

[REDACTED]

From: [REDACTED]
Sent: 15 May 2024 14:05
To: Edge, Katherine
Subject: RE: The Avon Brewery Variation Application (AVO18/8)
Attachments: NOISE MANAGEMENT PLAN.doc

Dear Katherine

Thank you for your latest email. I have now received feedback from my clients regarding my clients proposals for managing the operation of the premises.

We would be pleased for you to pass these to the residential objectors and see if the procedures and processes will give them confidence to withdraw their representation.

We are currently preparing a new Noise Management Plan for use at the premises but can confirm that the premises will undertake the following steps:

- The premises has and will continue to have signage requesting customers to leave quietly and respect neighbours.
- Live music events will cease at 23:00 hours in the external area and it is only anticipated to be undertaken for the Salisbury Live fundraiser event.
- Training is undertaken with all staff by way of induction and then refreshed every 6 months.
- A phased closure of the premises will be undertaken so that each section of the property is brought to a close and emptied. This will be phased from the back of the premises to the front thereby causing an orderly gradual dispersal of customers.
- The entrance to the pub will be closed at 12 midnight thereby prohibiting late attendees and ensuring there is no influx for increasing numbers towards the end of the evening trade.

We would suggest that 3 conditions are to be added:

1. That there shall be a Noise Management Plan addressing noise breakout, noise levels and dispersal.
2. Live Music is not permitted externally after 23:00 hours.
3. Prominent and clear notices shall be displayed outside and at all exits requesting customers to respect local residents and leave quietly.

The premises is presently looking at the manner in which speakers are mounted to walls and their direction of noise to see if there can be mitigation of the impact referred to within the representations.

We would be grateful if you could raise these points with the objectors and we will revert to you with more detail following our clients further investigation.

Yours sincerely

Michelle Hazlewood

Partner
Sent by Sue McCourt

[REDACTED]

Avon Brewery, 75 Castle Street, Salisbury

NOISE MANAGEMENT PLAN

The Premises Licence historically permitted sales of alcohol on:

Sunday until 22:30 hours

Monday, Tuesday and Wednesday until 23:00 hours

Thursday, Friday and Saturday until 01:00 hours.

The premises thereafter had the benefit of a 30 minutes wind down period with closure to the public at respectively Sunday 23:00, Monday, Tuesday and Wednesday 23:30 hours and Thursday, Friday and Saturday at 01:30 hours.

The premises has applied to extend the time for licensable activities so as to permit sale of alcohol as follows:

Sunday until 12 midnight

Monday, Tuesday and Wednesday until 01:00 hours

Thursday, Friday and Saturday until 02:00 hours.

Operational Use of Additional Hours

The extension mid week is to allow the various sports teams who play, practice and are in leagues to remain in the premises sufficient time to conclude their matches.

The extension at weekends is to allow some leeway as to the calling of last orders and to allow for a more gradual dispersal.

The extension is not to facilitate a significant change to the day to day operation of the premises.

The extended hours of operation may impact upon licensing objective of prevention of public nuisance and the amenity of those persons living in the immediate vicinity. This document has been produced to support mitigation of such a risk and to be used by the premises and its staff as a vehicle for training and ensuring best practice is adopted so as to reduce the risk of noise nuisance.

Reduction in potential risk of noise nuisance

Reduction in potential risk of noise nuisance is achieved in different ways which will be addressed in this document but in particular:

- (a) Noise Monitoring
- (b) Dispersal of Customers
- (c) Recording of Information

A. Noise Monitoring

In order to reduce potential for a noise nuisance whenever regulated entertainment in the form of live or recorded music is provided at the premises area the level of such entertainment shall be monitored or if considered to exceed acceptable thresholds reduced. By observing sound levels for a minimum of 2 separate locations the management shall ensure that noise arising from the entertainment is such as not to cause a nuisance. A record of the volume setting procedure and subsequent monitoring shall be documented and retained for a period of 3 months.

Action

1. A sound monitoring form, as outlined in Annex A, shall be completed on each occasion entertainment led events involving live or recorded music, is provided at the venue.
2. Observations will be taken randomly throughout the course of entertainment led events.

B. Noise control

In order to reduce the potential for noise nuisance whenever regulated entertainment in the form of live or recorded music is provided the premises needs to control potential breakout of noise from the premises itself and the behaviour of its customers. This is achieved by a number of actions.

Action

1. Notices to be erected by the front door requiring customers to leave quietly and respect neighbours.
2. Live music undertaken externally conclude by 23:00 hours.
3. Recorded music to cease externally at 12 midnight.
4. When regulated entertainment is undertaken windows to be kept closed.

5. When regulated entertainment is undertaken for the main entrance door to the premises to be closed at 12 midnight.
6. So as to avoid volume of people emerging from the premises simultaneously phased closure of areas within the premises, such closure to commence at the rear of the premises with staff encouraging and migrating customers to depart from each area, starting towards the rear of the premises and concluding at the front.
7. Clear notification to customers of last orders.
8. Clear notification of wind down period by way of changes in tempo of music, increased lighting and direct communication.
9. Ensure those persons/customers seeking to smoke do not do so upon the public highway after 23:00 hours.
10. Ensure all smokers utilise the garden area after 23:00 hours and staff to monitor levels of noise arising from the same.
11. Staff training at time of commencement and on a refresher basis to be undertaken.

C. Dispersal

1. The Dispersal Procedure is not to be confused with The Evacuation Procedure, any Design standard, any other operational policies or any agreed/enforced rules or Guidelines.
2. The Dispersal Procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising pro-active measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.
3. The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination.

Dispersal

(a) Operational procedures during drinking-up time

1. During the last 30 minutes of trading the service points will be reduced and certain staff re-allocated to collecting glasses.

(b) End of Evening Operational Policies:

1. The volume levels, the type of music played and the usage of lighting levels will be used to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.
2. From 15 minutes before bar closure time, the music tempo and volume of any music being played within the premises will be reduced.

(c) Notices at Exit:

1. Visible notices are placed near the door requesting exiting customers to leave quietly and to respect neighbours and their property.

(d) Staff will:

1. Encourage customers to drink-up and progress to the exit within a venue throughout the latter part of drinking-up time;
2. Encourage customers to order taxis, assist where required.
3. Draw the attention of exiting customers to the notices and ask them to be considerate.
4. Ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one.
5. Actively encourage customers not to assemble outside the venue;
6. A staff member will make regular checks of external areas at the end of trade to promote the policy. Such monitoring will continue until all customers have vacated the premises.

Noise Monitoring Location Plan

Noise Monitoring Log

Date of Event:.....
 Start Time:.....
 End Time:.....
 Description of Entertainment:.....
 Name of Entertainer(s):.....

Sound Check Time	Location 1 / Action taken	Location 2 / Action taken	Location 3 / Action taken	Location 4 / Action taken	Subjective Observations & Comment
e.g. 8pm	<i>Bass beat could be heard, bass adjusted.</i>	<i>No issue</i>	<i>No Issue.</i>	<i>Bass beat could be heard, bass adjusted.</i>	<i>House party ongoing 3 Swinton lane Large number of people and PA system in front garden.</i>

In the event of complaints:

- You are expected to do whatever reasonable to check that you can to confirm or deny whether you are complying with the licence conditions.*
- You should immediately carry out a monitoring check to see if levels are higher than expected, and take action where they are.*
- You should record on the sheet what action is taken, and inform the complainant where appropriate to.*