



Reference Documentation – Noise Management Plan

Generic method statements and risk assessments apply unless detailed below.

Background

As operators we acknowledge that we have a primary responsibility to ensure that the premises do not generate excessive noise disturbance. The purpose of this Noise Management Plan is to detail the procedures we aim to adopt to ensure, as far as possible, the minimisation of disturbance to local residents by activities in and around the event.

A balance of needs is to be achieved by ensuring social activity is not marred whilst controlling potential adverse noise effects. Our aim is to adopt the best practicable options to ensure that the conditions of the Premises License (2003) are met.

The plan has been developed with assistance from the local Environmental Health Officer comments received to-date and is designed to prevent public nuisance and meet the licensing objectives under the Licensing Act 2003.

With the Noise Management Plan, we have the following in place:

- Robust policies and procedures applied to the Event
- Fixed and mobile sound limiting and monitoring equipment.
- Training procedures for managers and other staff associated with the Event
- An on-going review process
- A detailed complaints monitoring system via 24/7 dedicated Telephone and email

The management, review process and complaints handling will be encapsulated into existing operational management systems for the Event.

Reference Documentation

Premises Licence – ‘Premises Advert’

Noise Report – ‘J2571 - Ice skating rink - Priory Park Chichester’

Event Management Plan - CHICERA.01

Definitions

The Event - CHiCE, Priory Park, Chichester – Temporary Ice Skating facility with associated infrastructure along with Stalls and Food & Beverage offerings.

Night Time - the hours of 23:00 to 07:00 (in accordance with current guidance and legislation)

Late Night Events – occasions when the licensed facilities are open after 23:00

The Premises - the red-lined area highlighted on the site layout

Customers – any users of the licensed premises (to include members of the public, staff and their bona fide guests and persons attending the Event.

EHO – Environmental Health Officer

SIA Security Contractor - All security supervisors, by definition, required to carry an SIA license when working.

Noise Management Plan

Objectives

- Minimise the impact to Customers and local residents
- Satisfy the Licensing Authority
- Identify of the range of potential noise sources relating to the premises and the acceptable levels of noise arising from all specified events
- Detail the list of steps taken to manage noise pollution
- Define the programme of noise measurement to check that compliance has been achieved through monitoring and testing
- Detail the Complaints Procedure

Implementation

- Identify suitable criteria for the control of music and dispersal noise impact from the Event.
- Recommend that all amplified music played at the Event is brought under the control of sound limiter equipment and mobile monitoring equipment.
- Measure of noise levels at the perimeter of the site.
- Set threshold levels of music noise with the EPD at which the entertainment noise limiters cut-off the power supply to any amplification system in use. The sound levels for the entertainment areas will be set in conjunction with the EHO and readings obtained in a test environment.
- All managers will be made aware of the limiters and the levels set.
- All external entertainment suppliers will be made aware of the sound limiters within the Event.
- Fixed points will be allocated to enable the Duty Manager to take readings at the event both internally and externally, as agreed with the EHO.

Readings will be taken as spot checks and documented.

We will not have deliveries to site before 7.00am or after 5.00pm, during the operational period, so as to reduce impact of noise.

Noise Management Plan - Prepared in accordance with The Premises License

Identification of the range of potential noise sources relating to the premises and its vicinity

Sources of noise include:

- Amplified music (recorded or live) with particular attention to low frequency bass levels, public address systems, television/video
- Externally mounted plant and equipment e.g. chiller units, air conditioning units, extract ventilation
- External licensed areas

Steps taken to manage noise pollution

The overriding requirement is for control of noise “at source” by considering:

- The infrastructure location, orientation and design
- Barriers to control or reduce
- The specification, selection, and operation of equipment
- The specification, selection and operation of amplified music equipment
- The Operational Management
- Making customers aware of the consequences of late night noise and to be proactive in dealing with the problem via internal and external signage.

1. Infrastructure

1.1 The equipment specification and the infrastructure proposed for sound attenuation are detailed in the Noise Report. A 2.4m high perimeter fence is proposed along with an additional 4m barrier around the generator and chiller plant.

2. Amplified Music

2.1 The audio equipment will be fitted with a sound limiter pre-set in conjunction with the EHO, with daytime and evening settings.

2.2 A hand-held Digital Sound Level Meter, of a type used for monitoring traffic noise, industrial plant and machinery as well as noise within the entertainment industry will be used on site to record sound levels. The meter provides automatic or manual ranging from 40 to 130db, will record maximum and minimum levels and is selectable for fast or slow response times. Sound levels will be taken at set times throughout an event both internally and externally at noise sensitive boundaries and

other pre-determined places. All readings will be documented and used to provide a detailed database of noise levels around the site and at the perimeter of the site.

3. Operational Management

3.1 Licensed facilities at the Event are anticipated to operate during the following hours

- Monday – Thursday 10:00-20:30
- Friday 10:00 – 22:00
- Saturday 09:00 – 22:00
- Sunday 09:00 – 22:00
- 24th December 09:00 – 23:30
- 31st December 09:00 – 01:00

It is anticipated that typical day to day operating hours could be shorter than this.

3.2 A nominated Duty Manager will be responsible for all licensable activity taking place at the Event and will be in communication with Town Centre Management via a dedicated radio. All managers will be fully aware and conversant with the Noise Management Plan.

3.3 Any events where amplified music is employed will be wound down in a professional manner. Music will reduce in sound and style to reflect a calmer end to an event.

3.4 A CCTV system will be fitted, maintained and in use at all times. Police and the local authorities will be given access to and copies of images for purposes in connection with the prevention and detection of crime and disorder.

3.5 The Designated Premises Supervisor, nominated by the premises license holder, will be responsible for the day-to-day control of the licensed area within the premises when licensable activities are taking place.

3.6 A SIA registered security contractor will be employed on a base min staff ratio of 1:100 customers, at the times agreed with Sussex Police + 1 supervisor to provide security and ensure external noise control.

3.7 Security Staff will be employed up to one hour after the event ends to make sure dispersal takes place in an orderly and proper manner. Overnight security will be present from closing until 6am from commencement of build until de-rig is complete.

3.8 These staff will be equipped with either mobile phones or radios and be able to communicate with the Duty Manager to enable a quick response to any incident or complaint received via any of the channels outlined above.

3.9 Staff will take a pro active approach to noise management including checking noise levels as set out above.

4. Customers

4.1 Notices will be displayed on external doors and gates asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours.

4.2 Verbal announcements prior to dispersal will be made at the end of each night

4.3 PEDESTRIAN barriers will line the exit route during the evening opening hours to ensure customers exit the site and also aid with Park clearance checks before gates close and the site is handed over to the duty overnight guard.

5. Complaints Procedure

5.1 Complaints will be able to be made on-site through 'Feedback' Forms available in Skate hire, or on-line using the Event contact email address or via dedicated telephone number operating 24/7

5.2 All complaints will be logged and recorded in the 'Daily Management Report' for review.

Revision Tracking

1. NM – Created Nov 2018

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