

## Licensed Premises - Producing a Noise Management Plan

Licensed premises must 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 it is also expected to be applied to events permitted under Temporary Events Notices (TENS) held at permanently licensed premises.

Source	Possible effect	Mitigation to Consider
Inside music noise, films etc (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
Outside music (Note 2)	Bass control	Limit levels
	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)
Deliveries and collections (Note 3)	Location of speakers	As far away from noise sensitive as possible
	Times of day	Between 08:00 and 18:00
	Days of week	Mon-Fri only and not on Public Holidays
	Location	Site away from noise sensitive locations, no music

Smoking shelters, external seating and eating areas (Note 4)	Times of use	Limit the hours of use, to avoid later times Provide rubber feet to chairs and tables, Don't collect tables/chairs from outside late at night
	Tables and chairs	
Gardens, and play areas (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 '3 strikes' rule for unruly customers. 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. Supervision of smokers
	Leaving customers	
	Radios	
	"Late" hour access	
	Loitering and smoking outside of the premises	
Refuse and recycling bins, bottles and stores, barrels	General noise	Follow good working practices. If noisy do in morning not late evening. Site refuse and recycling stores away from residential if possible
Chillers, air con, extractors etc	Nature of noise including hums, rumbles and whines	Locate sources away from residents. Use quieter plant, silencers and acoustic housings, equipment serviced regularly and well maintained
Skittle alleys	Balls	Various works including cushioning
	Behaviour	Good management
Complaints (See Note 7)	Response and attitude	Record complaints, contact residents and deal with reasonable issues swiftly where possible, consider liaising with neighbours giving out name and number of responsible staff to contact 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 9):**

- 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 those 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 minimize 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 underestimated when you carry out your check. This effect is known as temporary threshold shift.

### 2. Outside Music Noise

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 Collection and Stores**

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 minimizing impact is to ensure that they take place at reasonable times on a weekday. Wherever possible locate stores away from noise sensitive premises and consider the use of purpose built or sound-proofed stores.

### **4. Smoking Shelters and External Seating / 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 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. Customers congregating outside to smoke, use mobiles or try to hold a conversation across the window facade with friends in the venue can cause problems. Particularly disruptive customers should be warned and a '3 strikes' exclusion policy introduced. 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 emphasize 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. Taxi drivers should be encouraged to come to the door to collect passengers.

### **7. Complaints**

The importance of a sympathetic and polite response to complaints cannot be over emphasized. 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. The Council will offer to assist by providing Officer presence at any resident's meetings if all parties feel this to be beneficial.

### **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, advice and support**

If you need any additional information or advice on how to reduce noise effects from your premises, please contact the Environmental Protection Team on 01263 513811 or at [ep@north-norfolk.gov.uk](mailto:ep@north-norfolk.gov.uk)

If you have any questions about your licensing application, you should contact the Licensing Team at [licensing@north-norfolk.gov.uk](mailto:licensing@north-norfolk.gov.uk)

### **Other sources:**

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>

**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/musicound.htm>

# NOISE MANAGEMENT PLAN

FOR \_\_\_\_\_

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	
Skittle alleys	
Equipment such as chillers, air con, kitchen extraction systems	
Complaints	

Signed \_\_\_\_\_  
Premises Licence Holder

Date: \_\_\_\_\_

Signed \_\_\_\_\_  
Tenant

Date: \_\_\_\_\_

**Continue on another sheet if necessary**

**Continuation sheet**