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Camilla Fisher
RPS Group Plc.

2 October 2020

By email only

Dear Ms. Fisher,

Application Ref: WSCC/015/18/NH (APP/P3800/W/18/3218965)

Proposal: Recycling, Recovery and Renewable Energy Facility and Ancillary Infrastructure

Address: Former Wealden Brickworks (Site HB), Langhurstwood Road, Horsham, West Sussex, RH12 4QD

Condition(s):

Thank you for your recent submission regarding the above. The Council has considered the information and I am now able to inform you that:

Condition 10 – Community Liaison Group

The submitted detail for condition 10 (ref: Condition 10 Wealden Works Community Liaison Group (dated 29 September 2020), and Wealden Works 3Rs Facility, Complaints Handling Procedure) is acceptable, and the pre-commencement element of condition 10 is now **discharged**.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. Neave'.

James Neave

CONDITION 10 WEALDEN WORKS COMMUNITY LIAISON GROUP

1. Planning permission was granted by The Planning Inspectorate for the 3Rs Facility at Wealden Works, Langhurstwood Road, Horsham, on 27th February 2020, subject to a number of planning conditions.

Condition 10 of the permission requires the establishment of a local liaison group: -

“Prior to the commencement of the development hereby permitted a scheme shall be submitted to and approved in writing by the County Planning Authority detailing the establishment of a Community Liaison Group to include representation from the site operator, West Sussex County Council and local residents. The scheme shall include provision for:

- *The appointment of a chairperson from the County Planning Authority;*
- *The appointment of a liaison representative from the facility operator and contact number;*
- *A community complaints procedure;*
- *The production, approval and publication of minutes of community Liaison Group meetings;*
- *Details of how the group will operate, including its terms of reference; and,*
- *An implementation programme.*

Thereafter, the scheme shall be implemented and adhered to in accordance with the approved details throughout the lifetime of the development.”

2. A community liaison group for the Wealden Works site has successfully operated for a number of years and includes appointed representatives from local residents, the two local parish councils, Horsham District Council and West Sussex County Council, with representatives from Britaniacrest Recycling Ltd.
3. In order to satisfy the requirements of the condition, Britaniacrest Recycling proposes to retain the existing liaison group, but widen its remit in terms of representation and scope. The revised constitution is attached in Appendix 1, and shall be tabled along with the Complaints Procedure for adoption by the Liaison Group at the first scheduled meeting following the County Planning Authority formally acknowledging that the Planning Permission has been implemented, to be held not more than three months following the implementation date.
4. It is proposed that membership of the Liaison Group will be expanded to include representation from Horsham town and when developed, further representation be sought from the development known as Land North of Horsham.
5. The Group will continue to meet on a quarterly basis although the terms of reference allow for the frequency to be set by the Liaison Group itself.
6. The draft terms of reference for the Group are attached below as Appendix 1. These are subject to modification and/or ratification by the Liaison Group as appropriate.

Appendix 1. Terms of Reference for the Wealden Works Community Liaison Group.

1. The Company

The Company means Britaniacrest Recycling Ltd or its subsidiary or successor responsible for the construction and subsequent operation of the Recycling, Recovery and Renewable Energy (3Rs) Facility at Wealden Works, Langhurstwood Road, Horsham.

2. Purpose of the Liaison Group

The purpose of the Liaison Group is to provide an open channel of communication between the Company, local residents and other parties with an interest or role in the operation of the site. It is also to provide a forum for discussion and where required and possible, for the resolution of problems arising from the development or operation of the 3Rs Facility.

The group will strive to minimise any potential disharmony between the operation of the site and the local community.

The Liaison Group will provide the opportunity of a formal platform for representatives of the local community to raise any questions, queries and concerns that they have about the operations at the Wealden Works site, including the construction and operation of the 3Rs Facility. The communication will be multi-lateral and provide opportunity for all stakeholders to be informed and to state their views.

The Group will also provide a forum to discuss particular aspects of the operation and where appropriate invite participation by experts or specialist bodies.

The Company will undertake to provide whenever possible an immediate response to queries and questions, and a timely written response where this is not possible.

The Company will use the Liaison Group to provide regular updates on developments relating to Company operations related to Wealden Works and where possible, to consult the wider community in advance of site developments.

3. Chairperson

A Chairperson shall be appointed by the County Planning Authority at the inaugural meeting of the Group. In the first instance the Chairperson shall be a representative of West Sussex County Council. The tenure of the Chairperson may be reviewed as appropriate by agreement of the Group.

The Chairperson shall manage the business of the Liaison Group during meetings and be responsible for approving the agenda and minutes of such meetings following discussion with Group representatives.

With the consensus of the Group any representative may invite a guest to address an agenda item. The Secretariat must be informed of any guest at least 5 Business Days prior to any meeting.

4. Liaison Group Representation

Membership shall be voluntary and unremunerated, established and maintained as far as possible to provide a representative section of local residents, their council representatives and related stakeholders. The representation shall ensure that no one party is over-represented and no one party shall exert disproportionate influence over the agenda or proceedings of the meetings other than that as set out in these Terms of Reference. In the event the membership considers that one party does have excessive representation, the Chairperson shall propose the changes to representation required to address the balance and the representation shall be changed accordingly.

The membership will comprise the following:

Local Residents

A maximum of eight (8) persons resident within the District of Horsham. In the event more than 8 residents wish to join the Liaison Group, preference will be given for five (5) of the seats to residents living within 1km of the Wealden Works site. This shall include residents living on the development Land North of Horsham as this is realised.

Local Elected Representatives

One representative from North Horsham Parish Council
 One representative from Warnham Parish Council
 One representative from Rusper Parish Council
 One representative from Horsham District Council
 One representative from West Sussex County Council

Any one elected representative may represent only one Council

The Company

Three (3) representatives from the Company. The Company may invite at its sole discretion as many guests as it feels necessary to respond to specific matters stated on the Agenda.

Other Stakeholders

Other stakeholders such as:

- West Sussex County Council Waste Management
- Horsham District Council Environmental Health Department
- The Environment Agency
- Other business or community groups
- Special interest groups
- The County Planning Authority

may attend the Group as permanent representatives on the invitation of the Group.

For the purposes of providing an effective forum for an informative, manageable and efficient communication process, the maximum number of members of the Group, will be at the discretion of the Liaison Group, although it is anticipated that this should not exceed 20 in total.

In the event a permanent representative fails to attend two consecutive meetings without sending apologies, at the discretion of the Group their place may be offered to another suitable person.

In the event permanent representatives cannot attend a meeting, they may substitute their attendance by another person in the same category of representation by giving notice to the Secretariat.

5. Frequency and Location of Meetings

The Liaison Group will initially meet on a quarterly basis (approximately every three months), with the frequency of meetings subject to ongoing review and agreement by the Group. The venue for meetings shall be agreed by the Liaison Group and may be held remotely on an agreed internet platform or by telephone if so agreed by the Group, but will normally be at the community facility at Roffey Millennium Hall, Crawley Road, Horsham, West Sussex, RH12 4DT or at the Wealden Works site when suitable facilities become available.

6. Secretariat

The Company will provide the Secretariat for Group Meetings, including publishing of agendas and recording and publishing of minutes, unless otherwise agreed by the Group.

Agendas shall be agreed with the Chairperson prior to a meeting. All representatives are invited to submit items to be placed on the agenda. An initial Agenda will be sent to representatives approximately 15 Business Days prior to a meeting.

Representatives requiring discussion on a specific subject shall inform the Secretariat accordingly and, subject to the agreement of the Chairman, the subject placed on the Agenda. Representatives shall inform the Secretariat of items for discussion at least 10 Business Days prior to the date of the meeting. A Final Agenda shall be sent to all Liaison Group representatives approximately five (5) Business Days prior to a meeting.

A draft copy of the minutes shall be agreed with the Chairperson and issued for approval by representatives within fifteen (15) Business Days following each meeting. A copy of the approved minutes shall be available on the Wealden Works site website, the address for which shall be made available to all representatives.

A final version of the minutes shall be available at least 20 Business Days prior to each meeting. Communications within the Group will be by email. It is the responsibility of each representative to ensure they share the approved minutes with the people, organisations or groups they represent, but must refrain from circulating draft minutes until they have been approved.

The Secretariat shall also maintain a list of contact information for the site in the event of representatives

needing to make contact. This information shall be made available to all representatives.

7. Terms of Reference

These terms of reference may be subject to minor modification or addition as agreed by the Group, but at no time shall the Group place the Company in breach of its regulatory obligations.

Meetings of the Liaison Group shall discuss matters relating to the activities within the Wealden Works site and those directly related to them. Other developments within the operations of the Company may also be reported by the Company, but the Company may at its sole discretion decline to discuss such matters in detail.

The Liaison Group shall have no powers of enforcement and will not in any way affect the 'open door' policy that the Company wishes to operate for members of the public at large or other interested parties, including visits to the site and the provision of information relating to the operations on it.

Other matters of relevance to waste management operations at the Site and their potential impacts may also be reported by the Company or other parties represented. Matters over which the Liaison Group has no interest shall not be within the remit of the Group.

Members of the Liaison Group must conduct themselves with decorum and show mutual respect for each other and for guests at meetings. Failure to do this will cause the representatives or guests concerned to be excluded from attendance at meetings at the discretion of the Chairperson. The Group may establish more detailed rules of engagement and decorum at its discretion.

All representatives shall have an equal opportunity to voice opinion and advance their views.

Where applicable, representatives at the Liaison Group are expected to abide by the code of conduct of their respective organisations. Membership of the Group in no way implies support of, or objection to, the development and/or operation of the Site by the representatives concerned.

8. Costs

The cost of the Secretariat and the reasonable cost of venues for meetings and refreshments will be met by the Company.

Representatives will each bear their own costs.

Wealden Works 3Rs Facility

Complaints Handling Procedure

Britaniacrest Recycling Ltd and the management of the 3Rs Facility (the Company) is committed to providing high-quality customer services to stakeholders.

We value complaints and will use information from them to help us improve.

If something goes wrong or you are dissatisfied with our services, please tell us. This guide describes our complaints procedure and how to make a complaint. It also tells you what you can expect from us.

What is a complaint?

A complaint is an expression of dissatisfaction by one or more members of the public about actions or lack of action by the Company, or about the standard of service provided by it at Wealden Works.

What you can complain about

A complaint may relate to:

- nuisance such as noise, odours or excessive light;
- failure to provide a service;
- our standard of service;
- treatment by or attitude of a member of staff;
- our failure to follow proper procedure;
- delays in responding to your enquiries and requests.

What you cannot complain about

There are some things cannot be dealt with through the complaints handling procedure. These include:

- a routine first-time request for a service or changes in activity;
- requests for compensation;
- a disagreement with regulatory requirements;
- a response to an invitation to provide feedback through a formal mechanism such as a questionnaire or membership of the Liaison Group will generally not be treated as a complaint;
- an insurance claim;
- an issue which is being, or has been, considered by a court or tribunal;
- an attempt to have a complaint reconsidered where the complaints procedure has been completed and a decision has been issued;
- a grievance by a member of staff which is eligible for handling through the Company grievance procedure

If other procedures or information can help you resolve your concerns, we will provide it along with advice to help.

Who can complain?

Anyone who is affected by our activities at Wealden Works or the surrounding area can make a complaint, including the representative of someone who is dissatisfied.

How to complain

You can complain through the Wealden Works Website, by email, by post or by telephone. Please see 'Contact Details' below.

It is easier for us to resolve complaints if you make them quickly, soon after the matter you are complaining about occurs.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do you have to make a complaint?

There is no limitation, but the sooner the better. Normally, you should make your complaint within **two weeks** of:

- the event you want to complain about, or
- finding out you have a reason to complain, but normally no longer than 2 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please say why.

What happens when you have complained?

We will record your complaint

We will acknowledge your complaint and tell you who is dealing with it.

Our complaints procedure has two stages:

Stage one – frontline resolution

We aim to resolve complaints quickly. This could mean an on-the-spot explanation if something has clearly

gone wrong and immediate action to resolve the problem – along with an apology if this is deserved. We will give you our decision at Stage 1 within five (5) Business Days unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why. You can ask us to look at your complaint again by taking your complaint to Stage 2.

Stage two – investigation

Stage 2 deals with four types of complaints:

- those that have not been resolved at Stage 1;
- those that are complex in nature and require detailed investigation;
- serious complaints; and
- cases that involve high risk.

When a complaint is moved to Stage 2 we will:

- acknowledge receipt of your complaint and inform you that it has been moved to Stage 2 within three (3) Business Days;
- where appropriate, we will discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- give you a full response to the complaint as soon as possible.

If the investigation is particularly complex and we need time to resolve the problem, we will tell you and indicate the timescale we require. We will keep you updated on progress.

Complaints via Regulatory Bodies

When complaints are received through regulatory bodies such as the Environment Agency, the Environmental Health Officer or the County Planning Authority etc, the Company will respond to such complaints in accordance with the protocol set by the regulator concerned. It will, however, respond in a timely manner (which as a minimum shall be no longer than timescales identified above) and in the event the subject of the complaint is an issue that cannot be resolved within a short timescale, the Company will inform the Community Liaison Group (CLG) of the issue and what it is doing to resolve it. The Company will also inform the CLG of any enforcement order received and its response to it.

The Company will maintain a record of all complaints received and the action carried out in response to the complaint. The complaint register will be made available to regulatory bodies on request subject to the Company maintaining data protection requirements.

Contact details

Telephone: 01293 820021

Email: info@britaniacrestrecycling.co.uk

By post to:
The 3Rs Project Manager,

Britaniacrest
24-26
Hookwood,
Surrey,
RH6 0HJ

Recycling
Reigate

Ltd
Road,

Through the website: <https://www.britaniacrestrecycling.co.uk/contact-us>