

Licensing

From: Jane Williams
Sent: 03 October 2023 09:07
To: [REDACTED]
Cc: Police - Police Licensing; Licensing
Subject: Objection for TEN - Patson Hill Farm, Halloween

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Sarah

Dear Sam

I have reviewed your TEN for Patson Hill Farm for the 27th and 28th October, requesting alcohol, regulated live entertainment and late night refreshment from 12.00hrs until 03.00hrs on the following day.

On behalf of the Environmental Health Department, I wish to object to this TEN under the Licensing Objectives of The Prevention of Public Nuisance.

As your event is to extend beyond 23.00hrs we are concerned that you may cause a disturbance to residential premises. To placate our concerns it would be helpful to have a better understanding of your noise related controls. Below is the content of a noise management plan – this will need to be adapted to your event, but it does give an indication of what should be involved. Please can any noise management plan be forwarded by 14.00hrs on the 5th October when I will be able to review and decide whether my objection to your TEN will remain.

You may wish to speak to licensing colleagues as to what this might mean if the objection remains.

If I can be of any further assistance, please do not hesitate to contact me. I have cc'd in licensing colleagues (and blind copied the other responsible authority) who will be able to inform you of your next steps on this matter.

Kind regards

Jane

Jane Williams
Environmental Protection Team Leader
Place Services
Dorset Council

[REDACTED]
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The following is general noise guidance to all sorts of events from small to festival size. It will give you an overview of things to consider in advance of any event.
Advisory Guidance for a Noise Management Plan

Licensed premises and sites must live in harmony with their neighbours and, by their very nature, can often cause some disturbance to people living and working nearby. The aim of the Noise Management Plan should be to put in place reasonable measures to reduce the noise impact of sources associated with the premises/site. People are less tolerant of 'avoidable' noise, so particular attention must be paid to reducing or eliminating this. The following identifies some of the issues which may have to be considered when preparing a Noise Management Plan (NMP) - although it should be recognised that each plan will be premises/site/event specific, and the examples are not exhaustive. Not all issues will apply to all premises and the practicality of implementing some measures will depend on individual circumstances. Although the preparation and compliance with a NMP may be a requirement of a premises licence it is also expected to be applicable to events permitted under Temporary Events Notices or deregulated entertainment activity

Key objectives/outcomes of a Noise Management Plan (NMP) may include

- Minimising impact on residents and neighbouring properties
- Satisfying the Licensing Authority / Environmental Protection following a licence agreement (and any hearing)
- The identification of the range of potential noise sources relating to the premises and the acceptable levels of noise arising from all specified events and activities
- A detailed list of steps taken (and matters that will be restricted or prohibited from taking place) to manage noise pollution
- A defined programme of noise measurement to check that compliance has been achieved through monitoring and testing
- A complaints procedure including recording of actions/outcomes and review

Steps to manage noise pollution:

Generally, the overriding requirement is for control of noise at source by considering:

- The site and any building or temporary structure's location, orientation, and design
- The specification, selection, and operation of equipment that emit low levels of noise
- The specification, selection and operation of amplified music/sound equipment
- Managing operations on the site
- Barriers or screening to control or reduce noise (insulation or acoustic baffles for example)
- Making customers, hirers, and contractors aware of the consequences of late-night noise and to be proactive in dealing with the problem via internal and external signage, advertising, and communications (web sites, tickets etc)
- Nominated individuals being responsible, authorised and readily contactable

Further notes to consider:

1. Indoor Music Noise

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Good management control to keep doors and windows closed and control hours and volumes with a cooling down period (reduced volume) for the last period of activity is achievable by the supervisor. Consideration should be had to location of loudspeakers/PA and limiting juke – boxes, karaoke and open - mic activities. Structural works may require someone with specialist experience bearing in mind that installations may have limited effecting reducing bass. Live music may be difficult to manage, since many musicians bring their own equipment, and it cannot be effectively controlled by the supervisor unless there is a good working relationship and clear instruction. It may be prudent to look towards favouring events which minimise impact and it may be useful to warn neighbours in advance of events which may have a greater impact. Regular checking at the boundary of the nearest noise sensitive properties is important but if you have been in the noise for an hour or so your hearing will not be as good, and the effects can be easily underestimated when you go outside to assess. This is known as temporary threshold shift. It will take your hearing at least 10 minutes away from the venue to return to 'normal', so only then should outside music noise levels be checked.

2. Outdoor Music Noise

The first thing to consider is whether it is necessary, attracts customers or adds to the atmosphere. Outside music can very easily cause a nuisance to nearby neighbours - and activities held in marquees offer minimal sound attenuation. The nuisance potential is linked to volume, hours of use and frequency of activity (summer months may be sensitive periods when neighbours are enjoying their own gardens). For example, a staged event with amplified music for prolonged periods at weekends may cause a nuisance if it can be heard in neighbour's gardens. On the other hand, an occasional jazz band (for example) for a couple of hours at a lunchtime a few times a year is much less likely to be a nuisance. Extraordinary events

such as wedding receptions, third party hiring's for functions or camping may need careful planning and thought, including liaison with nearby occupiers. The type and nature of music likely to be played should also be considered when undertaking preparations.

3. Deliveries, storage, and waste disposal

Deliveries by their very nature are noisy e.g., the refrigeration units on delivery vehicles and the clanging of barrels and bottles. The most effective way is to ensure that they take place at reasonable hours of the day, and the same with removal of waste. Consider siting of stores and use of purpose-built acoustic stores.

4. Gardens, smoking and open/play areas

Gardens, open/smoking areas, and children's activity areas are key features of many premises/sites, and their use can be difficult to control but sensible precautions like location, signage and restricting the hours of use for such areas may help. Often, unsupervised children in play areas or congregations of drinkers or smokers can cause problems.

5. Customers and car parks/dispersal

Customer noise is a difficult matter, people leaving a noisy venue often carry on talking outside at the same volume, and this can be disturbing to the local community. Particularly disruptive customers should be warned, and an exclusion policy introduced. Car parks are another area where occasional supervision or checking especially late at night may help to prevent loitering and chatting or bad and noisy driving. Signs which emphasise the need to refrain from shouting, slamming car doors, sounding horns and loud use of vehicle stereos and anti-social behaviour should be considered. A good relationship should be fostered with responsible licensed

Taxi /private hire operators with customers encouraged to contact these operators whilst within the premises and encouraging drivers to come to the door /reception to collect passengers.

6. Complaints

The importance of a sympathetic and polite response to complaints cannot be over - emphasised. Many problems can be defused by the right attitude and response. Letting neighbours know that you are willing to meet with them to discuss issues, or can contact you directly during an event, can help maintain relations and assist with neighbour tolerance.

7. Open-air public events – including music festivals

If there is a possibility that an event of this type could take place, then a comprehensive noise assessment should be undertaken by an experienced and a suitably qualified noise consultant in accordance with the Noise Council's Code of Practice "Environmental Noise Control at Concerts 1995" - Engagement with any local district Safety Advisory Group (SAG) should also be considered early into the development of the event as this can assist with event preparations and networking as well as any later licensing application needed for the event.

8. Collating your NMP

Clear, logical, and consistent organisation of your NMP may assist as a template for you to follow for future events. It should also form part of any wider Event Management Plan (EMP) documentation. Whilst it is down to the operator/consultant an NMP could be ordered into sections such as:

A. Statement of intent - this should explain the purpose of the NMP.

B. Introduction - this should detail what is proposed and what noise criteria are to be achieved.

C. Potential noise sources and proposed controls – this should state all potential sound sources including:

- the main outdoor stage
- other outdoor stages
- marquees and tents (including camping)
- fairground rides and similar entertainment
- sound checks
- generators
- tower lights
- fireworks and pyrotechnics
- impromptu parties - staff and guests
- car parking, traffic access and egress
- departing patron noise
- the build and break down phases of the event

D. Public relations – the issue of how residents, parish and town councils will be informed of the event. A telephone

hotline should be provided and maintained throughout the event hours so that members of the public can contact the organisers. A note of all telephone calls made should be made using a log sheet. Also, attendees to the event should be clearly communicated

in advance about the expectations of the event organiser.

E. Noise monitoring of the event - this section should explain in detail how all noise sources will be monitored and controlled on the event days, including a chain of command (i.e., who has the authority to reduce noise levels throughout the hours the entertainment will be taking place). Will the noise consultant be present on site throughout the duration of the event? A note of all monitoring details should be made using a log sheet

F. Communication – it is essential that there are adequate communications both on the site and in the surrounding area so that relevant persons can contact one another. You will need to consider mobile phone reception and audibility once there is music playing when it becomes difficult to have telephone conversations, or even to hear the phone ringing.

G. Follow-up report - within a brief period following the event (e.g., 21 days) the event organiser or his noise consultant

Should produce an evaluation report detailing the impact on residents, results of all monitoring, compliance with conditions and recommendations for the improvements if events are to be held at this site in the future.

H. Review - It is also advisable that the Noise Management Plan is regularly reviewed and updated as necessary – for example on existing un-assessed noise sources, changes to the event (or a different event altogether), site build or layout, introduction of new equipment or activities, increase in scale, following a complaint or when monitoring procedures identify those controls are inadequate.