

Noise Management Plan

Prepared in accordance with **Arun district council**

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 local residents by activities in and around **Andalucia**.

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

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

- Robust policies and procedures applied to noise pollution at **Andalucia**.
- Training procedures for managers and other staff associated with events.
- An ongoing review process.
- An accessible plan process.

1

Noise Management Plan prepared in accordance with **Andalucia premises licence**.

Key Elements of this plan are:

- Minimise impact local residents
- To satisfy the Licensing Authority
- The identification of the range of potential noise sources relating to the premises and the acceptable levels of noise arising from all specified events
- A Detailed list of steps taken to manage noise pollution
- A defined programme of noise measurement to check that compliance has been achieved through monitoring and testing
- A Complaints Procedure

2

Noise Management Plan Prepared in accordance with **Andalucia premises licence**.

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.

Customer noise.
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 amplified music equipment
- * managing operations on site
- * barriers to control or reduce noise (insulation, and double glazing for example)
- * Make customers aware of the consequences of late night noise and to be proactive in dealing with the problem via internal and external signage.

Specification, selection and operation of amplified music equipment

Actions to be taken to ensure noise and vibration from regulated entertainment shall be inaudible at the nearest noise sensitive property outside the **Andalucia**. 3

Noise Management Plan Prepared in accordance with **Andalucia premises licence**.

Licensed facilities in the **Andalucia** are anticipated to open during the following hours:

Bar Opening times

08:30 – 22:30 Monday - Saturday

08:30 - 22:00 Sunday or any Public or Bank holiday

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

A nominated Duty Manager will be responsible for all licensable activity taking place in **Andalucia**.

All managers will be fully aware and conversant with the Noise Management Plan.

Background music will be played only at all times.

Management will monitor noise from the outside every 30 minutes and windows and doors will be closed as necessary to contain the noise and to contain noise which may cause nuisance to neighbours.

On event nights all doors shall be closed, save for access and egress.

A Colour CCTV system approved by Arun district council has been 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.

Staff will be equipped with mobile phones and be able to communicate with the Duty Manager to enable a quick response to any incident or complaint.

Staff will monitor dispersal within the site to manage noise issues outside the venue as part of a wider noise management plan outside the remit of the licence. Staff will take a pro active approach to noise management including checking noise levels as set out above.

Signage will be placed on the front door to remind customers to leave quietly and respect our neighbours.

Staff will monitor noise levels from smokers and customers in and around the restaurant/bar.

The Duty Manager will enforce a maximum capacity of 6 people outside at any one time to ensure noise from smokers and customers is kept to a minimum.

A half hour check sheet will be used by the Duty Manager to check noise levels and the number of people outside.

Website for **Andalucia**

www.andaluciasussex.co.uk contains the following contact information for customers to issue any complaints:

Phone number Email
address

External

The removal of empty kegs to external areas after 21:00 will not be permitted nor the emptying of bottle skips until the following day.

Glass waste and trade refuse will be removed to external areas between the hours of 10:00 – 16:00 Monday to Saturday.

4

Noise Management Plan

Prepared in accordance with **Andalucia premises licence**.

Complaints Procedure Flowchart

Complaints Procedure Flowchart

