**Licensed Premises - Producing a Noise Management Plan**

Licensed premises have to live in harmony with their neighbours, and by their very nature can often cause some disturbance to people living nearby. The aim of the Noise Management Plan should be 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 avoidable noise.

The following table lists *some* of the issues which *may* have to be considered when preparing a noise management plan (NMP) for a premises licence and should be used as an **aide memoir** for preparing the NMP under the headings in the table below. It should be borne in mind that each plan will be premises specific and the table is not exhaustive.

Not all issues will apply to all premises and the practicality of implementing some measures will depend on individual circumstances. Although the preparation and compliance with a NMP may be a requirement of the premises licence, pavement licenses it is also expected to be applied to events permitted under Temporary Events Notices (TENS) held at permanently licensed premises.

|  |  |  |
| --- | --- | --- |
| Source | Possible effects on impact | Mitigation to consider |
| Inside music noise, films etc  (See Note 1) | Hours and number of  Events | Specify hours and consider how often |
| Volume | Control e.g. limiters. Live or recorded and cooling down  period (Environmental Health is prepared to assist in  setting appropriate limits) |
| Doors and Windows | Keep closed at all or certain times/self-closers |
| Vents | Acoustic baffles |
| Building design and construction | Sound insulation improvements and lobbies |
| Location of Speakers | Away from doors/windows, avoid party walls |
| Location of source | Avoiding conservatories or near large single glazed  areas or external patron access doors |
| Bass control | Limit levels |
| Outside music  (See Note 2) | Hours and number of events | Specify – but avoid later times |
| Volume | Control e.g. limiters. Live or recorded |
| Direction of speakers | Point away from residents (see note 1) |
| Location of speakers | As far away from noise sensitive as possible |
| Deliveries and collections (See Note 3) | Times of use | Between 08:00 and 18:00hrs |
| Days of the week | Mon-Fri only and not on Public Holidays |
| Smoking shelters, external seating and eating areas  (See Note 4) | Location | Site away from noise sensitive locations, no music limit the hours of use, to avoid later times  Provide rubber feet to chairs and tables  Don’t collect tables/chair from outside late at night |
| Times of use |
| Tables and chairs |
| Gardens, and play areas  (See Note 5) | Music (see above) | Restrict hours, supervise/check and use signs  Supervisor patrols  Avoid PA systems or direct away from residents  Consider orientation and screening of any equipment |
| Children and customer noise |
| Public address systems |
| Bouncy castle pumps etc |
| Customers and Car Parks (See Note 6) | Misuse | Registered Staff  Signage at premises exit. Door staff remind patrons on leaving, supervisor patrols, CCTV, no stereo car rule. Responsible taxi companies. No entry policy after specified “late” hour. Re-entry policy for smoking. No drinks outside policy – outside of COVID-19 provisions (relaxation of licensing and planning legislation) and pavement licensing provisions. Supervision of smokers. Signage reminding customers to be quiet. Staff reinforcing this message. |
| Leaving customer |
| Radios |
| “Late” hour access |
| Loitering and smoking outside of the premises |
| Refuse and recycling bins, bottles and stores, barrels  (see Note 3) | General noise | Follow good working practices. If activity is noise, do it in the day time rather than at night/after closing. Site refuse and recycling bins away from residential properties. |
| Chillers, air con, extractors etc.  (See Note 3) | Nature of the noise such as hums, rumbles and whines | Locate sources ways from residential properties. Use quieter plant, silencers and acoustic housing, equipment serviced regularly and well maintained. |
| Complaints (See Note 7) | Response and attitude | Record complaints, make contact with residents and deal with reasonable issues swiftly where possible, consider liaising with neighbours giving out contact name and number of responsible staff if noise is a problem.  Consider a neighbour liaison meeting. |

**It is also advised that the Noise Management Plan is regularly reviewed and updated (see note 8):**

* On existing un-assessed noise sources • Prior to launching new entertainment
* Before introducing new plant and equipment • When planning alterations to the Building are proposed
* Following a complaint • When monitoring procedures identify that controls are inadequate

**1. Inside Music Noise**

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Good management control to keep doors and windows closed and control hours and volumes with a cooling-down period (reduced volume) for the last 15 minutes is achievable by the supervisor. Consideration of location of loudspeakers, limiting Juke Boxes and structural works may require someone with specialist experience bearing in mind that structural works may not be fully effective in reducing bass.

Live music is very difficult to manage, since many musicians bring their own equipment and it cannot be effectively controlled by the supervisor unless there is a good working relationship. It may be prudent to favour events which minimise impact. Warn neighbours in advance of special events which might have a greater potential for disturbance.

Carry out regular checks at the boundary of the nearest noise sensitive properties, but **remember** if you have been subject to loud music for an hour or so your hearing will not be as sensitive and the music level outside can easily be under estimated when you carry out your check. This effect is known as temporary threshold shift.

**2. Outside Music Noise**

Please note for pavement licenses amplified music and sports broadcasts are **not** permitted.

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. For example a beer garden with regular piped music for long periods at weekends or during the week is likely to be a nuisance if it can be heard in a neighbour’s garden. On the other hand an occasional jazz band (for example) for a couple of hours at lunchtime a few times a year (e.g. Bank Holidays) is much less likely to be a nuisance. Special events such as wedding receptions may need careful planning and thought, including liaison with nearby occupiers.

**3. Deliveries, recycling/refuse collections and equipment**

Deliveries and collections are noisy e.g. the refrigeration units on delivery vehicles and the clanging of barrels, the rattle of bottles, and the noise from refuse collection vehicles. The most effective way of minimising impact is to ensure that they take place at reasonable times on a weekday. Wherever possible locates stores, refrigerators, generators and noise creating equipment away from noise sensitive premises and consider the use of purpose built or sound-proofed stores.

**4. Smoking shelters, external seating and eating areas.**

Smoking shelters and the use of external parts for customers to smoke may give rise to disturbance to occupiers of neighbouring premises especially later at night. Carefully consider their location. A smoking shelter may also need planning permission. Similarly external seating and eating areas, either on the premises or on the adjacent street can cause problems as can the use of metal tables and chairs, particularly if legs do not have rubber protectors on the feet. Remember that the evening/late night removal of tables and chairs can also give rise to disturbance.

**5. Gardens and play areas**

Gardens are an important feature of many premises and their use may be difficult to control. Sensible precautions like location, signs and restriction on the hours of use of play areas may help as can supervision.

**6. 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. No drinks outside policy – outside of COVID-19 provisions (relaxation of licensing and planning legislation) and pavement licensing provisions.

Customers congregating outside to smoke, use mobiles or try to hold a conversation across the window façade with friends in the venue can cause problems. Car parks are another area where occasional supervision and checks especially late at night may help to prevent loitering, chatting or inconsiderate 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 from inside via app where possible.

**7. 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 assists with neighbour tolerance. Record complaints, make contact with residents and deal with reasonable issues swiftly where possible, consider liaising with neighbours giving out contact name and number of responsible staff if noise is a problem.

**8 Staff Training and NMP updates**

Increase and maintain staff awareness relating to noise management issues by inclusion in their regular training. When you update the noise management plan please forward the amended version to the Council’s Licensing Enforcement Team.

|  |
| --- |
| **Further information**  The British Beer and Pub Association have produced guidance for licensees “Effective Management of Noise from Licensed Premises. This can be obtained online at: <http://www.beerandpub.com/industry-briefings/bbpa-guidance-on-licensed-property-noise-control>  The Government has issued some guidance on keeping your workers and customers safe during COVID-19 – Section 4.5 considers entertainment on the premises. <https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>  Noise at Work Regulations 2005  Have you thought about the noise your staff are being subjected to, especially where entertainment is provided? Have a look at this guidance from the HSE which will help you to comply with your Health and Safety responsibilities under the Noise at Work Regulations 2005. <http://www.hse.gov.uk/noise/musicsound.htm> |

**NOISE MANAGEMENT PLAN**

Premises:

|  |  |
| --- | --- |
| **Component** | **Noise management plan – Measures in place / to be taken** |
| Inside music noise,  films etc. |  |
| Outside music |  |
| Deliveries and  collections |  |
| Smoking shelters,  external seating and  eating areas |  |
| Gardens and play  areas |  |
| Customers and car  parks |  |
| Refuse and  recycling bins,  barrels, bottles and  stores |  |
| Equipment such as  chillers, air con,  kitchen extraction  systems |  |
| Complaints |  |

|  |  |
| --- | --- |
| Signed:  (Premises Licence Holder) | Date: |
| Signed:    (Tennant) | Date: |