

# The Flower of Kent pub

## Noise Management Plan

INTRODUCTION As professional operators we acknowledge that we have a primary responsibility to ensure that our 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 residents by activities in and around **The Flower of Kent**.

Our aim of the noise management plan is to adopt the best practicable options to ensure that the conditions of the Premises License (2003) are met.

Although we have not received all information from Lewisham Council Environmental Health & noise department, we have made the necessary enquiries to find out what we need to keep music at a reasonable level.

### **The key elements of this plans are to:**

Minimise the impact on residents and prevent public nuisance.

Follow and adhere to terms in license agreement.

Identify steps to manage and control noise.

Identify noise sources and acceptable noise levels

A defined programme of noise measurement to check that compliance has been achieved through monitoring and testing.

### **Background**

Recommendations that all amplified music played in The Ridge is brought under the control of sound limiter equipment and mobile monitoring equipment

Measurement of noise levels at the perimeter of the site and within neighbouring residential premises

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 EPD and readings obtained in a test environment

All managers will be aware of the limiters and the levels set

All external entertainment suppliers will be made aware of the sound limiters within the building

Fixed points will be allocated to enable the Duty Manager to take readings at an event both internally and externally.

### **These points as follows:**

- Bar
- Multi-Function Room
- Outside Main Entrance
- Perimeter of site at The Flower of Kent

Readings will be taken as spot checks and documented.

## **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 Generally, the overriding requirement is for control of noise at source“ by considering:**

- the building’s location, orientation, and design
- the specification, selection, and operation of equipment (machinery such as air conditioning units and waste disposal systems) that emit low levels of noise
- the specification, selection, and operation of amplified music equipment
- managing operations on site
- Make customers aware of the consequences of late-night noise and to be proactive in dealing with the problem via internal and external signage, plasma screen display, e mail etc.

### **The installation of noise limiting equipment in all areas where events will take place:**

**We are aiming to get the exact decibels and the limits** This equipment is linked into the electrical supply which feeds the music systems and will cut the supply if a Decibels reading exceeds an unacceptable level. The equipment works on a traffic light sequence and will be visible to any performers or DJ. The red banding will only be tolerated for a set number of seconds before the system shuts down. The system also has the facility to operate at two sound level thresholds selectable remotely or by a time switch this allows a venue to operate at different levels at different periods of the day or night. The system will be lockable and only accessed remotely or by authorised personnel, i.e., managers, electricians, and service contractors. Handheld monitoring equipment will also be used to ensure the accuracy of the Sound Sentry and to monitor sound levels.

All managers will be fully aware and conversant with the Noise Management Plan. Any event’s 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

As required SIA registered security contractor will be on shifts as required on my license agreement. We will now ensure that the security staff are wearing Hi-Vis's vest.

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

### **Make customers aware of the consequences of late-night noise and to be proactive in dealing with the problem**

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

### **Complaint's procedure**

All complaints relating to the Flower of Kent pub should be reported to the manager who will take a report and log it on the system.

The flower of Kent management team will then review and investigate the complaint.

Once the investigation is complete relevant action will be taken to locate and remove the source of the problem. We will monitor the outcome.

All changes will be reviewed on a quarterly basis.