

POLICY

Bars and Venues

Ref No: **BaV-07**



Noise and Public Nuisance Policy
April 2024

DOCUMENT CONTROL

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Note: Live document reviewed annually

Revision History

Date of next revision:

Revision Version	Previous Revision Date	Summary of Changes	Changes Marked
V01-JB	10Apr23	Reformatting	Update
V02-JB	30Apr24	Changes to db level limitations	Update

Introduction

Noise and nuisance sit under the prevention of public nuisance, and we have a legal obligation to keep noise levels at a minimum both whilst we have customers on-site and during our normal operational hours.

We like to operate as good neighbours and intend to operate in this location for a long time, therefore it is important to build and maintain close relationships with businesses and the statutory authorities such as the Police, Council and Fire Service.

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

What to Look Out For

Internal Noise

Internal noise is noise escaping from inside our premises to outside, such as:

- People – customers
 - When many people gather, particularly when drinking, they can make a lot of noise. It is our job to make sure that it can't escape the premises and disrupt our neighbours.
- Sound-making equipment
- Building work

External Noise

External noise can be made by our customers or even our team, in ways such as:

- People – customers
 - Queuing or through dispersal.
- Machinery
 - Climate control management, refrigeration, etc.
- Deliveries
 - Consumables, equipment, etc.
- Waste disposal
 - Glass bins, recycling, general waste, etc.

Noise Reduction Strategies

Internal Noise

Internal noise is noise escaping from inside our premises to outside, and we try to combat it as follows:

- People – customers

We can reduce internal noise from people by doing the following:

- Keeping external windows and doors closed.
 - Ejecting customers who we deem to be too intoxicated or aggravated – with heightened intoxication can come excessive volume levels.
 - Scheduling ‘quiet’ nights – regular events with lower volume levels will help to counterbalance the ‘livelier’ events. Quiz Nights, headphone discos etc.
- Sound-making equipment
 - We must limit our internal decibel output to 100db for live music nights, aiming for 80db on regular nights.
 - Make every effort to reduce ‘red lining’.
 - Whereby DJ equipment clips the red too much – this can be counteracted by turning down equipment or reducing the gain/trim on a soundboard.
 - Play event appropriate genres/music.
 - Play folk music at a quiz, for example, rather than drum and bass.
 - Take note of how customers react to volume levels – do they often ask to turn down the music?
- Building work
 - Arrange all building work to take place outside of opening hours, to reduce DB output.

External Noise

External noise can be made by our customers or even our team, and we try to combat it as follows:

- People
 - Queuing
 - Reduce noise by having all queuing hug the external wall of the building – regularly engaging with all apparent and doing ones best to filter the queue and disperse if necessary (for example when doors have closed).
 - Dispersing – leaving
 - Reduce noise by encouraging all customers to leave in an orderly and quiet manner.
 - Display signage notifying customers that we have neighbours and wish for them to leave quietly.
 - Drinking outside (Institute Terrace)
 - Reduce noise by not facilitating external sound-making equipment.
- Machinery
 - Regularly service all externally located machinery.
- Deliveries

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- Ensure all deliveries arrive within a sensible window, e.g. wet stock arrives no earlier than 07:00
 - Ensure delivery companies use the correct machinery to unload transit.
- Waste disposal
 - Empty glass bins as few times as possible through shift – one noise is better than many.
 - If possible, carry waste as opposed to using a trolley – especially late at night.

General Noise Protection Measures

- Ear plugs can be found behind all bars (Huntley and Mully's share).
 - Ear plugs are accessible to staff and can be handed out to customers on request.
- Dance floors are located away from staff areas.
- Security staff to regularly rotate positions, to reduce contact with high volume levels.

Footnotes

We encourage all our customers to respect neighbouring businesses, it is important to recognise that they may work different hours from us.

By having this approach, it helps us to be seen as a good neighbour within the local area and promotes a positive image of the Union and premises.

All matters of noise complaint should be noted on the Security Front Door Log and escalated to venue management. If the complaint is deemed more serious, an Incident Report should be completed by the individual to whom the complaint was reported and the senior staff member (venue management, bar supervisor) that it was escalated to.