

Musette Café - Noise Management Plan

1. Purpose of the Noise Management Plan

This noise management plan to consider the management and control of noise from activities at Musette Café.

The management team of this premises are committed to proactive management of noise and the purpose of this document is to identify and implement procedures, which will minimise disturbance to residents and other noise sensitive receptors. The intentions of those responsible to manage noise is shown in this commitment.

This plan should be considered to be a “live document” which will evolve as the planning for future events progresses and the operational requirements become clearer. Any review will be undertaken in full consultation with the relevant regulatory authorities to ensure compliance with the relevant Licensing Objectives in the longer term.

Premises Licence

The premises will benefit from a premises licence. It will always ensure that it upholds all of the Licensing Objectives.

The Licensing Act 2003

The Act introduced a single integrated system for regulating the sale by retail of alcohol, the supply of alcohol in a club, the provision of entertainment and late-night refreshment. The provision of regulated entertainment to the public is relevant in terms of noise and in doing so those responsible must conduct their functions with the view to promoting the Prevention of Public Nuisance being relevant in this instance.

In Summary

Overall, the approaches set out above are designed to balance the potential disturbance in the local community against the enjoyable experience of the audience. The Regulated Entertainment will always be conducted to allow customers to hold a conversation, without the need to raise their voices – therefore the music will always be ambient background music.

Noise Monitoring Procedure

Throughout the time that any Regulated Entertainment takes place, staff will ensure that they conduct regular noise monitoring; and these will be recorded at the Annex to this document . This will be carried out by conducting subjective / objective measurements at predetermined locations both internally on the site, and externally at the boundaries.

People / Crowd Noise

Whilst there is no formal mechanism for evaluating or controlling crowd noise, consideration will be given to minimising such as critical points such as during arrival and dispersal from the venue.

Staff will always monitor the entrance and egress from the premises including the behaviour of those within the vicinity of the premises. This will help achieve orderly arrival and departure of persons and will reduce the risk of nuisance occurring.

Signage will also be in place requesting that patrons leave quietly and respect neighbours.

Procedure for Responding to and Dealing with Enquiries

Those responsible for the day-to-day management already engage with the community to communicate details of the events and listen to local concerns. Should any noise complaints be received, a member of staff will investigate the complaint and if noise levels are deemed unacceptable, immediate action will be taken to reduce the levels of the noise source.

Conclusion

The implementation of this Noise Management Plan is a pragmatic way of bringing the venue to life, understanding its relationship with neighbours. Likewise, it also looks to proactively engage with the community and relevant Responsible Authorities.

Musette Café – Noise Monitoring Form

Annex

Noise Observation Reporting

Monitoring Location	Date and Time	Subjective Assessment Measurements	Remedial Action Required and Taken
E.G., opposite main site entrance	01/07/2021 2130 hrs	Noise from the venue, largely inaudible, occasional noise from outside conversation detectable between lulls in traffic noise – unlikely to be audible to residential units	No action taken, but will continue to monitor at intervals

Complaints received

Complainants address	Date and Time	Nature of complaint	Subjective assessment	Time of Visit	Remedial Action Required and Taken
E.G 100 metres along the main Road	01/07/2021 2210 hrs	What are they hearing, when and how affecting property ? If this is regular, how long has it been happening		1. 2210 hrs	No action taken; action taken to reduce noise levels to minimise any potential impact as levels at source can accommodate such reductions.

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