however they can also disperse and result in problems at receptors.

Increased fly populations may cause issues within the operational transfer area as well as within waste vehicles entering the site, site offices and site neighbours.

1.8. Rats and mice

Rats tend to dig burrows around foundations, in earthen banks and in planting beds. They are attracted to debris and food in unsecured waste storage containers. Rat problems originate outside buildings. Rodents usually stay at ground level and below but, if they gain access to wall voids, may climb to upper floors. Rats and mice are most likely to be attracted to the putrescible waste within the transfer station, although they may also be an issue at site offices and other buildings.

1.9. Scavenging birds

Scavenging birds can become pests when they are attracted by available food sources typically represented by waste food (or black bag waste) and can create health hazards, roost in large numbers on buildings, contaminate food, or create a nuisance. No particular species can be flatly categorised as good or bad. Whether birds are beneficial or harmful depends on time, location, and activity.

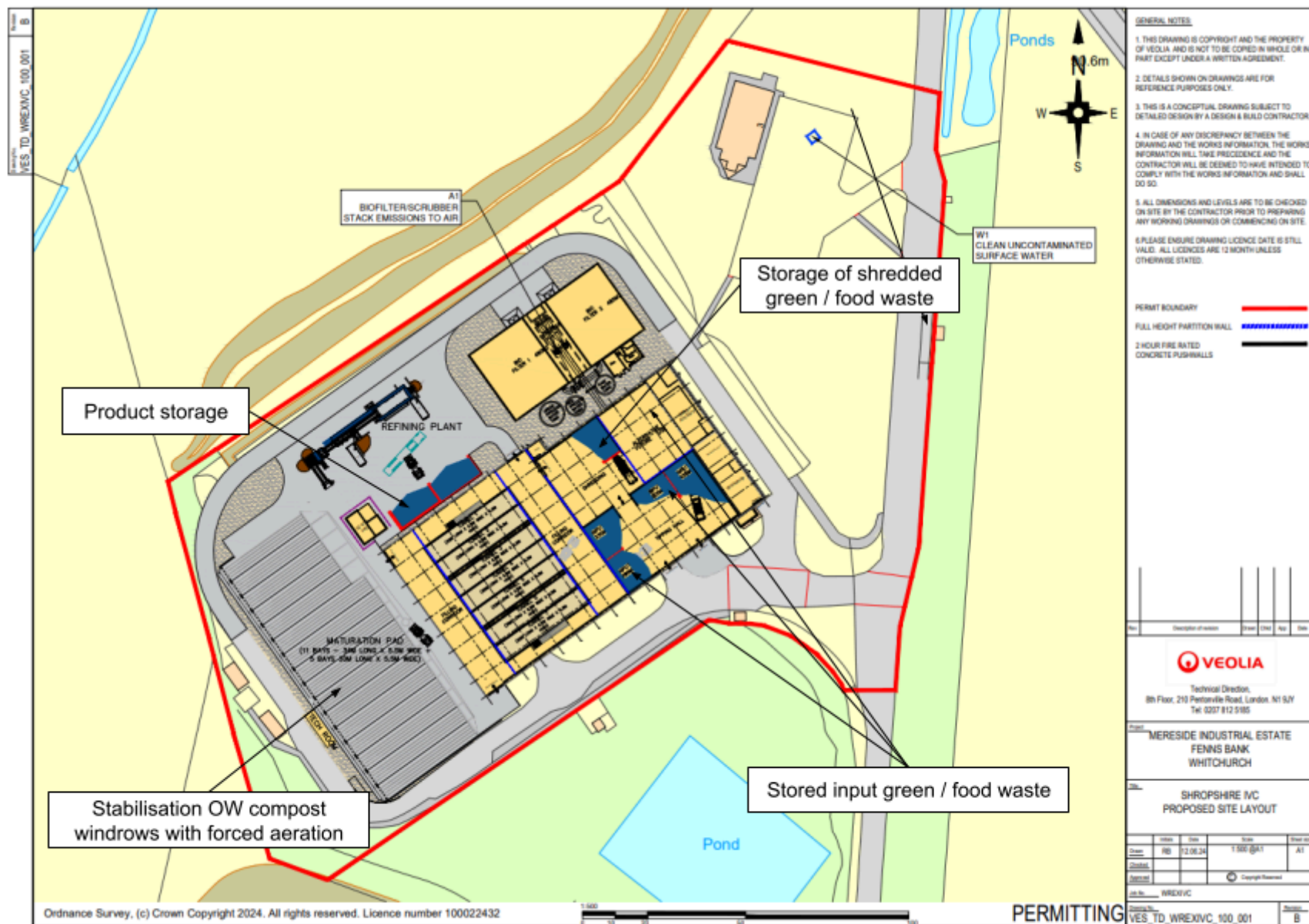
1.10. Wastes stored with a potential to attract pests

The site is designed to operate as a waste transfer station and paper / card treatment facility. The majority of the waste inputs are non vermin / pest attracting materials such as dry recyclates. The site does however accept some wastes that have the potential to attract pests. The materials and storage times are detailed in the table below.

Relevant wastes on site and pest control potential

Material	Pest attraction/generation potential High Risk / Medium Risk / Low Risk	Maximum quantity on site at any given day (m ³ unless otherwise stated)	Residence time in days (typical - max)	Location of materials on site	Additional comments
Green waste	High	1275	1 - 3	Reception hall	Stored in an enclosed building with fast acting roller shutter doors. Source material is from either domestic properties or via intermediate bulking facilities. The residence time is slightly over two weeks at a maximum. While on site the residence time is 1-3 days with the material being constantly disturbed by loading equipment. Rejection procedures are in place ensuring that any infested waste is removed from site and the cause is investigated. Good housekeeping prevents pest relocation to accumulated residues.
Food waste				Reception hall	
Comingled green and food waste				Reception hall	
Shredded / blended food green waste	High	450	1-3	Reception hall	Stored in an enclosed building with fast acting roller shutter doors. Shredding disturbs the waste material and is incompatible with pest life cycles.
Material in sanitisation (1st or 2nd barrier)	Low	3500	14	Processing hall	Once in stabilisation there is no pathway for pests to access the material and the high temperatures are designed to destroy pests and pathogens.
Material in stabilisation	Low	7000	28	External stabilisation pad	The material enters stabilisation having first been sanitised with organic matter such as food substantially composted and less attractive to pests. Forced air systems prevent the material becoming anaerobic and there is regular material flow.
Plastics	Low	30	12	RORO	Plastics have been previously sanitised but may be contaminated with organic material. They are stored in RORO and therefore rodent access is minimised. The amount of organic contamination is not particularly attractive to flying insects.
Oversized material	Low	50	1-2	Yard adjacent refining plant	A woody material with a low residence time, which is not a food source but may allow harborage, however, the material is moved regularly.
Metals	Low	50	30	Yard adjacent refining plant	Minimally contaminated with organic material but unlikely to be attractive to any pests.
Finished compost	Low	1000	7	External yard area	Sanitised and stabilised material which has been fully composted with a residence time of around 7 days. The storage bays are regularly fully cleared preventing harbourage. Good housekeeping prevents pest relocation to accumulated residues. PAS100 controls are in place.

Typical location of wastes that may attract pests



3. Site Management and Control Measures

3.1. Flies

Fly infestation is not typically a problem at other IVC sites operated by Veolia. The principal control is deemed to be good housekeeping.

Primary controls

- **Minimisation of waste residence times** - The residence time of putrescible waste is typically around 24 hours with a maximum of 3 days which disrupts insect life cycle.
- **Sanitisation / housekeeping** - The reception hall is cleaned to ensure waste does not accumulate in inaccessible areas such as behind push walls, pipework, within drains or corners within the building.
- **Reactive / proactive refusal of waste** - any waste which is deemed by site staff to have the potential to lead to a fly infestation will either be prioritised for transfer or refused. In the case of the former investigation will be carried out to identify the root cause and subsequent loads may be proactively refused.

Additional controls

Should fly infestation become problematic additional measures would be considered. These would include monitoring of adult and larval flies e.g. using scudder grid / larval counts, use of insecticide baits and if necessary ultra-low volume (UVL) spraying. In accordance with the standard hierarchy of control and environmental best practice, non chemical methods should always be prioritised and in the case of Fenn's Bank IVC these measures should be effective and therefore the use of chemical measures is not indicated. In the event additional control measures are required these could be readily procured through the existing standing pest management control contract.

3.2. Rats and mice

Food and green waste is likely to be attractive to rats and mice with the principal control being minimisation of the waste residence time.

Primary controls

- **Minimisation of waste residence times** - The residence time of putrescible waste is typically around 24 hours with a maximum of 3 days which disrupts insect life cycle.
- **Sanitisation / housekeeping** - The reception hall is cleaned to ensure waste does not accumulate in inaccessible areas such as behind push walls, pipework, within drains or corners within the building.
- **Access exclusion** - In the long term, the most successful and sustainable form of rat control is exclusion / rat-proofing making it impossible for rats to get into a building or an area of a building. Rat-proofing restricts re-infestation of a building. The following exclusion measures are typically undertaken on site both internally and externally.
 - Pipes with open ends and drains uncovered are sealed if identified
 - Gaps evident around pipe exits are sealed where identified.
 - The canteen / staff room area door is closed when not in use to prevent rodent attraction.
 - Bin lids are closed to deny pests access.

- **Eliminating harbourage** - Preventing the establishment of a rat population can be effective by eliminating areas suitable as a habitat for burrows and rat movements. Use of a FIFO system and regular turnover of waste, target rodents nesting opportunities. Where identified, burrows around the building are blocked.
- **Specialist contractors** - Veolia has a standing contract with a pest control contractor who visits the site once per month to make observations, carry out maintenance e.g. replenishment of bait boxes and make recommendations. The pest control contractor issues a report following every visit and the contents are reviewed. Using specialist contractors means pest populations are under regular surveillance and the preventative measures remain dynamic.

Secondary controls

- **Bait Boxes** - There will be an array of bait boxes located across the facility which are inspected at least monthly to make sure that rats are taking the bait and triggered traps are replenished.

Additional controls

If populations increase this would be identified by site staff and the dedicated pest control contractor and the root cause would be investigated with additional measures implemented as appropriate. Additional measures could include increasing the numbers of bait boxes but could extend to employing a rat controller.

3.3. Scavenging birds

Scavenging bird populations are not a problem at other IVC facilities operated by Veolia, with the principal stages being carried out within an enclosed building and the waste material being in rapid rotation.

Primary measures

- **Minimisation of waste residence times** - The residence time of putrescible waste is typically around 24 hours with a maximum of 3 days which disrupts insect life cycle.
- **Enclosure of the building with roller shutter doors** - The enclosure of the building discourages large flocks of birds to migrate towards the waste as they are likely to be attracted to more readily accessible food sources.
- **Sanitisation / housekeeping** - The transfer hall and surrounding areas are cleaned to ensure waste does not accumulate in inaccessible areas such as behind push walls, pipework, within drains or corners within the building.

Additional controls

Should site staff identify an increase in bird numbers the root cause will be investigated with additional measures implemented as appropriate. This could include installation of a bird scaring unit extending to contracting a falconer.

4. Maintenance and review of the Pest Management Plan

The Site Manager or nominated deputy are responsible for the PMP and for ensuring pest management and control procedures are adhered to at the site.

An up-to-date copy of the PMP is to be kept in the Site Office at Fenn's Bank IVC by the Site Manager. The PMP will be reviewed by the Site Manager or nominated deputy on an annual basis or as required.

The roles and responsibilities of pest management and control are summarised in the table below.

Roles and Responsibilities

Roles	Responsibilities	Location
Pest Management and Control Procedures	Site Manager or nominated deputy	Site Office
Pest Monitoring and Records	Site Manager	Site Office
Pest Complaints and Incident Records	Area Manager	Site Office

5. Site Inspection & maintenance

5.1. Site inspection

The building integrity will be inspected at the commencement of each working day by the site manager or nominated deputy. Any defects or damage likely to impact pest control will be made secure by temporary repair by the end of the working day, and will be repaired without delay.

The Site Manager will ensure that regular Site inspection checks are undertaken and good housekeeping is employed and maintained, with sensitive areas cleaned on a daily (if required).

The Site Manager will ensure that the facility has a vermin and insect control contract in place with a specialist recognised independent pest control contractor at all times. The contract will include an initial examination of the facility, regular inspections and emergency visits as necessary. Generally, monthly visits will be carried out, but this will be dependent upon site conditions observed during inspections by the Site Manager or nominated deputy. Recommendations will also be provided relating to the required number of monitoring points, bait stations and frequency of visits. A report of each visit is provided by the pest control contractor and any recommendations or actions identified are reviewed, implemented as appropriate and recorded in the site diary.

When necessary, as inspections and trigger points indicate, appropriate action will be taken to control pests. 'Appropriate action' means using measures which will rectify any problems that are identified during monitoring, these are outlined in section 3.

5.2. Pest Identification

Management procedures that will be implemented particularly upon identification of vermin/insects/birds at the site are:

- Contact with the waste producers to confirm that they are aware that the load has arrived with an infestation, and to ensure that they take appropriate action to prevent recurrence.
- Frequent inspections to ensure that the infestation remains contained and isolated within the tipping area (use of quarantine if appropriate).
- The independent pest contractor will apply appropriate pesticides / insecticides and baiting of the site in response to identified issues.
- The type of treatment for pests and vermin and frequency that is implemented will be dependent upon the appropriate response to a specific issue, and will normally be implemented as advised by the specialist pest control contractor. Actions could include the use of additional bait boxes or the application of insecticides, pesticides. A pest / vermin control contractor will normally be available within 24 hours during the normal working week.

5.3. Trigger Values

- Complaint by member of the public,
- Advice and guidance from NRW,
- Evidence of pest / vermin contamination within the site offices / workshops.
- Significant and noticeable amounts of pests around the site environs (including the site office),
- An infested load which requires quarantine and pest control treatment before removal for disposal,
- As advised by the specialist pest control contractor.

6. Monitoring

6.1. Visual Monitoring

All personnel will report any potential pest nuisances observed on site to the Site Manager (or nominated deputy) who will be responsible for the investigation, remediation, and recording of details. This will be undertaken in the Site Diary or electronically.

6.2. Complaint Monitoring

The monitoring of complaints is likely to be the most reliable way to ascertain whether there is a problem with pests beyond the site boundary and if any action is required. The complaints procedure is outlined in Section 7 below.

7. Complaints Procedure

The Company will maintain a register of all complaints at the site. In all cases the Site Manager will ensure that all complaints have been suitably handled.

The purpose of this procedure is to: ensure the effective management of complaints; to instigate the investigation of complaints; and implement corrective action and preventive measures to avoid reoccurrence.

In accordance with the Company Management System, each complaint will be entered into AVA (the company's online system for communicating complaints received). The following details shall also be entered onto the form, where known:

- Details of the originator of the complaint;
- The date and time of the complaint (if the complaint is forwarded through a third party, details of the original complaint and the third party shall be entered, if available);
- The location of the complaint;
- The nature of the complaint;
- Details of the investigation into the complaint and any action taken to prevent recurrence.

The complaint shall be investigated in accordance with the procedure. Once the investigation has been carried out, the Site Manager handling the complaint will contact the originator of the complaint and provide feedback on the findings and also the nature of any corrective action proposed.

Reporting systems for the business are laid out in the following two documents -

- SYS/2/007 - Complaints and Non Conformance Reporting
- SYS/2/037 - Event Reporting and Notification