

Noise Management Guidance

Event organisers must have consideration to neighbouring properties and due to the nature of some events disturbance can be caused to people living nearby. The aim of a Noise Management Plan (NMP) 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 NMP for an event 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 event-specific and the table is not exhaustive. Not all issues will apply to all events 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 a PA Permit or Liquor Licence, the department would encourage event organisers to consider the use of a NMP for all events likely to cause disturbance to neighbours.

Source	Possible effects on impact	Mitigation to consider
Inside music noise, films etc (Advice note 1)	Hours and no. of events	Specify hours and consider how often
	Volume	Control e.g. limiters. Live or recorded and cooling down period
	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
Outside music (Advice note 2)	Hours	Specify – but avoid later times
	Volume	Control e.g. limiters. Live or recorded
	Direction of speakers	Point away from residents (see advice note 1)
	Location of speakers	As far away from noise sensitive as possible
Deliveries and collections (Advice note 3)	Times of day	Between 08:00 and 18:00
	Days of week	Mon-Fri only and not on Public Holidays
Smoking shelters, external seating and eating areas (Advice 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/chairs from outside late at night
	Times of use	To be determined
	Tables and chairs	Consider removal of tables and chairs to prevent area being used for general socialising.
Gardens, and play areas (Advice 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	Direct away from residents
	Bouncy castle pumps etc.	Consider location
Customers and Car Parks (Advice note 6)	Misuse	'3 strikes' rule for unruly customers. CCTV. Responsible taxi companies.
	Leaving customers	Signage at premises exit, Door staff remind patrons on leaving. Supervisor patrols
	Radios	No car stereo rule
	Loitering and smoking outside of the premises	No entry policy after specified "late" Hour. Re-entry policy for smoking. No drinks outside policy. Supervision of smokers.
Complaints (Advice note 7)	Response and attitude	Policy including recording of the date, time, name, cause and action taken Consider neighbour liaison approach

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

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

Advice Notes

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 supervision. 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. 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 your hearing will not be as sensitive and the music level outside can easily be underestimated when you carry out your check. The 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 and refuse collections, 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. Wherever possible locate stores away from noise sensitive premises and consider the use of purpose built or sound-proofed stores.

4. Smoking shelters, external seating/eating areas (see note 8 below)

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. 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 façade 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 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.

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. Organisers should also consider a letter drop to residential properties in the vicinity of the event to ensure that all neighbours are aware. Correspondence should include timings of the event as well as a contact number for a representative of the event organiser who will be on site throughout the duration of the event.

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 Office of Environmental Health and Pollution Regulation.

Event known as

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	
Complaints	

Please also include site plans and any additional information that may support your application.

Signed:

Date:

Event Organiser:

PA Permit holder:

Continue on another sheet if necessary.

If you have not received this guidance electronically and require an electronic version please contact the Office of Environmental Health and Pollution Regulation on 01481 711161 or e-mail: envhealth@gov.gg