

AWESOME EVENTS BEACH 2018

Noise management and controls plan

Sept 2017

Introduction

All responsible licensed premises should create and follow an effective noise management plan with effective control measures. The plan and measures are designed to ensure the venue does not cause a public nuisance which could lead to a breach in agreements between the local authority and the venue. Further to this the venue values the relationship between local residents and the venue and are mindful of the need to mitigate and respond to any nuisance caused in an appropriate fashion.

Our goal is to:

- Prevention of crime and disorder
- Public safety
- Prevention of a public nuisance
- Protection of children from harm

Aim of our plan

Our plan is designed to ensure that we have a consistent approach to promoting and upholding the objectives through a well communicated and logical approach to managing noise emanating from the venue.

Objectives of our plan

The objectives of our plan are as follows:

- Create a set of operating procedures designed to prevent complaints about noise
- Have a reactive capability to respond to complaints 'on the night' regarding noise

Rationale

Whenever an event and resident come in to close contact, there can sometimes be conflict and dispute created when venues fail to manage the needs of the local residents. Coupled with this there is a desire to entertain clients and guests attending the event with appropriate volume levels.

Method of application

By detailing planned and proven steps for our team to implement we will be proactive in supporting the 4 licensing objectives and ensure customer lead toward dispersal in a fit state with managed expectations and in an emotional state which reduces incidents.

We will do this by:

Time until event end	Activity	Desired result
60 minutes	Bar staff makes an announcement that 1 hour remaining of the evening whilst serving	Prompt people to think about travel arrangements and preparing to leave
60 minutes	All PA systems dropped and just sound ceiling remains	Remove risk of public nuisance encourage those who do not wish to remain under sound ceiling to make way home
60-30 minutes	Mass effort to clear venue of all unused drinks and empty receptacles	Prevents last minute clear up, removes objects which could cause a hazard, prevents 'minesweeping'
30 minutes	Last orders called at the bar by all staff floating in bar area	Manage expectations of customers to purchase last drink, triggers those who are think of leaving that the event is winding down
30 minutes	DJ begins to reduce volume and introduce lower tempo music selection	Psychologically trigger the end of the event with lower level music and tempo
20 minutes	Re locate security staff to the exit area, staff to wear Hi-Viz	Encourage those leaving to remain respectful to neighbours
15 minutes	Reduce bar staff to slow service and get them clearing remaining drinks and vessels	Slow down consumption in last 15 minutes and
5 minutes	DJ announces last song	Inform everyone that this is the end of the event
Time up 0 minutes	Security take position behind bars, all bar staff depart following their final sale and begin clearing all remaining drinks. DJ thanks patrons and asks them to leave quietly music off fully (All PA's disabled)	Customers are fully aware the event is finished
Plus 5 minutes	Security begin to encourage customers to finish drinks and make their way to the exits, cloakroom fully staffed, exit	Gradual exit by customers without mass exit

	security staff are directing customers to transport hubs and taxis, whilst keeping the noise to a minimum	
Plus 10 minutes	Second push to further encourage customers to drink up and make their way to exit. Exit staff continue to direct customers and remind them to remain quiet	Continued exit and dispersal
Plus 30 minutes	Firmly ask any remaining guest to leave the venue, move all available staff to exit and further enforce a respectful environment and disperse customers away from the venue	All customers leave area without incident