

Weymouth Bay Holiday Park

Outdoor Stage Area

Noise Management Plan

Introduction

1. Weymouth Bay Holiday Park ("the business") is committed to managing its entertainment operations on site in a professional manner having due consideration to our neighbours living in the immediate environs of the site and further afield. Accordingly, the business will take all reasonably practicable measures to minimise the environmental noise impact(s) of the site's entertainment operations. Provided the music noise levels in the Outdoor Activity Area ("the site") are within the acceptable levels defined in section 2 below, the noise should not amount to a nuisance.
2. The council's Environmental Health Service has advised the business that the propagation of music noise from the site had the potential to be problematic for the residents living within the environs of the site and beyond. Hence these are the issues that are addressed in this Noise Management Plan.
3. The business' approach will be genuinely pro-active in managing entertainment noise levels on site and this plan provides a mechanism for recording, investigating, and resolving any public complaints made regarding such noise including providing a **24 hour phone line 07795 030366**.

Training

4. On-site training will be arranged and delivered to members of staff who will be responsible for dealing with any complaints, and for undertaking noise monitoring of music noise emanating from the site, to ensure that staff are familiar with this plan.

Security

5. When the site is in use for licensable activities, from noon there will be security on duty to minimise any potential noise pollution from guests leaving and arriving at the outdoor area. Security at the site will be supported by the security team working on the park and will be in radio contact with each other.
6. CCTV coverage is provided both from the container bar and from two cameras on top of the Jump Tower on site.

Deliveries

7. Deliveries to the bar, and rubbish collection from the bar, will take place between 10.00am – 12.00pm and will have minimum impact on noise levels due to the size of the operation. No deliveries outside of the times will be allowed unless in an emergency.

Acceptable Noise Level Criteria

8. In terms of establishing threshold noise level criteria for amplified music that are transparent and capable of being assessed by both the site and the council, the business is proposing a set of specific, acceptable noise level criteria. The purpose is to serve as providing an objective assessment of the acceptability or otherwise of amplified music or noise experienced by local residents and which may lead to complaint. This will allow all parties to readily determine whether such complaint is deemed to be justified based upon an assessment as to whether 'acceptable' noise level criteria have or have not been breached. The acceptable noise level criteria are described below,

and are taken from the Noise Assessment Report prepared by RSK Acoustics – document reference 2061134-RSK-RP-001-(03).

Noise Level Criteria Applicable to outside areas.

9. From the results of the Noise Assessment Report carried out by RSK Acoustics, it was deemed that between 11.00 hrs and 23.00 hrs, the L_{Aeq} of the entertainment noise should not exceed the representative background noise level L_{90} (without entertainment noise), and the L_{10} of the entertainment noise should not exceed the representative background noise level L_{90} (without entertainment noise) in any 1/3 octave band between 40Hz and 160Hz.

[source: Noise Council's Code of Practice on Environmental Noise Control at Concerts published in 1995].

10. The maximum level at which music can be played to achieve this is at paragraph 6.4.4 and table 6.2 of the Noise Assessment Report.

Table 6.2 Entertainment noise assessment for onsite locations

Receiver	Calculated Noise Levels, dB(A)	
	11:00-19:00	19:00-23:00
3m from speaker	79	76
10m from proposed stage area	74	71

These maximum levels are referenced in the specimen monitoring sheets in the Appendix.

Noise Control / Mitigation Measures

11. It is proposed that the business will have outdoor entertainment for 7 days per week at the site, from the Friday 3 weeks before Good Friday to the end of October in each calendar year. Any entertainment provided is very much weather and guest volume dependant. On these occasions, all entertainment held will cease no later than 21.00 hrs, other than up to 3 nights per week a film will be shown and will cease no later than 23.00 hrs.
12. The business will ensure that the stage is oriented in such a way that the speakers are positioned in order to minimise the effects of noise propagation upon the local residential community.
13. The business will record any complaints regarding noise from entertainments on site and, where possible, make contact with the complainants during the course of the entertainment that gives rise to the complaints.
14. The business will ensure that where measurements indicate that acceptable noise levels are being breached, or are otherwise deemed to be unacceptable, immediate radio/mobile contact will be made with the stage's sound engineer in order to achieve an effective moderation/reduction in source noise levels. Where the stage music levels have had to be moderated/reduced, it will be necessary to record further noise measurements close to the complainant's property in order to confirm that the noise levels are now within acceptable limits.
15. Any Regulated Entertainment provided in the outdoor area shown on drawing 3197.5.10 and edged blue will only be provided between the Friday which is three weeks before Good Friday in each calendar year and the end of October in each calendar year.
16. There will be no Regulated Entertainment in the form of karaoke provided in the outdoor area shown on drawing 3197.5.10 and edged blue.
17. Live Music in the outdoor area shown on drawing 3197.5.10 and edged blue to be limited to live vocalists and acoustic sets.
18. A contact telephone number and email address will be provided to nearby local residents, which number will be contactable by residents during any Regulated Entertainment provided within the outdoor area shown on drawing 3197.5.10 and edged blue. A record of complaints will be retained on the Park, together with a summary of what action has been taken in respect of the complaint and such record will be made available to the Licensing Authority on request. These records will be retained for at least 12 months.
19. Monitoring and Active Listening at identified points shall be carried out during Regulated Entertainment in the outdoor area shown on drawing 3197.5.10 and edged blue. The monitoring and listening shall be carried out at frequent intervals throughout the period of Regulated Entertainment in the outdoor area shown on drawing 3197.5.10 and edged blue, and if a complaint of noise were to be received during the operating hours of the Regulated Entertainment in the outdoor area shown on drawing 3197.5.10 and edged blue appropriate action shall be taken promptly to reduce noise nuisance to nearby local residents.
20. The Licence Holder or nominated person shall maintain a 'noise incident log' of key actions, resident complaints to the premises, and any noise interventions. This is to be made available to Authorised Officers on request.
21. A sound limiting device shall be fitted to any musical amplification system in the outdoor area shown on drawing 3197.5.10 and edged blue and set at a level to be agreed with

an authorised officer of the Environmental Protection Team at Dorset Council to ensure that no noise nuisance is caused to residents. The operational panel of the sound limiting device shall then be secured to the satisfaction of the authorised officer. The sound limiting device shall not be altered without prior agreement with the Environmental Protection Team at Dorset Council. The sound limiting device level may be reviewed and adjusted by the Environmental Protection Team at Dorset Council should substantiated complaints of nuisance be received from residents.

22. Any Regulated Entertainment or activity using the amplified sound system provided in the outdoor area shown on drawing 3197.5.10 and edged blue shall be played through the approved set sound limiting equipment.

Amendments to this Plan

23. This plan will be kept under review and will be amended from time to time as appropriate in agreement with the Environmental Protection Team at Dorset Council.

APPENDIX 1
Suggested Noise Monitoring Forms

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: (1) 3 Metres from speakers

Noise Measurements Recorded by

DAYTIME- 11:00-19:00

Acceptable Daytime Noise Levels: **L_{Aeq15min} 79 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: (1) 3 Metres from speakers

Noise Measurements Recorded by

EVENING TIMES: 19:00-23:00

Acceptable evening time Noise Levels: **L_{Aeq15min} 76 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: (2) 10 metres from stage

Noise Measurements Recorded by

DAYTIME- 11:00-19:00

Acceptable Daytime Noise Levels: **LAeq15min 74 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: (2) 10 Metres from stage

Noise Measurements Recorded by

EVENING TIMES: 19:00-23:00

Acceptable Night time Noise Levels: **L_{Aeq15min} 71 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: MP1

Noise Measurements Recorded by

DAYTIME: 11:00-19:00

Acceptable Daytime Noise Levels: **L_{Aeq5min} 40 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: MP1

Noise Measurements Recorded by

EVENING TIME: 19:00-23:00

Acceptable Night time Noise Levels: **LAeq5min 37 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: MP2
DAYTIME: 11:00-19:00

Noise Measurements Recorded by

Acceptable Daytime Noise Levels: **L_{Aeq5min} 43 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

Equipment Used:
Weather Conditions:

Meter Calibrated at dB

Measurement Position: MP2

Noise Measurements Recorded by

EVENING TIME: 19:00-23:00

Acceptable Night time Noise Levels: **LAeq5min 42 dB**

DATE	TIME	Entertainment on the Stage	L _{Aeq} FAST dB	ACTION TAKEN inc details of any problematic noise observed and specific action taken to remedy the problem. Describe other relevant information inc other noise sources affecting measurements eg traffic, birdsong etc

‘Active Listening’ Monitoring Record

Location:

Date:

Monitoring Carried out by

Noise Monitoring should be done for **a minimum of five minutes** using **ACTIVE LISTENING** to do this monitoring (see note below).

Record the actual times that monitoring was done and record accurately what sounds (if any) were heard emanating from any music stage on site. If no sound was heard, ensure this is recorded. Make a note on this form of the subjective level of the sound heard, (for example barely audible, clearly audible, quite loud, loud, very loud) and the type of sound heard.

This monitoring form is to be used in conjunction with off-site noise monitoring using a sound level meter.

TIME START	TIME FINISH	DESCRIPTIONS of SOUNDS HEARD

‘Active Listening’

This describes a simple procedure where the listener employs a structured way of listening to a source of sound [in this case amplified music and vocals emanating from the music stages on site]. The listener should approach the task with an open mind and not pre-judge the outcome or form premature judgements. The listener focuses his/her full attention on the source, by concentrating on the task and by avoiding any distractions eg from colleagues’ speech, radio messages, mobile phones etc. It is important that the results of active listening are logged immediately after the task is completed.

