

## **A SIMPLE GUIDE FOR MANAGING ENTERTAINMENT NOISE**

This document is intended to provide a simple guide for event organisers responsible for the management of entertainment noise

Here are some simple steps to help manage noise effectively.

### **BEFORE THE EVENT**

1. Name the person who will be responsible for controlling noise during the event. This person should deal with any complaints, monitor the noise and take any actions necessary to control it.
2. The noise control person should familiarise themselves with the noise conditions of the relevant premises licence, which are available to view online.
3. Provide local residents with details on:
  - The type and date of the event
  - Start and finish times
  - A complaint hotline number should they wish to speak someone about the noise
4. Visit the streets most likely to be affected and decide on appropriate monitoring locations. For example, at the Stade Open Space it is suggested that these locations include East Street, Rock-A-Nore Road and Exmouth Place.
5. Choose a mobile phone number which will act as the complaint hotline. The noise control person must have this with them during the event.

### **DURING THE EVENT**

6. Complete a sound check using the maximum noise levels set out in the premises licence. Record the findings and keep them in case they are requested at a later date.

N.B. Remember that noise levels set at the start may vary at noise sensitive premises as a result of weather conditions and may need to be reduced during the event. Whilst the setting of maximum levels is recommended, sound levels should not be run at these levels if lower levels are sufficient.

7. Test the complaint hotline number to make sure it's working. It's usually best to have the phone on 'vibrate' as you may not hear calls during the event.

8. In addition to taking measurements when setting up, visit the areas you have decided are most likely to be affected and listen with your ears. Record your observations and any actions. An example noise monitoring sheet is provided.
9. Your noise monitoring records should be available during and after the event if requested by a council officer. Keep the records in case they are requested at a later date. The council may also monitor the event and respond to any complaint out of hours.
10. Deal with all noise complaints in a professional way and record the following information:
  - Name, address and contact number of complainant
  - Advise the caller that their complaint will be investigated
  - Listen to noise levels near the caller's property
  - Take action to deal with any noise problems
  - Call the person who made the complaint to let them know what you have done
  - Make a note of everything you do and keep it

#### **AFTER THE EVENT**

11. Retain noise monitoring records and complaint details for six months in case the council requests them.
12. Submit the noise monitoring records to the Environmental Health Team along with any complaint details and any actions taken.

N.B. If it is proposed that the event is repeated, consideration shall be given to compliance with conditions, the number of complaints received and the operator's ability to control noise.

## EXAMPLE NOISE MONITORING RECORD

Event name:.....

Noise control person:.....

Date:.....

Event start and finish:.....

Music type.....

### Sound Monitoring Instructions

1. Regular observations (at the start of the event and at least every 60 minutes until the end of the event) shall be undertaken by the noise control person at the following locations:

- 1) .....
- 2) .....
- 3) .....

2. A log of each observation shall be kept. The log shall include the following details:

**A** – Inaudible (no noise can be heard)

**B** – Detectable (when bass thump/PA is heard during lulls in traffic movement)

**C** – Noticeable (when bass thump/PA is heard above traffic noise)

**D** – High (when elements of the music are identifiable at any time, such as lyrics or words spoken/sung, guitar noise, drums or other instruments through the PA are identifiable)

Time	Location			Weather Wind Dir. Speed	Actions
	1	2	3		
16:00hrs	A	B	A	Dry SW Low	No actions required
17:00					
18:00					
19:00					
20:00	A	B	D	Dry SE Medium	Immediately reduced levels, now B at location 3
21:00					
22:00	C	B	B	Dry SE Medium	Levels reduced until B at location 1
23:00	A	B	A	Dry SW Medium	Monitored until end.