

NOISE MANAGEMENT AND PUBLIC NUISANCE PLAN

Updated Dec 19

Purpose:

- To identify and minimise impact on local residents and neighbouring properties.
- To identify the range of potential noise sources relating to the premises.
- To set out measures to mitigate risk.
- To define the measures that will be taken to test compliance with any noise levels agreed with Wiltshire Licensing.
- To define the complaints procedure.

Scope:

The Noise Management Plan applies to all aspects of the proposed venue, being the former HSBC Bank, 18 High Street, Amesbury, SP4 7DN.

Identification and Mitigation of Noise:

| Source | Timing | Impact | Mitigation |
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| Customers | During the licensed hours of operation. | Noise from customers entering and exiting the premises, causing disturbance to local residents and neighbouring properties. | <p>Appoint 2x CIA accredited door supervisors to manage the safe and quiet entrance and exit of customers at the premise after 2230hrs.</p> <p>Appoint 3x CIA accredited door supervisors to monitor behaviour of customers inside the premises at all times.</p> <p>Use of the side door as the main entrance for The Bank.</p> <p>Use of a video intercom system for entry to The Office (first floor) via the front door, and to 2200hrs only. After 2200hrs, entry via the side door only.</p> <p>Limit The Office to 30 people.</p> <p>Position the smoking area to the rear of the premises, with a 6ft boundary fence. Customers of The Bank and The Office directed to the smoking area. No smoking at the front of the premises.</p> <p>Ensure that there are two doors between regulated entertainment and outside.</p> |

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| | | | <p>Ensure that the reception area is kept clear at all times, enabling customers to enter the property quickly and efficiently.</p> <p>Actively monitor the provision of alcohol to customers after 0000hrs.</p> <p>Use of plastic glassware only.</p> <p>Maintain communication with police authority and regimental police as required.</p> <p>In line with licence conditions, install CCTV inside the premise and externally at the entrance.</p> <p>In line with licence conditions, erect signage that encourages members of the public to leave the premise quietly.</p> <p>Maintain membership with Pubwatch.</p> <p>Apply for a Temporary Events Notice for events operating outside licensed hours.</p> |
| Internal Music | During the licensed hours of operation | Noise causing disturbance to local residents and neighbouring properties. | <p>The Licensee, or a nominated deputy, shall affect full control over all sources of amplified music and shall, where necessary, arrange for the volume to be reduced or the playing to cease if, in the opinion of the Licensing Authority, a noise nuisance is likely to be caused or is occurring.</p> <p>Operate a sound limiting device and set at a limit advised by the Licensing Authority (between 75dB and 112.5dB).</p> <p>All windows at the front façade and side of the property will be reinforced with two layers of thick dense plasterwood spaced off the existing windows and filled with wool insulation.</p> <p>Restrict live music to 0030hrs.</p> <p>Background music only in The Office.</p> |

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| | | | <p>No music to be played on the ground floor before 2200hrs, unless The Office is closed and the front doors not in use.</p> <p>There will be no noise emanating from the premises between 02:00 – 09:00 .</p> <p>Any double glazed windows installed on the building shall be maintained.</p> <p>Warn neighbours in writing at least 7 days before any special event takes place.</p> |
| External Music | During the licensed hours of operation | Excessive noise causing disturbance to local residents and neighbouring properties. | There shall be no external music. |
| Deliveries and Collections | 0500-2100hrs | Excessive noise causing disturbance to local residents and neighbouring properties. | Allow deliveries to take place between 0800-1800 Monday to Friday only. |
| Garden | During the licensed hours of operation | Excessive noise causing disturbance to local residents and neighbouring properties. | <p>The garden area will be out of bounds.</p> <p>Restrict the number of customers allowed in the smoking area.</p> <p>Install a 6ft wooden fence between the garden and the smoking area.</p> <p>Ensure that 1 CIA accredited door supervisor is present when the smoking area is in use to maintain noise levels.</p> |
| Cellar Air Conditioning Unit | 24 hours a day | Excessive noise from generator. | Conditioning unit is well maintained in good condition to avoid excessive noise. |

Public Relations:

Maintaining positive relations with local businesses and residents is important. We will notify neighbouring properties, local residents and local businesses at least 7 days before any significant or special event, even if this is within the boundaries of our licence. We will also maintain relationships through the Amesbury Pub Watch scheme, engage constructively with the Town Council as required, and take a leading role in promoting a positive night economy in Amesbury.

For any significant event, a dedicated telephone number will be provided in order that we can respond to queries from members of the public immediately.

Noise Monitoring:

Under guidance of Environmental Health, we will monitor the noise level weekly for recorded music, and adjust volumes accordingly. This will be the responsibility of the person with the personal licence present at the premise at any given time. A log will be maintained for each recording made and action taken.

Complaints:

Complaints regarding noise levels can be made in person to the appropriate licence holder on site, in writing to the licence holder or by telephone to the dedicated number provided for each event. Each complaint will be logged and the action taken recorded. Complaints made after the event will be logged and a response provided within 7 working days.