

# Noise Management Plan

## Prepared in accordance with The Ridge Premises License

### 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 **The Ridge**.

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.

The plan has been developed with assistance from Sheffield City Council Environmental Protection Department 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.

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

- Robust policies and procedures applied to events in the Ridge
- Fixed and mobile sound limiting and monitoring equipment.
- Training procedures for managers and other staff associated with events in the Ridge
- 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 23:00

**The Premises** - the building to be known as "The Ridge" which provides social and welfare facilities for the residents of the "Ranmoor 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** – Fulwood Road  
Shore Lane

**EPD** – Environmental Protection Department

**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

**Events**-Are not large scale late night events (i.e. 3am events) but are smaller bar led events such as karaoke, acoustic nights etc

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**Key Elements of this plan are:**

- Minimise impact to students and 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

***Background***

- Identification of suitable criteria for the control of music and dispersal noise impact from events held in The Ridge
- 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 on Fulwood Road

Readings will be taken as spot checks and documented.

We will not have deliveries to site before 7.00am or after 5.00pm so to reduce impact of noise.

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**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
- 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

**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 Ranmoor 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 (as 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.

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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**

Licensed facilities in the Ridge are anticipated to open during the following hours

***Bar Open times***

Monday – Thursday	17.00 – 00.00
Friday	17.00 – 01.00
Saturday	12.00 – 01.00
Sunday	12.00 – 00.00

Although it is anticipated that typical day to day operating hours will be shorter than this. A nominated Duty Manager will be responsible for all licensable activity taking place in The Ridge and will be in constant communication with the University Campus Control and mobile 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 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 Ridge are not capable of being opened. . On event nights all doors shall be closed, save for access and egress.

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 and the Duty Manager will be members 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.

As required a SIA registered security contractor will be employed on a base min staff ratio of 1:100 customers + 1 supervisor to provide security internally and to monitor sound levels and ensure external noise control. It is not anticipated that this would generally be required.

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Security Staff where required will be employed up to one hour after the event ends to make sure dispersal takes place in an orderly and proper manner.

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 as part of a wider noise management plan outside the remit of the licence.

**External**

The removal of empty kegs to external areas after 2100 will not be permitted nor the emptying of bottle skips until the following day.

No external regulated entertainment will take place between 2200 and 0800.

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.

**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 screens located throughout the premises) about noise pollution.

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 Ranmoor 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 Ridge, 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.

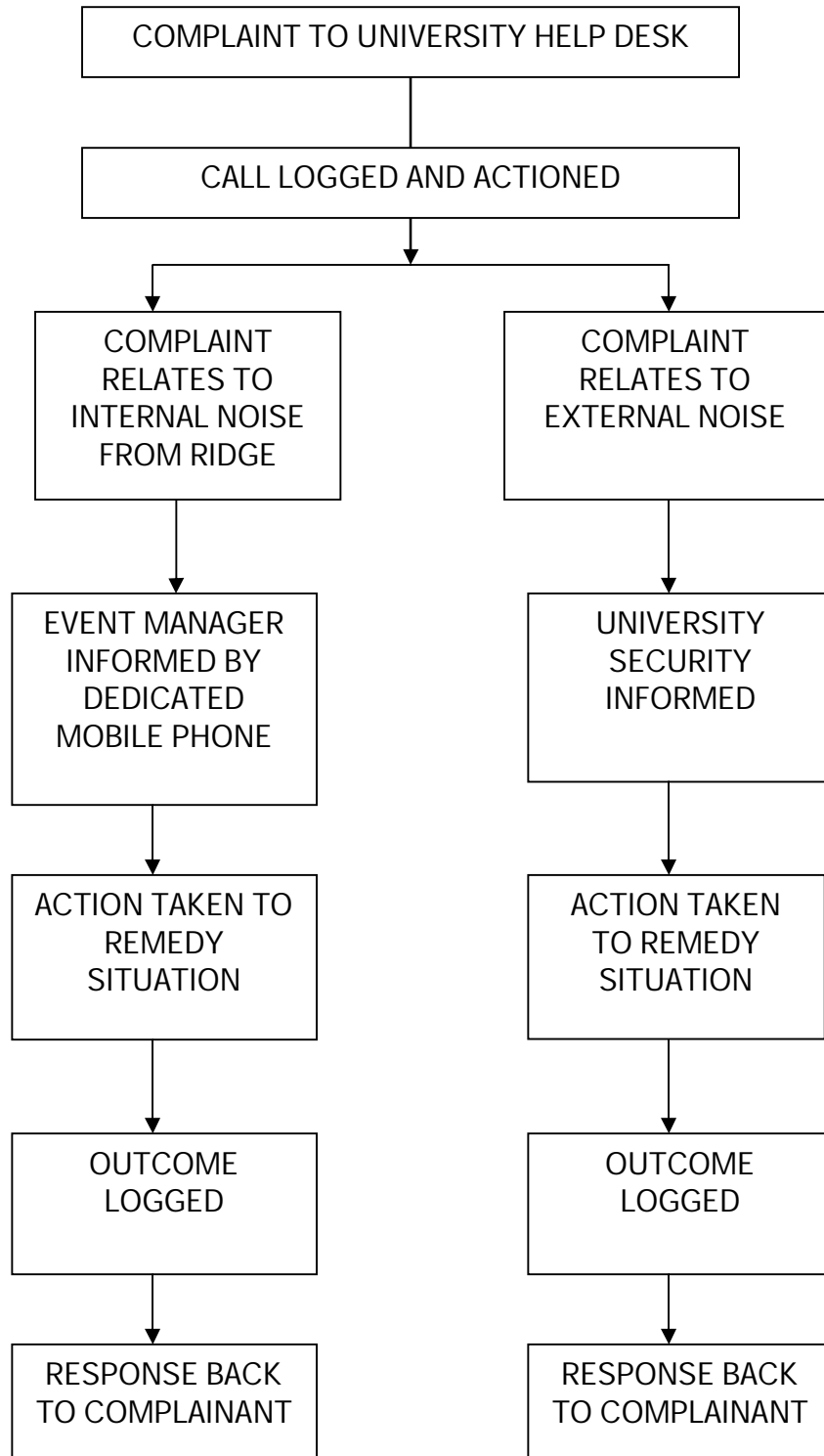
The Duty Manager will then advise Campus Control of actions taken.

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:	
EVENT MANAGER DETAILS: Name	Mobile Number
EVENT DETAILS:	<u>Rooms in Use</u>
Expected Numbers:	Bar
Organised by	Function Space
	Is Catering Involved YES NO
	Where
	Numbers
	Type / Style
Entry	Type of Entertainment
ID Card	Background Music
Wrist Band	Karaoke
U Card	Live DJ
Ticket	Live Vocalist/Acoustic Bands
Other (please specify)	Un-Amplified Music
	Other (please specify)
	Internal
	External



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<b>SAFETY CHECKS</b>	Action taken
1/ Staging properly erected, protected	
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	
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	
<b>ELECTRICAL SAFETY INSPECTION</b>	Yes                      No
Has the relevant electrical safety note been handed to the entertainer/s	Attached Report

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COMPLAINTS ON THE NIGHT	How Many
	From
	Times
	Logged
	Action Taken
Signed Event Manager  Bar Manager  Security Supervisor	Date

APPENDIX 1  
 Db Meter calibration contractor  
 Samantha Dodd  
 Business Manager  
 Casella  
 Regent House  
 Wolseley Road  
 Kempston  
 Bedford  
 MK42 7JY