

NOISE MANAGEMENT PLAN

FOR

THE SUNNY HILL PUB

VICTORIA ROAD

WHITEHAVEN

CA28 6AB

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Prepared by:

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1.0 Purpose of the Plan

- 1.0.1 The purpose of this Noise Management Plan is to ensure that the proposed roof terrace and function room area is operated in a manner that minimises noise disturbance to nearby residents and other noise-sensitive premises.
- 1.0.2 The Plan establishes:
- controls over the hours of use;
 - controls over amplified music and entertainment;
 - management of customer behaviour;
 - physical measures to reduce noise breakout;
 - procedures for monitoring noise;
 - staff responsibilities;
 - complaint-handling arrangements; and
 - remedial action where noise is considered likely to cause disturbance.
- 1.0.3 This approach reflects current national guidance, which recognises that public houses and external amenity spaces can generate particular noise impacts, especially during evening and late-night periods.
- 1.0.4 Cumberland Council also identifies pubs and licensed premises as potential sources of unacceptable noise where activities are uncontrolled or excessive.

2.0 Description of the Proposed Use

- 2.0.1 The roof terrace will provide an external area for customers of the pub to consume food and drink.
- 2.0.2 The principal potential noise sources are anticipated to be:
1. Customer conversation and laughter.
 2. Movement of customers and furniture.
 3. Background music.
 4. Any amplified music or entertainment.
 5. Staff activity associated with serving customers.
 6. Bottles, glasses and waste being handled.
 7. Customers entering and leaving the terrace.
 8. Noise associated with customers leaving the premises at closing time.
 9. Mechanical plant serving the terrace or building, where applicable.
- 2.0.3 The principal concern is expected to be **customer-generated noise**, rather than mechanical plant.

3.0 Noise-Sensitive Receptors

- 3.0.1 Before the terrace becomes operational, the operator will identify all potentially noise-sensitive premises that have a line of sight to, or are otherwise acoustically exposed to, the roof terrace. These properties have also been highlighted in the accompanying noise impact assessment.
- 3.0.2 Particular attention will be given to:
- residential properties;
 - upper-floor bedrooms;
 - rear gardens and balconies;
 - neighbouring commercial premises where appropriate; and
 - any other premises where evening noise could adversely affect occupants.
- 3.0.3 The elevated position of the terrace will be specifically considered when determining the effectiveness of screening.

4.0 Proposed Hours of Terrace Operation

- 4.0.1 The roof terrace will operate within the hours authorised by the planning permission and/or premises licence. This is expected to be from opening up until 9.30pm each evening.
- 4.0.2 As a noise-control measure, the following operating regime is proposed:

Table 1 – Impact and control measures

Activity	Proposed control
General terrace use	Daytime and evening only
Last admission to terrace	30 minutes before terrace closing
Last drinks service	15 minutes before terrace closing
Music	Controlled at all times
Amplified music	Not permitted
Customers leaving terrace	Managed by staff
Terrace closure	Customers vacate the terrace in an orderly manner

- 4.0.3 The terrace should close substantially earlier than the main premises if residential properties are particularly close or directly overlooked.
- 4.0.4 The precise closing time should ultimately reflect the site's acoustic relationship with neighbouring properties and any planning/licensing conditions. The 9.30pm curfew does reflect this.

- 4.0.5 The current national Licensing Act guidance specifically identifies restricting or prohibiting access to garden areas during late evening/night as a potential noise-control measure.

5.0 Customer Capacity

- 5.0.1 A maximum occupancy for the roof terrace will be established and displayed clearly in signage around the area. This can be further controlled by having a seated-only policy for the area to avoid larger crowds gathering in the area and standing.
- 5.0.2 The capacity will be determined having regard to:
- fire safety requirements;
 - the structural capacity of the roof terrace;
 - available seating;
 - means of escape;
 - the number and proximity of noise-sensitive premises; and
 - the acoustic assessment, where undertaken.
- 5.0.3 The operator will ensure that the maximum permitted occupancy is not exceeded.
- 5.0.4 A member of staff will be responsible for monitoring the terrace during busy periods.
- 5.0.5 A lower operational capacity may be introduced if monitoring demonstrates that customer noise is causing unreasonable disturbance.

6.0. Noisy Activities

- 6.0.1 The following activities will **not be permitted on the roof terrace**:
- shouting or chanting;
 - use of portable speakers;
 - use of customer-operated amplification;
 - karaoke;
 - DJs using high-powered equipment;
 - live amplified bands;
 - fireworks or pyrotechnics;
 - amplified announcements;
 - games or activities deliberately involving shouting;
 - amplified television or sporting commentary at excessive volume.

- 6.0.2 Any proposed special event involving amplified entertainment will be subject to a separate assessment and, where necessary, prior agreement with the relevant licensing/planning authority.

7.0 Background and Amplified Music

- 7.0.1 Music on the terrace will be kept at a level that allows customers to converse normally without encouraging them to raise their voices substantially. This has been limited to a maximum of 70dB at 1m from the speakers based on the noise impact assessment by E2 consultants.
- 7.0.2 Where speakers are installed:
- speakers will be directed **away from nearby residential properties**;
 - speakers will not be mounted facing directly towards residential windows;
 - speakers will be positioned as close as practicable to the building/terrace rather than the outer edge;
 - the number and power of speakers will be kept to the minimum necessary;
 - subwoofers/bass-heavy equipment will not be used externally under any circumstances;
 - any music will be controlled by management and not by individual customers;
 - speakers will not be located on lightweight structures that can transmit vibration.

8.0 Acoustic Screening

- 8.0.1 As the proposal involves a **roof terrace**, acoustic screening will be installed an important mitigation measure. This is in the form of a 1.8m screen located on the south-east façade of the function room and roof terrace area. A further 1m high safety balustrade will then encompass the rest of the roof terrace. This will provide minimal noise reduction.

9.0 Terrace Layout

- 9.0.1 The terrace will be arranged so that the activities most likely to generate noise are positioned away from the most sensitive boundaries wherever reasonably practicable.

9.0.2 In particular:

- tables will not be deliberately positioned immediately adjacent to residential-facing boundaries;
- seating will be concentrated towards the least sensitive side of the terrace where practicable;
- any external speakers will be located and directed away from sensitive receptors;
- entrances/exits will be positioned to minimise noise breakout;
- bins and bottle storage will be located away from residential-facing boundaries;
- staff/service areas will be positioned to minimise unnecessary noise.

9.0.3 The design should take advantage of existing buildings and structures as acoustic screening wherever possible.

10.0 Doors and Windows

10.0.1 Any doors connecting the internal pub with the roof terrace will be kept closed when not being actively used for customer/staff access. Doors will not be wedged open.

10.0.2 Where practicable:

- self-closing doors will be installed;
- doors will incorporate appropriate acoustic seals;
- staff will be instructed not to congregate in doorways;
- customers will not be permitted to prop doors open.

10.0.3 This is consistent with current licensing guidance, which identifies keeping doors and windows closed after particular times as a potential noise-control measure.

11.0 Customer Noise Management

11.0.1. Customer behaviour is likely to be one of the principal noise sources from the roof terrace.

11.0.2 Management will therefore:

- display polite but prominent notices requesting customers to respect local residents;
- instruct staff to intervene where customers are shouting or behaving excessively noisily;
- discourage shouting across the terrace;
- prevent customers from taking portable speakers onto the terrace;

- control noisy groups where necessary;
- prevent customers from creating unnecessary disturbance when leaving.

10.0.3 Signage will be worded positively, for example: “**Please respect our neighbours. Keep noise to a reasonable level and leave quietly. Thank you for your consideration.**” Staff should be particularly vigilant during the later part of the evening.

12.0 Closing the Terrace

12.0.1 At the designated terrace closing time:

1. Music will be switched off.
2. No further drinks will be served to terrace customers.
3. Staff will politely ask customers to leave the terrace.
4. Customers will be directed towards the main exit.
5. Staff will check that the terrace has been vacated.
6. Furniture will be moved quietly, without dragging across the floor.
7. Bottles and waste will not be emptied into external bins during sensitive evening/night periods.
8. Staff will monitor the immediate frontage for congregating customers.

The aim will be to avoid a sudden concentration of customer noise immediately after terrace closure.

13.0 Dispersal Management

13.0.1 Noise from customers leaving a pub can be significant even after the terrace itself has closed. National guidance specifically recognises that customer noise in the vicinity of public houses can contribute to noise impacts.

13.0.2 The operator will therefore:

- display notices asking customers to leave quietly;
- discourage customers from shouting outside;
- discourage loitering immediately outside the premises;
- ask customers not to play music from vehicles;
- ask customers waiting for taxis to keep noise down;
- ensure staff are aware of the importance of orderly dispersal.

13.0.3 Where justified by the final operating hours and local circumstances, a member of staff will undertake a closing-time external check.

14.0 Bottles, Glasses and Waste

14.0.1 To prevent impact noise:

- bottles and glasses will not be thrown into external bins;
- bottle handling will be undertaken carefully;
- glass collections will be carried out during reasonable daytime/evening hours;
- waste collection arrangements will avoid unnecessary late-night disturbance;
- bins will not be dragged across the terrace;
- furniture will have suitable feet to reduce impact noise.

14.0.2 Particular care will be taken with bottle disposal because intermittent impact noise can be disproportionately noticeable during otherwise quiet periods.

15.0 Mechanical Plant

15.0.1 Any new mechanical plant associated with the terrace will be selected and installed to minimise noise and vibration.

15.0.2 Potential equipment includes:

- refrigeration equipment;
- ventilation equipment;
- air-conditioning;
- pumps;
- extraction equipment; and
- other mechanical/electrical equipment.

15.0.3 Where practicable:

- low-noise equipment will be selected;
- plant will be located away from residential boundaries;
- anti-vibration mounts will be used where appropriate;
- acoustic enclosures or attenuators will be installed where necessary;
- plant will be maintained regularly.

15.0.4 Where mechanical noise is potentially significant, an acoustic consultant will assess it against the existing background sound environment.

16.0 Noise Monitoring

16.0.1 The premises manager will undertake routine subjective noise checks whenever the terrace is in use, with increased monitoring during busy periods and later evening operation.

16.0.2 Checks will consider:

- volume of customer conversation;
- shouting;
- music level;
- audibility beyond the site;
- behaviour of individual groups;
- noise from doors;
- noise associated with terrace closure;
- noise from customers outside the premises.

16.0.3 A **Noise Monitoring Log** will be maintained. For example:

Date	Time	Weather	Terrace occupancy	Noise observed	Action taken	Staff
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16.0.4 Where an issue is identified, corrective action will be recorded.

16.0.5 The operator will not rely solely on a numerical decibel limit: the character, duration, timing and frequency of noise will also be considered. These are among the factors relevant to statutory nuisance assessments.

17.0 Formal Acoustic Monitoring

17.0.1 If requested by the Local Planning Authority, Licensing Authority or Environmental Health, or if complaints indicate that the controls are insufficient, the operator will commission an appropriately qualified acoustic consultant to undertake noise monitoring.

17.0.2 Monitoring should, where appropriate, consider:

- existing/background sound levels;
- noise generated by the terrace;
- nearest noise-sensitive receptors;
- daytime and evening conditions;
- representative maximum occupancy;
- music operation;
- customer noise;
- meteorological conditions;
- tonal/impulsive characteristics; and
- the effect of acoustic screening.

- 17.0.3 Where a technical noise assessment is required, the methodology and assessment criteria should be agreed with the relevant authority in advance.

18.0 Complaint Procedure

- 18.0.1 Any noise complaint received by the premises will be recorded.

- 18.0.2 The record will include:

- date;
- time;
- complainant, where provided;
- nature of complaint;
- activity taking place;
- weather conditions where relevant;
- staff member receiving complaint;
- action taken; and
- subsequent outcome.

- 18.0.3 Complaints will be investigated promptly. The manager will consider whether the complaint indicates:

- excessive music;
- excessive customer noise;
- inadequate screening;
- inappropriate terrace operating hours;
- inadequate staff supervision;
- dispersal problems; or
- another identifiable source.

- 18.0.4 Cumberland Council advises that commercial noise problems should first be addressed with the business where possible, while the Council's Environmental Health service can investigate potential nuisance.

19.0 Corrective Action Procedure

- 19.0.1 If noise is considered excessive, management will take immediate action.

- 19.0.2 The following escalation procedure will apply:

Stage 1 – Immediate intervention

Staff reduce music, ask customers to moderate their behaviour, or stop the relevant noisy activity.

Stage 2 – Management intervention

The duty manager attends the terrace and determines whether additional controls are required.

Stage 3 – Restriction

The manager may:

- reduce the terrace occupancy;
- stop amplified music;
- close part of the terrace;
- close the entire terrace earlier than planned; or
- prevent a particular activity from continuing.

Stage 4 – Review

Repeated problems will trigger a management review of the NMP and, where appropriate, consultation with an acoustic specialist.

20.0 Staff Training

20.0.1 All staff responsible for the roof terrace will receive instruction covering:

- the purpose of the Noise Management Plan;
- permitted terrace hours;
- music controls;
- customer behaviour;
- complaint handling;
- dispersal procedures;
- noise monitoring;
- completion of the noise log;
- bottle/waste handling;
- door management; and
- circumstances requiring the manager to intervene.

20.0.2 New staff will receive this information as part of their induction.

21.0 Management Responsibilities

21.0.1 The **Premises Manager/Duty Manager** will have overall responsibility for implementing this NMP.

21.0.2 The manager will ensure that:

- the terrace operates within approved hours;
- the occupancy limit is respected;
- music is appropriately controlled;
- staff conduct regular checks;

- complaints are recorded;
- corrective action is taken;
- records are retained; and
- the NMP is reviewed when necessary.

22.0 Records

22.0.1 The following records will be retained at the premises:

22.0.2 The duty manager attends the terrace and determines whether additional controls are required.

Stage 3 – Restriction

The manager may:

- noise monitoring records;
- complaints;
- corrective actions;
- staff training records;
- records of significant incidents;
- acoustic reports, where applicable; and
- reviews of this Noise Management Plan.

22.0.3 Records should normally be retained for **at least 12 months**, or longer where required by a planning condition, premises licence condition or agreement with the relevant authority.

23.0 Review of the Noise Management Plan

23.0.1 The NMP will be reviewed:

- at least annually;
- following a significant noise complaint;
- following a material change to the terrace;
- following a change to operating hours;
- following introduction of amplified entertainment;
- following changes to surrounding land use; or
- following any request from the Local Planning Authority, Licensing Authority or Environmental Health.

23.0.2 The review will identify whether existing mitigation remains effective and whether additional measures are necessary.

- 23.0.3 Current government guidance on noise management emphasises that management plans should be reviewed periodically and should demonstrate that noise risks are understood and controlled.

24.0 Proposed Noise-Control Commitments

- 24.0.1 The operator commits to the following measures:

1. The roof terrace will operate only within authorised hours.
2. Terrace occupancy will be controlled.
3. Amplified music will be strictly controlled.
4. External speakers will be positioned away from noise-sensitive receptors.
5. Portable customer speakers will not be permitted.
6. Acoustic screening will be provided where necessary.
7. Doors between the pub and terrace will not be propped open.
8. Staff will undertake regular noise checks.
9. Noise complaints will be recorded and investigated.
10. Excessively noisy activities will be stopped.
11. Customers will be encouraged to leave quietly.
12. Bottle and waste handling will be controlled.
13. Mechanical plant will be maintained to minimise noise.
14. The NMP will be reviewed periodically.
15. Additional acoustic measures will be introduced if monitoring demonstrates that existing measures are insufficient.

25.0 Conclusion

- 25.0.1 The proposed roof terrace will be operated using a combination of **physical acoustic measures, operational restrictions, staff supervision, customer management and ongoing monitoring**.
- 25.0.2 The principal control philosophy is to prevent excessive noise at source rather than relying solely upon retrospective complaint investigation.
- 25.0.3 Particular importance will be placed upon **customer noise, music, terrace closing procedures and dispersal**, as these are likely to be the most relevant noise sources associated with an external drinking area.
- 25.0.4 The NMP will be implemented alongside any conditions imposed through the planning permission and premises licence. The Licensing Act guidance makes clear that licensing authorities can use conditions to address public nuisance, including noise, and gives outdoor-area restrictions as an example of an appropriate control.