

Noise
Management
Plan



The Sherborne

**THIS IS A LIVING DOCUMENT AND WILL BE SUBJECT TO ON GOING
REVIEW AS SET OUT BELOW**

Noise Management Plan (“NMP”)

The purpose of this NMP is to detail the measures which will be implemented at The Sherborne with the consideration of the Premises Licence.

The NMP exists, and should be read, in conjunction with the Operating Management Plan

The Plan will be in writing and a copy will be available for inspection by the licensing officer, police officer or environmental protection officer on request.

We will continue to collaborate and communicate with all parties, taking on board relevant feedback, complaints or incidents, should they arise

We acknowledge that we have a responsibility to ensure that our premises do not generate unreasonable noise disturbance.

We are conscious that the possibility for noise disturbance can arise from a number of sources. The purpose of this plan is to detail the procedures that we will take to ensure, as far as possible, the minimisation of disturbance to local residents by activities in and around music playing at the premises.

Whilst these measures do not constitute additional conditions on the Premises Licence they are implemented as standard procedures, in conjunction with relevant licence conditions, to ensure that effective controls are in place at the premises.

The measures that we will take will depend on the nature of the event being held at the Premises and the terminal hour for the provision of any licensable activities.

We want to ensure that whilst our guests enjoy their visit, any entertainment provided does not cause any noise disturbance that is inconsistent with our statutory obligations.



Hours of Operation

TBC

Hours for the provision of licensable activities

TBC

Outside Area

1. The Designated Premises Supervisor (DPS), or another responsible member of staff acting on behalf of the DPS, will carry out physical checks within the area immediately outside the premises, and at the periphery of the site, at the following intervals
 - Every half an hour from 21:00 until the premises closes to the public on Friday and Saturday nights.
 - Every half an hour from 21:00 until the premises closes to the public on any evening when event entertainment is being provided.
 - At any other time that the DPS considers it necessary.
2. During external physical checks the DPS, or other responsible member of staff acting on behalf of the DPS, will;
 - Monitor the behaviour of the customers and, where they consider it appropriate ask them to regulate it, re-enter the premises, or leave the area quietly.



- Encourage those who are not smoking to re-enter the premises or leave the area quietly.
 - Check for empty glasses or litter and, if those items are present, remove them.
 - Re-enforce messages about the sensitivities of residents and others and encourage smokers to reduce any adverse impact of their own activities.
 - Ensure there are no unnecessary delays in closing the doors as patrons leave or enter the premises.
3. Management will by all practical means encourage people who smoke to do so having regard for the sensitivities of local residents, and others in the area, and with a view to reducing any adverse impact on them. Such methods will include, but not necessarily be limited to;
- Verbal messages by staff to customers inside and outside the premises and written notices.

Live/Streamed performances

4. Staff will ensure that windows and doors are closed except for access to the venue during performances to minimise the impact of noise caused.
5. A sound checks to be done before any performance starts to ensure a consistent level of sound.



6. Prior to any performance/event and at the end an announcement will be made asking guests to leave the premises in a quiet and orderly fashion to show respect to the local neighbours.
7. Acoustic doors and automatic door closes shall be in place as required by the premises licence conditions.

Transport

8. We will ensure that suggested parking locations, pick up/ drop off locations and estimated Event. Timings are provided and communicated to our guests where possible for each event.
9. Details of local licensed taxis and private hire vehicles will be kept at the premises and provided to customers upon request.
10. Taxi drivers will be asked not to sound their vehicles horn, or otherwise cause a nuisance.

Notices

11. Signage and other information to be used to remind guests on leaving to do so in a way which will not cause a public nuisance to nearby residents.



Customer Behaviour

12. Staff will patrol the area immediately outside the premises as described above to discourage patrons from causing disturbance and minimise the risk of patrons' anti-social behaviour.
13. Appropriate and proportionate action will be taken by management against any patrons who display a blatant disregard for any measure designed to minimise disturbance, noise or nuisance arising from smoking outside.
14. Complaints record book will be collated and a record will be kept at all times.

Customer Dispersal

15. Notices requesting customers to leave the premises, and the area, quietly will be brought to the attention of customers when staff feel it is appropriate and proportionate to do so.
16. If appropriate and proportionate an announcement will be made by staff asking customers to leave the premises quietly.

Training

17. It will be the manager's responsibility to:
 - Ensure all staff have read and understand this policy
 - Make sufficient staffing provision to ensure that it is complied with



- Ensure that any residential complaints are acted upon and recorded in a complaints book
- Work with the police and council licensing team to ensure that best practise is used in dispersing customers
- Revisit this policy and update it as necessary

Review

18. This is a working document that will continue to be updated. This document will initially be reviewed at regular intervals, as operations develop. Following this, it will then be reviewed quarterly, or more regularly as and when circumstance dictates.