

# THE FOUR HORSEMEN NOISE MANAGEMENT PLAN

March 2017

## **1. SITE DESCRIPTION**

The premises is known as 'The Four Horsemen' of 7 High Street, Sandy, a market town and civil parish in the County of Bedfordshire, England. The property fronts onto the pavement adjoining 'High St', and consists of a former shop in application for a change of use to a drinking establishment, with a residential flat above. A site plan is shown in Appendix A.

Immediately adjacent to the premises are retail units at ground floor level, with a residential property located on the first floor of both neighbouring property. This information has been provided by 'Carltons', who rent out the properties. There are further residential properties to the left and right of the property on the first floor.

These are considered to be most at risk of noise disturbance from the operations of the premises. All though there are no residential properties opposite action will be taken in managing disturbance will be treated as if there is.

## **2. INTENDED USE OF THE PREMISES**

It is anticipated that the premises will be operated as a Micro Pub and will be licensed to sell alcohol. All Micro pubs strive for a welcoming, low key atmosphere, where patrons can come and have a quiet beverage and chat.

## **AGREED POLICIES TO CONTROL NOISE**

### **A) INTRODUCTION**

The venue is committed to develop and maintain good relations with local residents, neighbours and local authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and will be adopted.

### **B) GENERAL**

The premises will be open to the public between the hours of 18:00 and 10:30 Tuesday to Thursday, 18:00 - 23:00 Friday, 12:00 - 23:00 Saturday, and 12:00 - 21:00 Sundays.

Use of the rear outdoor areas shall not be permitted.

Customers will not be admitted to premises outside of opening hours.

There shall be no re-admission to the premises 15 minutes before closing.

The licence holder shall make available and regularly promote a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events. The contact number will be posted to all nearby residents, and displayed in the window at the front of the premises. The number will be manned at all times and any action taken as a result of the complaint should be recorded and kept.

Customers will be permitted to use the front of the store if they wish to smoke. This will give staff vision on the numbers gathered, and allow constant monitoring. To prevent unsatisfactory numbers gathering outside, staff will make requests for customers to return inside, or move on to another establishment. Steps will be taken to educate regulars on the limited area for smokers. Two members of staff will be on premises at all times; this allows one member of staff to manage the Bar, whilst the other manages the customers. Furthermore no shelter will be provided to help discourage unnecessary use of the path.

### **C) PROVISION MUSIC**

The provision of background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere suitable to a specific occasion rather than to be listened to and is incidental to speech and conversation.

### **D) DISPERSAL OF CUSTOMERS**

Staff will actively encourage the gradual dispersal of customers to minimise nuisance.

During the last 20 minutes of trading the following strategies will be implemented to encourage the gradual dispersal of customers. These include the gradual increase in ambient lighting levels and playing of music of slower content and reduced volume. Music will stop playing 5 minutes before the closure of the premises.

A member of staff will be positioned in an area close to the main exit to oversee the end of night departure period. Customers will be encouraged to be considerate upon leaving the premises.

Customers shall not leave the premises other than by the doors to the front of the premises.

Customers will be asked not to stand around loudly talking in the street outside the premises.

Communication will be made with taxi companies regarding the use of horns and slamming of doors.

### **E) MONITORING**

Routine monitoring will be regularly conducted around the perimeter of the premises during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded. A noise log book kept on the premises and maintained by management and be available for inspection by the Local Authority upon request.

Monitoring will be conducted by individuals who have not had prolonged exposure to loud music.

### **F) TRAINING**

All staff will be company directors thus are committed to be aware of the premises licence and the requirements to reduce external impact from noise.

All staff will be made fully aware and conversant with the noise management policy and procedures

### **G) PROVISION OF INFORMATION**

Notices will inform customers of our commitment to local concerns.

Prominent, clear and legible notices will be displayed at the exits requesting the public to respect residents and to leave the premises and the area quietly.

### **H) WASTE MANAGEMENT**

The movement of bins and rubbish outside the premises will be kept to a minimum after 21.00hrs

The removal of empty kegs or bottles to external areas shall not be permitted between the hours of 21.00hrs and 08.00hrs.

Refuse collections will only be permitted by external companies between the hours of 08.00 and 21.00hrs.

**I) MANAGEMENT OF DELIVERIES**

Deliveries of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbance to nearby residents.

Deliveries shall not be permitted outside the hours of 08.00 and 21.00hrs

**J) PREMISES**

The premise has been designed appropriately and detailed consideration has been given to its ability to operate in a manner which does not give rise to disturbance. The controls and limitations of the venue are reflected in this noise management plan.

Management will consider carefully the issue of thermal comfort during the operation of the venue, particularly during summer. Plans will be implemented to control the temperature in the venue to discourage the public and staff from opening doors and windows to assist in cooling and therefore reducing the effectiveness of noise control measures. No plans to install an air conditioner are intended; however will be reviewed in the NMP at a later date if required.

Windows and doors where necessary shall be fitted with self-closing devices.

No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

**K) PROCEDURAL**

The noise management plan will be reviewed at least annually or as agreed appropriate to ensure that it is streamlined and effective. New and innovative approaches to problem solving or incidents and any lessons learnt will be incorporated accordingly. We should consider this a live document which evolves by experience in agreement with the Authority

**COMMITMENT**

We the undersigned commit to ensuring this noise management plan is implemented and maintained at all times for the duration of operation of our premises. We understand that it forms a key part of our Licence to operate, and that departure from it could lead to curtailment or loss of said operating Licence:

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