

Noise Management Plan

The Georgi Fin Micropub

106 The Street, Rustington, BN16 3NJ

Source	Possible effects on impact	Mitigation to consider
1. Indoor noise (Speech, movement etc...)	Operating Hours	Sensible opening hours as per micropub ethos: Monday – Thursday 12-2pm then 5-10pm Friday – Saturday 12-2pm then 5-10pm Sunday 12-5pm Staff on shift to ensure everyone leaves the premise in a timely manner.
	Volume	No music to be played No fruit/gaming machines No TVs All groups and customers consistently monitored for noise by all staff and spoken to if needed to reduce noise levels.
	Doors and Windows	Doors and windows not to be open unnecessarily. The staff on shift is responsible for monitoring and made simpler as the door has a self-closing mechanism.
	Building design and construction	Sound insulation improvements undertaken and tested to protect the flat upstairs from noise (as per plan submitted in planning).
2. Outdoor noise (speech, movement etc...from external seating and smoking area)	Tables and chairs	Outdoors tables and chairs will only be available until 7.30pm - these will be collected immediately to avoid any outdoor noise after 7.30pm.
	Times of Use	No drinks allowed outside after 7.30pm – only smokers will be allowed for a quick cigarette. A smoking bin will be provided to the right side of the building and the area will be cordoned off. This area is away from any entrance or ways leading to any neighbouring properties.
	Noise control	All bar staff responsible for patrolling the outdoors area at least every 15 minutes for noise control, glass collection and activity monitoring.
	Leaving customers	Signage at premises exit reminding clients to leave quietly and respect neighbours + CCTV signage to prevent anti-social behaviour. Staff to remind clients to be quiet upon leaving.

		Responsible taxi companies will be advertised, and their use will be encouraged by staff.
3. Deliveries and stock handling	Noisy activities	Staff to follow good working practices - If activity is noisy, they will have to do it in the daytime rather than at night/after closing.
	Hours	No deliveries to or collections from the premises outside the hours of 10:00 hrs - 18:00 hrs Monday to Saturday and 10:00 hrs - 18:00 hrs on Sundays and bank holidays
4. Refuse and recycling bins, bottles and barrels.	Noise	Bottles, bins and barrels to be disposed of between 08:00 hrs - 19:00 hrs only, and waste collection of bottles will be arranged for day time hours.
5. Plant (Cooling Unit)	Noise levels	Cooling unit selected emits extremely low levels of noise.
	Location	All parts of the cooling unit are installed indoors to avoid noise escape. The area selected has no adjacent property / neighbours to avoid any potential noise disturbance emanating from the unit.
	Servicing	Equipment serviced regularly and well maintained.
6. Complaints	Handling of complaints	Business owner to record complaints, make contact with residents and deal with reasonable issues swiftly where possible. Liaising with neighbours by giving out contact name and number of responsible staff if noise is a problem.
7. Training and development	Staff awareness	Increase and maintain staff awareness relating to noise management issues by inclusion in their regular training. Any developments or changes necessary to the noise management plan to be communicated to all staff.

Detailed plan:

1. Indoor noise

- Micropubs attract a clientele that want to enjoy a quiet drink and calm conversation. However all groups and customers will be consistently monitored by all staff for noise with intervention when necessary to keep noise levels down – whether it is speech volume or movement noise.
- There is no music to be played at any time, no fruit/gaming machines, and no TV to be broadcast. The focus of our micropub is for people to be able to engage in conversation with no surrounding distractions.
- Doors and windows will be kept closed to restrict noise escape and only opened when necessary. The entrance door is fitted with self-closing mechanism to ensure this process is made easier.
- As per the micropub ethos, we have sensible opening hours:

Monday – Thursday 12-2pm then 5-10pm

Friday – Saturday 12-2pm then 5-10pm

Sunday 12-5pm

This means there will be no late night noise and the short session times means we can keep a quiet, non-intoxicated clientele. The staff on shift is to ensure everyone leaves the premise in a timely manner.

- Soundproofing undertaken as per plan submitted to protect the flat above from noise (also attached - Annexe A).
- Any noise complaints to be investigated and the Management Plan reviewed if necessary

2. Outdoor noise

- As per indoors, the outside area is under CCTV surveillance 24 hours a day, 7 days a week and checked at regular intervals during our open hours. The area is also directly in front of a large window so will be under constant observation. Signage will remind customers and passers-by of this constant monitoring.
- All bar staff on shift responsible for patrolling the outdoors area at least every 15 minutes for noise control, glass collection and activity monitoring.
- Customers will be allowed drinks outside until 7.30pm. The outdoor furniture will be taken back inside by 7.30pm and stored in the premises overnight (barriers included) and placed in position again the following day. Only smokers will be permitted outside after this time, but will not be allowed to have their drinks with them.
- Customers will be given fair and timely warning as to when they must leave the area, quietly and with respect to our neighbours. This will be further emphasised with signage reinforcing this message. Reputable taxi companies will be recommended and advertised.

- The area will be constantly monitored by all staff for loud and disruptive behaviour. Any customers found to be disrespecting the premises rules and guidelines shall be handled appropriately by the managing member of staff on shift at the time.
- Any noise complaints to be investigated and the Management Plan reviewed if necessary

3. Deliveries and stock handling

- No deliveries to or collections from the premises outside the hours of 08:00 hrs - 18:00 hrs Monday to Saturday and 10:00 hrs - 18:00 hrs on Sundays and bank holidays
- Staff to follow good working practices to minimise the impact of noise - If activity is noisy, they will have to do it in the day time rather than at night/after closing. This includes moving of barrels and bottle cases to avoid rattling and clanging noise in the later hours.

4. Refuse and recycling bins, bottles and barrels.

- All refuse is to be disposed of between 10:00 hrs - 19:00 hrs only, and waste collection of bottles and other refuse will be arranged in the day time only.
- Any refuse and recycling generated after 19.00 hrs will be kept indoors and taken outside the next day.

5. Plant (Cooling Unit)

- The cooling unit selected (as detailed in planning) emits extremely low levels of noise as this is a small business and only a small room is required to be chilled.
- All parts of the cooling unit are installed indoors to avoid noise escape. The area selected has no adjacent property / neighbours to avoid any potential noise disturbance emanating from the unit, which means all neighbours are protected from any potential noise.
- The equipment will be serviced regularly and well maintained to avoid any potential noise resulting from poor maintenance.
- Business owner to record complaints, make contact with residents and deal with reasonable issues swiftly where possible.

6. Complaints

- The importance of a sympathetic and polite response to complaints will be emphasised.
- Liaising with neighbours by giving out contact name and number of responsible staff if noise is a problem. Keep in contact with neighbours to maintain relations and assists with any issues.
- Business owner to record complaints, make contact with residents and deal with reasonable issues swiftly where possible, consider liaising with neighbours giving out contact name and number of responsible staff if noise is a problem.

7. Training

- Increase and maintain staff awareness relating to noise management issues by inclusion in their regular training.
- Any developments or changes necessary to the noise management plan to be communicated to all staff.