

Noise Management Plan

Prepared in accordance with The Edge Premises License

Introduction

A Key issue frequently experienced in the residential areas jointly occupied by homeowners and students is the levels of noise the latter group make when returning from nights out.

A balance of needs must 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.

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 the Edge.

The plan has been developed with assistance from Sheffield City Council Environmental Protection Department and detailed consultation with relevant groups and is designed to prevent public nuisance and meet the licensing objectives under the Licensing Act 2003 and is an adjunct to the Student Residences Operational Management Plan.

The plan is consistent in Accommodation and Campus Services' aim in helping minimise any adverse impact on the natural environment.

The plan shall be applied to any other events taking place within the Endcliffe Student Village under the authority of Temporary Events Notice.

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

- Robust policies and procedures applied to events in the Edge
- Fixed and mobile sound limiting and monitoring equipment.
- Training procedures for managers and other staff associated with events in the Edge
- An On going review process
- A detailed complaints monitoring system

Definitions

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 12:00

The Premises - the building to be known as "The Edge" which provides social and welfare facilities for the residents of the "Endcliffe Student Village"

Customers – any users of the licensed premises (to include students, staff and their bona fide guests and persons attending conferences and other pre-booked events)

Vicinity – Endcliffe Crescent, Endcliffe Avenue,
Oakholme Road
Endcliffe vale Road from Oakholme Road to Woodvale Road

EPD – Environmental Protection Department

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SIA Security Contractor - All door supervisors are required to carry an SIA license when working. To register for this security staff need a BIAB (British Institute of Innkeepers Awarding Body) national certificate for door supervisors. Without SIA approval door supervisors would not be able to work as security operatives.

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Key Elements of this plan are:

- To satisfy conditions issued by 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
- The identification of the range of potential noise sources external to the Edge but within the vicinity
- 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
- Minimise impact to students and local residents

Background

- Identification of suitable criteria for the control of music and dispersal noise impact from events held in the EDGE.
- Recommendations that all amplified music played in the EDGE 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:
 - 1 BAR
 - 2 HIGH TOR
 - 3 OUTSIDE EDGE MAIN ENTRANCE
 - 4 STABLE BLOCK
 - 5 ENDCLIFFE CRESCENT ENTRANCE

Readings will be taken as spot checks and documented.

Transport

There is an intention to encourage public transport provision to reduce pedestrian footfall around the local residential areas. It is the intention to work closely with SYPT to provide an affordable bus service from the city via the University campus into the Endcliffe Site thus reducing the necessity to use private transport.

The details of this service are yet to be confirmed.

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There is an intention to provide a taxi rank on site. If possible this rank will be available 24/7 however the peak times will be around 8pm each evening as students may leave the site. This will significantly reduce footfall in the near vicinity or students hunting for black cabs in the Fulwood / Broomhill area.

We will not have deliveries to site before 7.00am or after 5.00pm so to reduce impact of noise. Refuse collection from commercial areas (The Edge, Halifax Hall and Stephenson Hall) will be vastly reduced. Stephenson and Halifax will have no significant commercial activity therefore all commercial waste will then be removed once per week. It is hoped that commercial waste from the Edge will be via a skip compactor thereby reducing the collection times to once each week. This method of waste management will be reviewed once access is assessed to the site.

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
- Customers travelling to and/or from the premises

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
- barriers to control or reduce noise (insulation, acoustic baffles, 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, plasma screen display, e mail etc

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The building's location, Orientation and design

The EPD are satisfied with the specification for sound attenuation of the building as per the details incorporated in the Arup Acoustics documentation.

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 Endcliffe Student Village.

The installation of noise limiting equipment (Sound Sentry) in all areas where events will take place

This equipment is linked into the electrical supply which feeds the music systems and will cut the supply if a db reading exceeds an unacceptable level e.g. 95db (or as requested and approved by Environmental Protection Department) for more than 15 seconds. 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.

Hand held monitoring equipment will also be used to ensure the accuracy of the Sound Sentry and also to monitor sound levels.

The Hand held equipment is a Digital Sound Level Meter, of a type used for monitoring traffic noise, industrial plant and machinery as well as noise within the entertainment industry.

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 both in the building and around the site.

Managing Operations on Site

Internal

It is anticipated that the licensed facilities in The Edge will open during the following hours

Bar Open times

Sunday – Thursday	18.00 – 23:00
Friday and Saturday	18:00 – 01.00

01.00 – 03.00 on application

Dining Area Open times

Café Opening Times

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07.30 – 10.00
17.00 – 21.00

8.00am – 8pm Mon - Fri
9.00am – 5.00pm Weekends

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A nominated Duty Manager will be responsible for all licensable activity taking place in The Edge and will be in constant communication with the University Campus Control and on site security via a dedicated mobile phone.

All managers will be fully aware and conversant with the noise management plan

Any events where amplified music is employed (disco, live band) will be wound down in a professional manner. Music will reduce in sound and style to reflect a calmer end to an event.

Windows in the Edge will be closed by 2300 with regular security checks. On event nights these windows may be locked shut from the outset.

A Colour CCTV system approved by South Yorkshire Police 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.

The Designated Premises Supervisor will be a member of the local Pubwatch scheme. The designated Premises Supervisor is the person nominated by the premises license holder as being the person in day -to-day control of the licensed area within the premises when licensable activities are taking place.

Where events run after 01.00 an SIA registered security contractor will be employed on a base min staff ratio of 1:100 customers + 1 supervisor to provide security both internally and externally and to monitor sound levels and ensure external noise control.

Security Staff at such events will be employed up to 1 hour after the event ends to make sure dispersal takes place in an orderly and proper manner to areas on the boundary of the site. These staff will be equipped with either mobile phones or radios and be able to communicate with the duty manager or the Campus Control to enable a quick response to any incident or complaint.

University security staff will monitor dispersal within the site on foot or using CCTV to manage noise issues round around the accommodation blocks.

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External

We will maintain and promote the use of the cycle path and walkway between Oakholme Road and Endcliffe Avenue. By opening up the cycle path / walkway this will link the main Endcliffe Site with students in the Endcliffe East site.

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

No external events will take place between 23:00 and 08:00 Sunday to Thursday and between 12midnight and 08:00 Friday and Saturday.

When a late night event is held a risk assessment will be carried out prior to the event and additional security measures implemented as required (form attached). The EPD will also be advised of the details of the event.

External events will also be proactively managed:

If music of any type is involved sound monitoring equipment will be used and acoustic levels periodically checked. Speaker systems and staging will face away from noise sensitive areas and all amplified sound will be used to minimum.

The provision of non licensable activities external to the Edge will not be permitted after 23:00.

Firework displays will be managed in line with the relevant legislation governing these events.

External displays and exhibitions of any sort will be proactively monitored and stop no later than 20:00.

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

Announcements will be made on a regular basis electronically (on plasma screen located throughout the premises) about noise pollution as well as smoking, litter and other environmental issues. Verbal announcements prior to dispersal will be made at the end of each night

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Barriers to control or reduce noise

All ventilation outlets that serve the licensed area to be installed with acoustic baffles and thereafter retained.

Complaints procedure

All complaints relating to the Endcliffe Student Village should go via the Help Desk (University Campus Control 2224085). All calls will be logged via the IRIS system (Incident Reporting Information System).

Campus Control will then direct the complaint to the relevant designated personnel

If the complaint relates to The Edge the Duty Manager will be contacted directly on a dedicated mobile phone link. The Duty Manager will then investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome.

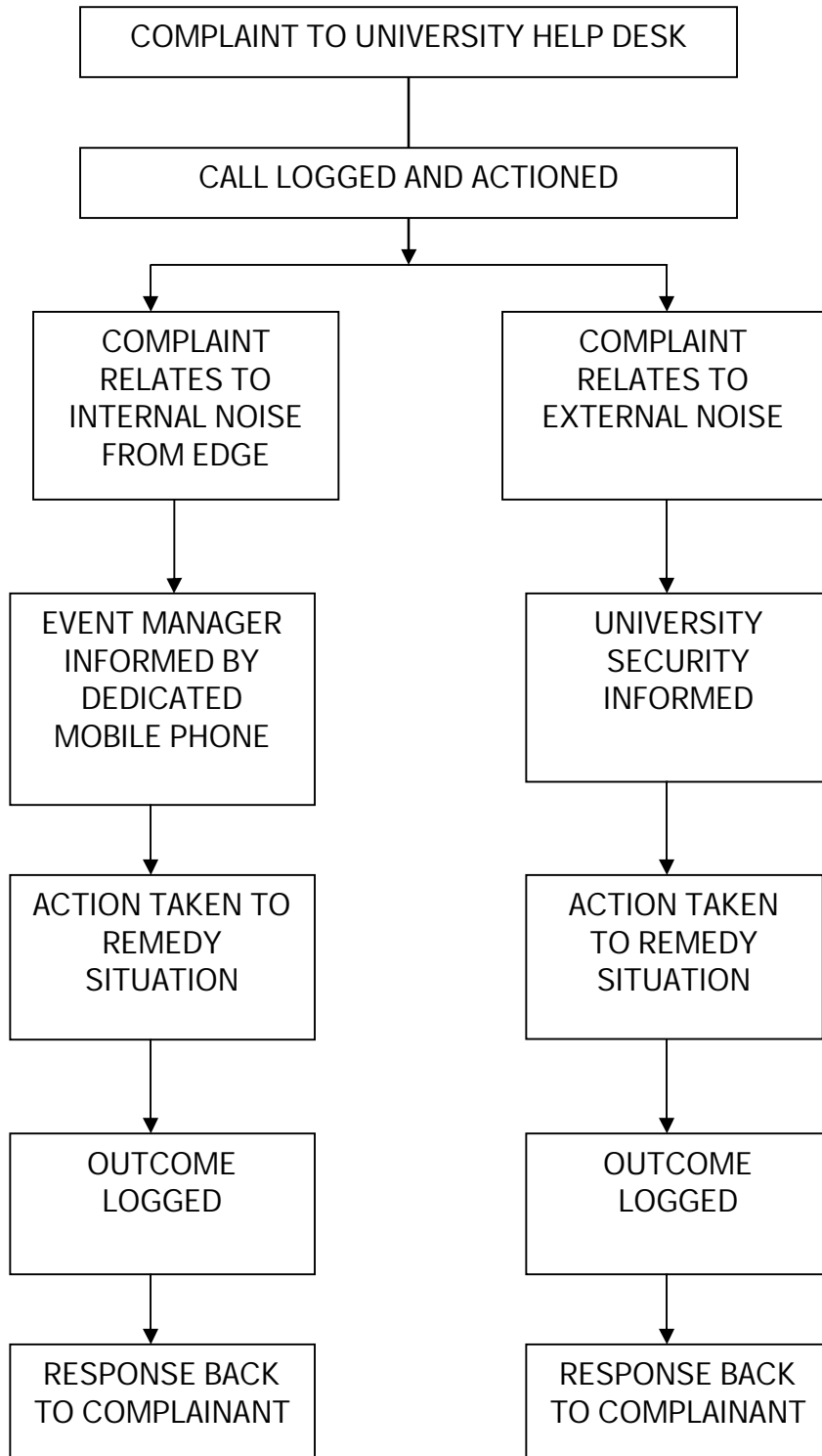
The Duty Manager will then advise Campus Control of actions taken.

The following morning the Customer Services Manager will review the overnight report and communicate with the complainant where possible.

Should a response be required immediately (on the night) back to the complainant this will be done by Campus Control once the Duty Manager has reported.

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Complaints Procedure Flowchart



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UNIVERSITY OF SHEFFIELD
 ACCOMMODATION & CAMPUS SERVICES
 EVENT RISK ASSESSMENT

EVENT TITLE:	DATE
NAME OF PREMISES: The Edge, Endcliffe Crescent	
EVENT MANAGER DETAILS: Name	Mobile Number
EVENT DETAILS: Expected Numbers: Organised by	<u>Rooms in Use</u> Bar Function Space Restaurant Cafe
	Is Catering Involved YES NO Where Numbers Type / Style
Entry ID Card Wrist Band U Card	Type of Entertainment Background Music Karaoke Live DJ

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Ticket Other (please specify)	Disco Live Vocalist Live Bands Un-Amplified Music Other (please specify) Internal External																						
SECURITY CONTRACTOR EMPLOYED Name of Manager briefing Security Have Security staff been issued with instructions (inc Fire) for the event	YES NO Numbers employed inc Supervisor <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">Time from</td> <td style="width: 50%; border-bottom: 1px solid black;">Time to</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Locations</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">1/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">2/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">3/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">4/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">5/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">6/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">7/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">8/</td> <td></td> </tr> <tr> <td style="border-bottom: 1px solid black;">9/</td> <td></td> </tr> </table>	Time from	Time to	Locations		1/		2/		3/		4/		5/		6/		7/		8/		9/	
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	10/
What Outdoor facilities are to be used at this Event For what purpose	None Paddock External Licensed Area
Noise Control Measures Employed Internally	Internal Sound Limiters / settings Hand Held Monitoring Devices None Log attached of db readings, locations & times
Externally	Hand Held Monitoring Device None Log attached of db readings, locations & times
SAFETY CHECKS 1/Staging properly erected, protected	Action taken
2/ Have any decorations been treated so as to be flame retardant.	
3/ Are any other installations (games, inflatables etc) safely sited and installed. Have PAT test records, method statement, risk assessment and public liability records been seen.	
4/ Are all areas free from tripping hazards	
5/ Are all escape routes clear and free from obstruction	

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6/ Are all final emergency exit doors clear	
7/ Have additional Fire Fighting equipment been deployed and properly sited.	
8/ Have contents of First Aid boxes been checked	
9/ Have all security and Fire warning devices been checked	
10/ Other	
ELECTRICAL SAFETY INSPECTION	Yes No
Has the relevant electrical safety note been handed to the entertainer/s	Attached Report
COMPLAINTS ON THE NIGHT	How Many
	From
	Times
	Logged
	Action Taken
Signed Event Manager	Date
Bar Manager	
Security Supervisor	

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Once complete copies should go to:

General Manager Commercial Services
Residential Operations Manager
Commercial Bars Manager
Security Manager

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APPENDIX 1

Db Meter calibration contractor

Samantha Dodd

Business Manager

Casella

Regent House

Wolseley Road

Kempston

Bedford

MK42 7JY