PENMAENMAWR QUARRY
LIAISON MEETING MINUTES

Location: **Penmaenmawr Quarry** **File: P59**

Time & Date: **10:30 on 16 July 2026**

Attendance:

Joseph Ferguson	Heidelberg Materials UK – Quarry Manger
Donna Hughes	Heidelberg Materials UK – Asphalt Production Manager
Gary Meredith	Heidelberg Materials UK – Area Operations Manager
Becky Murphy	Heidelberg Materials UK – Area Director
Matthew Shoreland	Heidelberg Materials UK – Lands and Planning Manager
Lucy Dalton	Heidelberg Materials UK – Area Clerk
Robin Wynne Williams	North Wales Minerals and Waste Planning Service – Senior Mineral and Waste Planning Officer
Steven Wynne Simonds	Conwy County Borough Councillor - Principal Environment Officer
Cyng Cathy Augustine	Penmaenmawr Town Councillor (Penmaenan Ward) and Conwy County Borough Councillor (Penmaenmawr)
Councillor Anne McCaffrey	Conwy County Borough Councillor (Penmaenmawr)
Steven Consterdine	Penmaenmawr Town Councillor – Town Clerk
Councillor Jack Sterriker Ellis	Penmaenmawr Town Councillor (Penmaenan Ward) – Deputy Mayor
Councillor Una Abbot	Penmaenmawr Town Councillor (Pant yr Afon Ward)
Keith Loustan-Lalanne	Resident Liaison
Nicky Adams	PSCO Penmaenmawr & Dwygyfylchi
Karl Rowlands	Resident Liaison

Minutes:

1.	**Welcome and Introductions** Round table introductions Explanation of business lines and responsibility for the quarry / asphalt operations	**GM**

2. **Apologies**

Police Constable	Michael Couling – on leave
HMUK	Andrew Bower

3. **Confirmation of the Minutes of 16 April 2026**

Circulated, including community newsletter in English and Welsh

Amend attendance list to reflect those in attendance (Michael Couling did not attend) and sent apologies, duplication of names on both lists.

4. **Matters Arising**

Review of the Terms of Reference:

Section 3 – Membership; Conwy County Borough Council – county councillors are named as Cathy Augustine and Anne McCaffrey, change this to being 'Ward Members for Penmaenmawr County Council' and include the portfolios/cabinet positions rather than names in the event of elections and changes.

Section 3 – Membership; Penmaenmawr Town Council – town councillor and clerk are named as Jack Sterriker Ellis and Steven Consterdine, change this to being 'town councillors representing … ward' and include the portfolios/cabinet positions rather than names in the event of elections and changes.

Section 3 – Membership; Residents – is there a need for them to be approved and sponsored by? Don't need to be approved by the town council but the Town Council should coordinate being a conduit between resident and group to ensure constructive discussions.

Section 4 - Chair & Secretary – states 'elected at first meeting of calendar year', as elections are held in May (5 yearly), change this to 'chair selected at the first meeting following May in each year'

Section 7.2 – second bullet point – remove the second bullet point and replace with 'ward representatives to facilitate any representation by residents'

Section 3 – Additional Attendees - remove 'unanimously– this is difficult to comply with due to the size of the group, potential to change it to 'majority'? Raised concerns that due to the size of the group and ratio of representative, the business (Heidelberg Materials) could end up as minority and affect decisions. Final decision to remove 'unanimously' with no replacement.

Actions from Previous Meeting

1. Minutes were sent out Monday (13th July), this is a positive step towards 'at least 5 working days before next meeting', ensure correct contact details are given so all parties receive notification and documentation prior to meetings. Add resident liaisons and Nicky Adams email to list. Residents verbally agreed to visibility of email

		addresses for liaison meetings only, follow-up email to be sent as a written agreement to comply with GDPR requirements. 2. Develop newsletter – very well received, lots of positive feedback to the council, Penmaenmawr & Dwygyfylchi. JF has also had contact from residents on the site phoneline. All agreed to continue publishing a newsletter, need to determine frequency, suggestion of a summer edition & end of year addition agreed. End of year edition to potentially include a plan for next year and what site have achieved this year. Suggestion to include a statement on the effectiveness of liaison group, councillors to contribute to newsletter to provide joint statement. Positive feedback regarding the ability for people to access previous liaison meeting minutes from link. 3. Report of maintenance work – lots of projects are being completed to aid operations to run more efficiently. However, these projects are not fully complete yet. JF to finalise the report once projects are complete. Include use of systems (e.g. CheckProof) and how they assist maintenance planning and activities. 4. Move liaison meeting to quarterly - Achieved 5. Representatives elected, keep this point on 'Actions' as there will be changes to appointments. 6. Add an Appendix/glossary to Terms of Reference with roles of members, develop and roll out for next planned meeting 7. Report of complaints and statistics – As raised in the newsletter, there is now a shared inbox for residents to air their complaints, concerns and questions. It has proven effective so far, even including a CV submission. The main complaint seen in the inbox is management of boundary trees. Need to be mindful that the removal of trees causes the potential for an increase of noise complaints as trees provide natural noise attenuation. JF to hold discussions with those who emailed to determine the best course of action. Total number of complaints to site have dropped. HMUK have an internal system where all complaints are captured, this will be utilised to share frequency of complaints and develop an overall trend map of complaints (LD develop code on outlook to capture trend). KLL raised that there are low level complaints between neighbours regarding dust, it was encouraged that these should sent to the quarry by use of the email. Annual dust and noise monitoring is performed around site. Level of complaints seen to rise with the change in the direction of wind. 8. Community Webpage to be changed to be English and Welsh, still ongoing 9. Add 'Communication Plans' to agenda - Achieved 10. Distribute flow charts, the aggregates flowchart is being updated. In the interim, use drone footage on the webpage as a 'virtual tour' of site. Needs to be discussions and approval from HMUK communications team before distribution. 11. There are some gardening groups which show a keen interest in continuing Malcom's work, but not just for quarry benefit. Could they	**JF** **JF** **TC/HMUK** **HMUK**

	grow their own plants in the area for the town. Previously, heather was grown locally by Malcom rather than outsourced. The main purpose of this venture is for the restoration of quarry; this needs to be stressed to those involved. CA and SC to view space to determine whether the space is practical. If space isn't practical, look at developing other space to be central hub. Potential for HMUK to sponsor a space in Penmaenmawr which gives the groups an area for their activities, aids with the quarry restoration, but is more accessible than the existing space. Anything within ward of Penmaenmawr is good for biodiversity.	**HMUK** **HMUK**
	12. Email sent to Andrew Bower regarding the NRW issue of a slip and pipe breaking. Suggestion to have a site visit and follow water courses. Water is currently running grey with film of grey sludge. Before going to NRW can site trace it to origin? Councillors have had to block up an inlet valve to a biodiversity pond on Parc Plas Mawr as the water is entering the bio-diversity pond and councillors believe there is a reduction in use of the pond from the local ecosystem. The stream on the far side of Parc Plas Mawr is also affected during heavy rainfall. Councillors to work with site to determine root cause.	**TC**
	13. Town Councillors are following up complaints with residents regarding speeding trucks, registrations are required to ensure investigations can be conducted. Town Councillors are locating speed cameras and equipment to conduct surveys.	
	AOB – school events; thank you for community involvement in providing chippings donation to school, positive feedback.	**MS, JF**
	Potential help of resurfacing carpark in village, officer previously involved cannot be contacted, Town Councillors are following up with Conwy Council. Determined that the carpark needs skimming and resurfacing, HMUK could contract work and determine what is needed. JF to work on scope of works with internal contacts.	
	<u>Quarry Development Update</u>	
	Since last meeting, the business has had a restructure. Aggregates and Asphalt have now combined into one business line. BM is the area director, and has responsibility over operations, commercial & logistics. GM is the area operations manager, with responsibility over only operations, the site teams report to GM. Alan Brown (previous Area Manager for Asphalt) has moved into a different role within the business. On the ground management is still between DH and JF.	**TC**
	CVs, general questions and concerns have been received into the inbox. Management is looking into restoration on quarry clock. Major projects looking at feeding trains more efficiently, to improve dust and noise emissions.	**TC, JF**
	<u>Asphalt Plant Update</u>	

	GM taken over senior management in place of Alan Brown. Work on dryer has been complete, as well as replacement and redesign of the buckets to reduce combustion, there has been a noticeable reduction in emissions. **<u>Planning, Monitoring/Compliance and Environment</u>**	
5.	<u>Planning –</u> The last statutory monitoring visit took place in February 2026 (as per the previous minutes) the next visit has been pencilled in for August. In addition to statutory monitoring visits RWW carries out visits to site and around village on an ad-hoc basis and when complaints are raised, there have been nine such visits since the last meeting, some of which were looking at rail conveyor function regarding noise. All complaints received by RWW are captured on Intelex (HMUK internal system), which will be used to provide the 'Report of Complaints and Statistics'.	**HMUK**
6.	From discussions at site visits, the quarry is developing daily conveyor inspections to include environmental assessment to pre-emptively target potential noise issues. Low level noise now targeted more, training operators to understand different noise levels around residential areas of site. RWW commented that the site is going above and beyond the planning permissions requirements to reduce dust and noise issues and there is informal agreement between quarry and regulators beyond planning regulations to be conscious of community.	
7.	*Example – there was a delay with rail last month, site had to fill the train after 6pm due to a breakdown. JF called RWW to request permission for later running, which was approved.* Town councillors and residents suggested that when emergency breakdowns occur, can they be included in the requests for later running, RWW would prefer communications only between site and planning to reduce pre-emptive complaints. HMUK want to build a relationship between site and community to tackle complaints quickly before they develop. Due to improved digital communication it is now easier for the local community to raise environmental concerns, this means the site is able to positively address more potential incidents which it may otherwise not be identified. Blasting times posted on newsletter. Look into communication for varied running times due to breakdowns, either at the time or the next day. HMUK to discuss ideas and raise next meeting. David Street complaint has been relayed to JF regarding the Bell yard screening building. The conveyor feeding the screening building has broken down, a temporary mobile conveyor has been brought until the permanent conveyor is repaired which is planned to be used for next 3-4 weeks. Permitting – SWS provided an update. No site inspection since last meeting, the next site visit is due later in year. Complaints list had been circulated to the group prior to the meeting. Some out of hours working and observations performed during the extra hours. New buckets in asphalt plant have shown	

	improvements. Noise and odour complaints have been received and investigated, one of the complaints was on a day when the plant wasn't operating. Nox results for June; St Davids Road showed 5.2µg/m^3, Graiglwyd Terrace showed 3.5 µg/m^3, Nox results are within limits. Stack test on bags is performed on the asphalt site every 6 months, results are within limits. Point Source Dust Emissions testing from crushers and conveyors and Fugitive Dust Emissions testing on haul roads. Dust is always going to be emitted due to size of site, but it is being controlled as best as practicably possible. A plume of dust was seen when trucks are running down the mountain by resident on promenade, site uses a water bowser to manage trafficked areas during dry weather and are planning to increase the number of water bowsers. Permitting officers look more at 'excessive off-site emissions' and have a duty to follow up any complaint. Can the group share a message that it's not a dust free environment and share the limits and definitions? It's up to an officer's judgement to determine what level is deemed as excessive.	
8.	**<u>Community Matter and Requests</u>** Greatly appreciated that BM and JF attended AGM of town council. Is the charity coach tour still running? Yes, had one last night (15th July) with a full bus. Site and councillors are very keen to keep them going. Could there be an opportunity for a guided tour for liaison group? Yes, plan to have an hour before next meeting to allow for a tour of site. Resident comments that he has viewed meeting to be positive in giving insights on quarry/council/planning/monitoring challenges. KLL enquired if there is any update on the quarry clock, site know it's not working but are looking into repairs. JF is reaching out to determine what work is needed. Trying to get it done as quickly as possible. Will get a timeframe for next meeting. Could responsibilities be added next to names on the attendees section of the minutes? KR raised the water ingress in Davis Street tunnel which has been ongoing for years, what is the plan? Site investigation found the water was coming from elsewhere, JF asked if site could investigate on neighbour's land (to the south) but was denied. There is a grey area with NRW on the reported area and whether quarry has jurisdiction to investigate. Suggestions to look into the archive to locate permissions for the conveyor to go over land. JF and MS to discuss.	
9.	At a recent town council meeting it was raised whether the quarry would invest in car wash facility to help mitigate the effects of dust? HMUK is unlikely to invest in such an installation, however HMUK has taken other action at other smaller communities to assist with such potential issues, HMUK to develop ideas and raise in next meeting. Tunnel infrastructure through the village is rusty with gaps in conveyor housing going to railhead which allows dust to escape, pictures to follow. This	**TC**

	will be investigated during the next planned maintenance and HMUK to focus more on picking up holes during inspections. Please share videos and pictures for more effective repairs.	**HMUK**
	JSE emailed JF about dust accumulating on footpath in Davis Street tunnel hole in conveyor housing. Raised that it's a health hazard and shovelled it aside himself. Labourers should've been down to rectify the patch. JF to chase with contractors assigned to job.	**HMUK**
	<u>Communication and initiatives</u>	
	Bi Annual newsletter, continue to develop	
	Ensure the community webpage is in Welsh as well as English before next meeting	**HMUK**
	Councillors want to publish comments but want HMUK communications team contacts for approval before publishing, site to provide.	**JF, MS**
10.	Communications plan – suggestions of showing what site do in the quarry on a digital media, continue the open conversations. Feedback from newsletter is positive, are there any additional communications requirement. Viewed that a newsletter, website, email and phone is good enough communication. Stress tests all communication outlets and raise findings in the next meeting.	
11.	Councillors stated that this level of engagement, as well as Heidelberg's ability to take criticism and provide solutions is incredible. Feedback in next meeting if there are any gaps found by councillors and residents. Overall communication plan should push to proactively share information of deviation on normal running hours.	**HMUK**
	<u>Any Other Business</u>	**HMUKHMUK**
	None	
	<u>Actions</u>	**HMUK**
	1. Create a definitive emailing list to ensure all parties are included 2. Ensure reports, agendas and minutes are distributed at least 5 days before the next meeting 3. Finalise the Terms of Agreement, including an appendix/glossary of roles and responsibilities 4. Community newsletter to be provided summer and winter each year 5. Report of maintenance works 6. Council to elect 2 public representatives. 7. Develop a report of complaints, including statistics, for future meetings 8. Adjust the community webpage to be in Welsh and English 9. Provide flow charts for aggregates and asphalt sectors of site for a better understanding of site structure	

12.	10. Councillors to reach out to residents and groups to continue polytunnel work, Cathy and Steve to visit existing space for review. 11. Grey water/water run off issues at Parc Plas Mawr update 12. Speeding trucks in the village update 13. Update on carpark resurfacing project 14. Communication changes for varied running hours, is there a way the public and councillors can be notified? 15. Quarry clock repair update 16. Responsibilities added next to names on the 'Attendees' section of minutes 17. Car wash or other similar opportunity update 18. HMUK to include conveyor housing condition on maintenance checks to reduce potential escape of dust 19. Written agreement to share email address contact for GDPR purposes 20. Follow up management of boundary trees 21. Investigation into water egress in Davis Street tunnel 22. Update on delivery/success of communications plan **<u>Time and Date for Next Meeting if Required</u>** Thursday 15th October – 10:00 (including 1hr drive around tour)	**HMUK** **HMUK** **ALL** **HMUK** **HMUK** **HMUK** **HMUK** **HMUK** **TC** **HMUK** **TC** **HMUK/TC** **HMUK** **HMUK** **HMUK** **HMUK** **HMUK** **HMUK/TC** **HMUK** **HMUK** **HMUK/TC**

