

Noise Management Plan

Cholderton Rare Breeds Farm

Completed By: Sophie McConnell

Reviewed: May 2019

Contents:

Statement of Intent	Pages 3-4
Introduction	Pages 5-6
Potential noise sources and proposed controls	Page 7
Public Relations	Page 8
Noise monitoring of the event	Page 9
Commination	Page 10
Follow up report	Page 11
Review	Page 12
Log sheet of telephone complaints	Page 13
Log sheet – noise assessment	Page 14
Spare copies of log sheets	Pages 15-18

Statement of Intent

The purpose of this noise management plan (NMP) is to ensure that we, the Licensed Premises are always able to live in harmony with the local neighbours and community. The Licensed Premises may, at times cause some disturbance to the people living nearby.

The aim of the Noise Management Plan is to put in place reasonable measures to reduce the noise impact of sources associated with the premises.

Since People are generally less tolerant of avoidable noise, particular attention must be paid to reducing or eliminating this.

The following table lists some of the issues which have been considered when preparing the NMP for the premises license:

Source	Possible effects on impact	Mitigation to consider
Inside recorded and live music	Hours and number of events	From 12pm – 11pm
	Volume	Monitor and record noise levels with the sound level meter at various locations on and off the premises
	Doors and Windows	To be kept closed at all times
	Location of speakers	Away from doors/windows, avoid party walls
	Bass control	Limit as it can travel long distances
	Hours	12pm – 11pm

Outside recorded and live music	Volume	Monitor and record noise levels with the sound level meter at various locations on and off the premises
	Direction of speakers	To be as far away from residents as possible
	Location of speakers	As far away from residents as possible
Deliveries	Times of day	Between 08:00 – 18:00
	Days of week	Monday - Saturday and not on Public Holidays
Gardens and play areas	Music (see above)	Usual opening hours 10:00-18:00 (unless a specific event).
	Children and customer noise	Use signage.
Customers and Car Parks	Misuse	Staff training on controlling guest's behaviour Signage at premises exit advising guests of CCTV and to be quiet and respectful of neighbours.
	Leaving customers	Staff to remind patrons upon leaving to be quiet and respectful. Only use responsible taxi companies.
Refuse & bottle bins	General noise	Follow good working practices. If noisy do in morning not late evening. Site refuse stores away from residents.
Complaints	Response and attitude	Policy including the recording date, time, name cause and action taken.

Introduction

What its proposed and what noise criteria are to be achieved:

1. Inside Music Noise

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Ensure good management control to keep doors and windows closed and control hours and volumes. Live music can be more difficult to manage, since many musicians bring their own equipment and it cannot always be effectively controlled by the supervisor unless there is a good working relationship. It may be prudent to look to favouring events which minimise impact and the premises must warn neighbours in advance of special events which might have a greater impact.

Regular checking at the boundary of the nearest noise sensitive properties is important but if you have been in the noise for an hour or so your hearing will not be as good, and the effects can be easily under estimated when you go outside to assess.

2. Outside Music Noise

The first thing to consider is whether it is necessary, attracts customers or adds to the atmosphere. Outside music can very easily cause a nuisance to nearby neighbours. The nuisance potential is closely linked to volume, hours of use and number of times a year. Special events such as wedding receptions need careful planning and thought, including liaising with nearby occupiers.

3. Deliveries and stores

Deliveries by their very nature are noisy e.g. the refrigeration units on delivery vehicles and the clanging of barrels and bottles. The most effective way is to ensure that they take place at reasonable hours of the weekday.

4. Gardens and play areas

Gardens are an important feature of many premises and their use difficult to control but sensible precautions like location, signs and restricting the hours of use of play areas help. No unsupervised children at any time.

5. Customers and Car Parks

Customer noise is a difficult matter, people leaving a noisy venue often carry on talking outside at the same volume, and this can be disturbing. Particularly disruptive customers should be warned, and an exclusion policy introduced. Car parks are another area where occasional supervision or checking especially late at night may help to prevent loitering and chatting or bad and noisy driving. Signs which emphasise the need to refrain from shouting, slamming car doors, sounding horns and loud use of vehicle stereos and anti-social behaviour should be considered. A good relationship should be fostered with responsible taxi operators and customers encouraged to contact these operators whilst within the premises and encouraging drivers to come to the door to collect passengers.

6. Complaints

The importance of a sympathetic and polite response to complaints cannot be over emphasised. Many problems can be defused by the right attitude and response. Letting neighbours know that you are willing to meet with them to discuss issues can help maintain relations and assist with neighbour tolerance.

Potential noise sources and proposed controls

- outdoor stages – monitor sound levels throughout the event
- marquees and tents – ensure these are erected during social daytime hours
- fairground rides and similar entertainment – not applicable
- sound checks – ensure these are done during social daytime hours and noise levels are monitored and recorded at various locations on and off the premises
- generators – turned off when not in use
- tower lights – turned off when not in use
- fireworks – not applicable
- impromptu parties – not applicable
- car parking and camping – car park attendant and security at busy events (such as weddings)
- departing patron noise – staff trained to ensure noise levels are kept to a minimum and security utilised as a backup where needed
- the build and break down – only during social daytime hours

Public Relations

Local residents, parish and town councils to be informed any public events by notice on the local noticeboard on Amesbury Road.

A telephone hotline to be provided and maintained throughout the event hours so that members of the public can contact the organisers.

Sophie McConnell [REDACTED]

Dan McSorley [REDACTED]

Sue Gibbins [REDACTED]

Toby McConnell [REDACTED]

Nathaniel McConnell [REDACTED]

A note off all telephone calls made should be made using the attached log sheet.

Also, attendees to the event should be clearly communicated in advance about the expectations of the event organiser.

Noise monitoring of the event

All noise sources will be monitored and controlled on the night, and at any given sound checks during the day. A chain of command should be established to say who has the authority to reduce noise levels throughout the hours of the regulated entertainment taking place.

Nominate a chosen noise consultant who will be present on site throughout the duration of any given event.

Regular checks using the sound level meter should be done during the event, both on and off the premises.

A note of all monitoring details should be made using the attached log sheet.

Commination

Ensuring that there are adequate communications both on the site and in the surrounding area so that relevant persons can contact one another. There will be staff with their mobile phones to ensure they can be contacted, even once there is music playing when it becomes difficult to have telephone conversations or even to hear the phone ringing.

A telephone hotline to be provided and maintained throughout the event hours so that members of the public can contact the organisers.

Sophie McConnell ([REDACTED])

Dan McSorley [REDACTED]

Sue Gibbins [REDACTED]

Toby McConnell [REDACTED]

Nathaniel McConnell ([REDACTED])

Follow up report

Within 21 days of the event finishing the nominated noise consultant will produce a report detailing any impact on the local residents, results of all monitoring, compliance with conditions and recommendations for the improvements if events are to be held at this site in the future.

Review of the NMP if required.

Review

The NMP will be regularly reviewed and updated where necessary. This may be for one or more of the following reasons:

- Following a complaint
- When monitoring procedures which identify that particular controls are inadequate
- New events added to the annual schedule
- Changes to any existing events
- Introduction of any new equipment or activities which may cause disturbance
- Substantial increase in scales of events

Log sheet of telephone complaints:

Time	Name and Address of Caller	Telephone Number	Nature of Call	Action Taken

Log sheet – noise assessment:

Date	Time	Location	Assessment of Noise Levels	Action Taken	Weather Conditions	Name

Log sheet of telephone complaints:

Time	Name and Address of Caller	Telephone Number	Nature of Call	Action Taken

Log sheet – noise assessment:

Date	Time	Location	Assessment of Noise Levels	Action Taken	Weather Conditions	Name

Log sheet of telephone complaints:

Time	Name and Address of Caller	Telephone Number	Nature of Call	Action Taken

Log sheet – noise assessment:

Date	Time	Location	Assessment of Noise Levels	Action Taken	Weather Conditions	Name