

The Standard, 126 High Road, Loughton, IG10 4BE
Noise Management Plan

Alongside the conditions on the premises licence that seek to prevent public nuisance, the following noise management plan should be followed with regard to management of the premises (including external area) and our customers to prevent and minimise disturbance or nuisance to neighbours, and minimal impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour and disorder. It is recognised that whilst the business has no direct jurisdiction outside of the boundaries of the premises we must continue to use our best endeavours to manage noise to the best of our control. The noise management plan is subject to review and shall be adapted as necessary to address problems and concerns as they are identified.

- The Duty Manager will risk assess management processes on high peak nights where the premises trade late to ensure appropriate measures are in place to mitigate against nuisance (including to risk assess need for door supervisors where appropriate on high-risk nights/events).
- Doors and windows to be kept closed (except for access & egress) when music is being played, and from 11pm at any other times, to prevent noise breakout and nuisance. Customer behaviour and playing of music will be monitored to prevent noise nuisance.
- The noise limiter device at the premises shall be used and any set limits adhered to.
- CCTV will cover the premises to allow for monitoring of customers and behaviour where appropriate particularly on high peak nights/ later trading hours.
- The licensee/ premises duty manager shall ensure they are contactable on the telephone number made available to local residents during trading hours and to promptly deal with and escalate as appropriate any complaints raised (including nuisance)
- The Duty Manager or nominated member of staff shall ensure that customers in entry queues or who have stepped outside to smoke are monitored to ensure they are not causing a noise nuisance. If necessary, a member of staff should be available to remind them to avoid disturbing neighbours.
- During last 30 mins of opening, lighting levels will be increased and where any music has been played the type/ levels should be adapted to encourage gradual dispersal of customers during last part of trading and drinking up time.
- Towards the end of the night, there will be increased movement and inspection through the premises by management to begin to encourage customers to move out of the premises in a quiet and orderly manner. The Duty Manager or nominated member of staff will monitor customers as they leave this will aid in "winding down" and assist in dispersal of customers, encouraging them to keep noise to a minimum and be considerate of residents by moving away from the immediate area.
- Upon close, the Duty Manager or nominated member of staff, or door supervisor where on duty, shall oversee the dispersal of customers, until all are safely away from the immediate vicinity of the premises. The Duty Manager or nominated member of staff shall, where necessary, ask customers to avoid waiting outside the premises, or loitering or chatting outside the premises unnecessarily. Once the last customer has left the Duty Manager and/or nominated member of staff should conduct a thorough check of all internal and external areas to ensure no customers remain within the venue. The immediate external vicinity will be checked before securing the venue.
- Details of local public transport and / or taxi services shall be available to customers to enable them to disperse easily.
- Signage displayed at the entrance/exit to request that customers respect our neighbours and leave the premises quietly on dispersal. Consider additional signage to request customers using smoking areas, customer vehicle users and taxi drivers to refrain from behaviour that could create a nuisance.
- The DPS/Duty Manager shall ensure reasonable steps are taken to ensure that no nuisance is caused to neighbours by litter being allowed to accumulate in the area immediately outside the premises.
- Arrangements for deliveries to the premises and the storage and disposal of refuse shall be conducted so as to not cause a nuisance to local neighbors.

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Terraced area (roof garden)

- The Duty Manager or nominated member of staff shall ensure use of the terraced area (roof garden) shall be restricted in accordance with licence conditions including restrictions on hours of use and that only incidental/ low level background music shall be permitted in the terraced area (roof garden) and only until 11pm. Related noise levels will be regularly monitored to prevent noise nuisance.
- *Regular monitoring. When the terraced area (roof garden) is used under the premises licence the Duty Manager or nominated member of staff shall ensure customers using this area are managed carefully and shall arrange for a member of staff (or door supervisor where on duty) to undertake regular monitoring of customer behaviour and noise levels during later hours of use to ensure they are not causing a noise nuisance and prevent any problems from escalating. And consideration should be given to stationing member of staff in the area at busy times.*
- CCTV shall cover the terraced area (roof garden) to assist with monitoring of customers and behaviour.
- Notices shall be displayed in the terraced area (roof garden) to remind customers to be respectful of neighbours and not cause a nuisance.

I hereby confirm I have read and understood the above noise management plan

Name	Signed	Date