

Noise Management Plan for 2 High Street Tarring BN14 7NN

1. Purpose of the Noise Management Plan

This Noise Management Plan has been prepared to ensure that the operation of 2 High Street, BN14 7NN does not cause unreasonable noise or disturbance to neighbouring residential properties.

The premises will be operated as a small, well managed wine and craft beer bar with a maximum of 60 covers across the internal and external areas.

Management and staff will remain mindful of the residential properties surrounding the premises and will take reasonable and proportionate steps to prevent noise nuisance.

All staff will be made aware of this Noise Management Plan and their responsibilities under it.

2. Management Responsibility

The premises manager or nominated responsible person will be responsible for ensuring that this Noise Management Plan is followed whenever the drinking establishment is open.

Staff will be instructed to:

- Monitor customer noise.
- Intervene promptly where customers are becoming excessively loud.
- Manage customers using the external areas.
- Manage customers leaving the premises.
- Respond appropriately to any noise complaint received.
- Ensure the restrictions relating to music, bottles and waste are observed.

3. Customer Noise and Monitoring

Staff will actively monitor noise generated by customers throughout opening hours.

Particular attention will be given to customer noise within external areas and close to entrances and exits.

Where customers are considered excessively loud, staff will politely ask them to reduce their noise.

If a customer repeatedly disregards a reasonable request from staff to reduce excessive noise, management may require that customer to leave the premises.

As closing time approaches, staff will encourage customers to leave quietly and to be considerate of neighbouring residents.

4. Signage

Appropriate signage will be displayed requesting that customers respect neighbouring residential properties and keep noise to a minimum.

Signage will be positioned where appropriate, particularly around customer exit/external areas.

Signage will include wording substantially similar to:

“Please respect our neighbours and leave quietly.”

Staff will reinforce this message verbally where necessary.

5. External Areas

The external seating areas will only be used during the hours permitted by the planning permission.

Staff will monitor the external seating areas regularly and intervene if customer noise becomes excessive.

No music or amplified sound will be played in the external areas.

Customers will be reminded to keep conversations at a reasonable level, particularly during the later part of the permitted external opening hours.

At the end of the permitted external opening hours, customers will be asked to move inside or leave the premises as appropriate.

6. Smoking

Customers wishing to smoke will be directed to an appropriate area associated with the premises.

Customers smoking outside will be requested to keep noise to a minimum and to respect neighbouring residents.

Staff will monitor groups of smokers and intervene where noise becomes excessive.

Customers will not be permitted to congregate outside in a manner likely to cause unreasonable disturbance to neighbouring occupiers.

7. Drinks and the Public Pavement

Open drinks will not be permitted on the public pavement at any time.

Staff will monitor customers leaving the premises and will intervene if a customer attempts to take an open alcoholic or other drink onto the public pavement.

Open drinks will only be consumed within those areas of the premises permitted by the planning permission and during the permitted hours for those areas.

8. Music and Entertainment

Only unobtrusive ambient/background music will be played within the premises.

The music noise level will not exceed 70dB (LAeq1min), measured 1 metre from any speaker inside the premises.

No live music will be provided.

No television broadcasts will be provided.

No fruit or gaming machines will be operated.

No music or amplified sound will be played within the outdoor areas.

Speakers will be positioned and operated in a manner intended to minimise transmission of sound to neighbouring residential properties.

Management will reduce the volume further if necessary where there is any indication that music is causing disturbance to neighbouring occupiers.

9. Doors and Windows

Management will remain conscious of the potential for noise to escape through external doors and windows.

Doors will not be unnecessarily held open where doing so is likely to result in noise disturbance to neighbouring properties.

Staff will pay particular attention to this during busier periods and later in the trading day.

10. Deliveries, Bottles and Waste

Empty bottles will not be emptied into external bins or containers during noise-sensitive evening periods.

Bottles will be disposed of during daytime hours.

Waste collections involving bottles will also be arranged during daytime hours.

Deliveries, collections, bottle recycling and refuse collections will only take place within the hours permitted by the planning permission.

Staff will take reasonable care when handling bottles, bins, kegs and other items to minimise impact and movement noise.

11. Customers Leaving the Premises

Staff will monitor customers leaving the premises, particularly towards closing time.

Customers will be encouraged to:

- Leave quietly.
- Avoid shouting or raised voices.
- Respect neighbouring residential properties.
- Avoid congregating unnecessarily immediately outside the premises.

Where necessary, staff will politely remind departing customers of these requirements.

12. Noise Complaints

Any noise complaint received from a neighbouring resident will be taken seriously.

The premises will maintain a record of noise complaints received.

Where a complaint is received, the following information will be recorded where available:

- Date and time of the complaint.
- Nature of the alleged disturbance.
- Contact details of the complainant, where voluntarily provided.
- The circumstances at the premises at the relevant time.
- Any investigation undertaken.

- Any action taken by management.

Management will investigate complaints as soon as reasonably practicable.

Where an investigation identifies a reasonable operational measure that could prevent a recurrence, that measure will be implemented.

Where necessary following a substantiated complaint, this Noise Management Plan will be reviewed and appropriate additional measures considered.

13. Staff Training

All relevant members of staff will be made aware of this Noise Management Plan.

Staff will be instructed regarding:

- Customer noise monitoring.
- Management of external areas.
- Management of smokers.
- The prohibition on open drinks on the public pavement.
- Music restrictions.
- Bottle and waste handling.
- Management of customers leaving the premises.
- The procedure for dealing with noise complaints.

New staff will be made aware of the relevant requirements as part of their induction.

14. Review

This Noise Management Plan will be kept under review by the premises management.

It will be reviewed following any substantiated noise complaint where operational changes may reasonably be required.

Any material changes required by the Local Planning Authority will be incorporated where appropriate.

15. Management Commitment

The premises will be operated with consideration for the amenity of neighbouring residential occupiers.

Management will actively monitor the operation of the premises and will take reasonable action where necessary to control customer, music, external-area and operational noise.

Once approved by the Local Planning Authority, this Noise Management Plan will be permanently adhered to whenever the premises is open for business.

Signed: _____

Name: _____

Position: Premises Manager / Operator

Date: _____