

## **Noise Management Plan**

Gourmet Catering Solutions T/A Rum & Co  
12 High Street, Pontardawe, Swansea SA8 4HU

Owner: Mr Daniel Dyer Tel: 07496147656 E: [dannydyer1987@gmail.com](mailto:dannydyer1987@gmail.com)

Date: June 2022

### **SITE DESCRIPTION**

The premises is known as 'Rum & Co' of 12 High Street, Pontardawe, a bustling town with a vibrant, diverse and historic music scene. The property fronts onto the pavement adjoining High St and consists of a restaurant/bar in application for a drinking establishment, with a residential flat above.

Immediately adjacent to the premises are offices at ground floor level, with a residential property located directly above. There are further residential properties to the left and right of the property on the first floor and second floor.

These are considered to be most at risk of noise disturbance from the operations of the premises. All though there has been no known complaint from said residential properties opposite, above or to the side. However, we are managing our activities to be in the best interest of all residents within reason i.e. location.

### **2. INTENDED USE OF THE PREMISES**

It is anticipated that the premises will be operated as a Micro bar but at the forefront, a restaurant and will be licensed to sell alcohol indoors and outdoors. Our license will also include the option to be an Off-License. All Micro bars strive for a welcoming, low-key atmosphere, where patrons can come and have a quiet beverage and chat with some great food.

### **AGREED POLICIES TO CONTROL NOISE:**

#### **A) INTRODUCTION**

The venue is committed to develop and maintain good relations with residents, neighbours and local authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and will be adopted to ensure the trouble-free lives the residents deserve.

#### **B) GENERAL**

The premises will be open to the public within the hours of 08;00 and 02;30 Tuesday to Thursday, 08;00 – 02:30 Friday to Saturday, and 08;00 – 02;30 Sundays. We

have been in high demand for private functions that may alter the closing times. However, these will be on a rare occasion and will be consistent to the times above.

Use of the rear outdoor areas shall only be permitted within the hours we have requested. Customers will not be admitted to the area outside of agreed hours. Background music will be played at the outside area within the hours requested. Temporary event notices will be submitted for other events i.e. Music festivals and one-off events that may go against our usual hours. Licensed door staff, front of house staff and management will periodically check the levels of noise coming from the outside area.

There shall be no readmission to the premises beyond 01:30, with the exception of smokers. The license holder shall make available and regularly promote a contact number for residents to contact the premises to discuss any specific incidents or concerns either during or after events. The contact number has already been made available to residents with the added option of our social platforms. The number will be manned at all times and any action taken as a result of the complaint should be recorded and kept.

Customers will be permitted to use the front of the restaurant if they wish to smoke after 00:00. This will give staff and our qualified door staff (Friday and Saturday) vision on the numbers gathered and allow constant monitoring. To prevent unsatisfactory numbers gathering outside, staff will make requests for customers to return inside, or move on to another establishment. Steps will be taken to educate regulars on the limited area for smokers. Two trained and licensed door staff will be on the premises at all times during our late license (mostly Fridays, Saturdays and Bank Holidays), this allows one member of staff to manage the door, whilst the other manages the customers within the premises. Furthermore, no shelter will be provided out the front to help discourage unnecessary use of the smoking area.

### **C) PROVISION MUSIC**

The provision of background music shall be permitted at any time the premises is open to the public. (Definition; this is music or other audio played including Television when the main function is to create an atmosphere suitable to a specific occasion rather than to be listened to and is non disruptive to speech and conversation). Sporting events i.e. Six nations, World Cup etc may be played louder through the television sets and speakers. This will also apply to the outside seating area until said area closes. Live entertainment will be well organised with measures in place to keep within the desired decibel out-put readings. Unless live entertainment falls on to a specific one-off event, all live entertainment will not pass the hours of 00;00. We will use our social platforms to alert the residents of any special occasion where this live entertainment will pass this time of 00;00 when convenient.

### **D) DISPERSAL OF CUSTOMERS**

Staff will actively encourage the gradual dispersal of customers to minimise nuisance. During the last 30 minutes of trading the following strategies will be implemented to encourage the gradual dispersal of customers. This will include the gradual decrease in ambient Music. All music will stop playing 15 minutes before the closure of the premises with all the bright lights available on.

A member of staff /door staff will be positioned in an area close to the main exit to oversee the end of night departure period. Customers will be encouraged to be considerate upon leaving the premises. Customers shall not leave the premises other than through the doors to the front of the premises. Customers will be asked not to stand around loudly talking in the street outside the premises. Communication will be made with taxi companies regarding the use of horns and slamming of doors.

## **E) MONITORING**

Routine monitoring will be regularly conducted around the perimeter of the premises during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded. A noise logbook kept on the premises and maintained by management and staff will be available for inspection for the Local Authority upon request. Monitoring will be conducted by individuals who have not had prolonged exposure to loud music where possible.

## **F) TRAINING**

All staff will be aware of the premises license and the requirements to reduce external impact from noise. All staff will be made fully aware and conversant with the noise management policy and procedures.

## **G) PROVISION OF INFORMATION**

Notices will inform customers of our commitment to local concerns. Prominent, clear and legible notices will be displayed at the exits requesting the public to respect residents and to leave the premises and the area quietly.

## **H) WASTE MANAGEMENT**

The movement of bins and rubbish outside the premises will be kept to a minimum after 21.00hrs. The removal of empty kegs or bottles to external areas shall not be permitted after 20:00. Refuse collections will only be permitted by external companies between the hours of 07.00 and 21.00hrs every Friday (NPTC). This can vary due to NPTC collection days.

## **I) MANAGEMENT OF DELIVERIES**

Deliveries of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbance to nearby residents. Deliveries shall not be permitted outside the hours of 20:00.

## **J) PREMISES**

The premise has been designed appropriately and detailed consideration has been given to its ability to operate in a manner which does not give rise to disturbance. The controls and limitations of the venue are reflected in this noise management plan. Management will consider carefully the issue of thermal comfort during the operation of the venue, particularly during summer. Plans will be implemented to control the temperature in the venue to discourage the public and staff from opening doors and windows to assist in cooling and therefore reducing the effectiveness of noise control measures. We have two well placed AIR CON systems within the premises.

When/if there is a time that the business is in a financial position to improve the glazing of the premises, double glazing may be considered.

Windows and doors where necessary shall be fitted with self-closing devices. No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

## **K) PROCEDURAL**

The noise management plan will be reviewed at least annually or as agreed appropriate to ensure that it is streamlined and effective. New and innovative approaches to problem solving or incidents and any lessons learnt will be incorporated accordingly. We should consider this a live document which evolves by experience in agreement with the Authority and the residents.

## **COMMITMENT**

We the undersigned commit to ensuring this noise management plan is implemented and always maintained for the duration of operation of our premises. We understand that it forms a key part of our License to operate, and that departure from it could lead to loss of said operating License.

Name: Mr Daniel J Dyer

Position: Owner and Director

Date: June 2022