Ancoats Mobility Hub

Noise Management Plan

Bowmer & Kirkland on behalf of Manchester City Council

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Contents

1.0	**Noise management plan**	**2**
1.1	Introduction	2
1.2	Development usage and potential noise sources	2
1.3	Embedded design mitigation	3
1.4	Operational mitigation	4
1.5	Complaints procedure	5

1.0

Noise management plan

1.0 Noise management plan

1.1 Introduction

The purpose of this Noise Management Plan (NMP) is to outline robust policies and procedures to minimise the potential noise impact associated with the Ancoats Mobility Hub on local residents, and to satisfy the following requirements of Condition 15 attached to the approved decision notice (ref: 130627/FO/2021):

15) Prior to any above ground works, a Noise Management Plan (NMP), to assess noise from all activities associated with the use of the central delivery hub, shall be submitted for approval in writing by the City Council as local planning authority. The approved plan, including any agreed mitigation measures, shall be implemented prior to the first use of the development and thereafter retained and maintained for as long as the development is in use.

Reason - To minimise the impact of delivery hub on nearby residential properties pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

This NMP identifies potential noise sources, establishes measures to mitigate excessive noise, and defines effective communication and complaints procedures.

It is the responsibility of the future Mobility Hub Operator's designated Noise Supervisor to ensure strict compliance with this detailed plan and associated procedures. Where necessary, the future Mobility Hub Operator will actively monitor, provide support, and resolve any issues pertaining to the impact of excessive noise.

This NMP is considered a live document that acknowledges the need for periodic revisions during the operation of the Mobility Hub.

These revisions are essential to strike an acceptable balance between meeting the requirements of operating a successful Mobility Hub facility and safeguarding the amenity of local residents. By regularly reviewing and updating the plan, a balance can be achieved which addresses the needs of future users while respecting the comfort and well-being of the surrounding community.

1.2 Development usage and potential noise sources

The primary uses of the Mobility Hub are summarised below:

- Over 400 car parking spaces including 25% EV charging provision with infrastructure in place to allow growth in line with demand up to 100% provision.
- Ground floor Social Space and Cycle Café spaces
- A delivery hub providing logistic requirements including a 'last-mile delivery' function where parcels will be transferred from the Hub to individual apartments by e-cargo bike or electric vehicle.
- Secure cycle store for 150 bikes and dedicated cycle lockers and changing facilities for members.

Potential noise sources identified relating to Mobility Hub and its vicinity include:

- Noise from ani-social behaviour: Loud disturbances and disruptive noise from anti-social behaviour within or in the vicinity of the Mobility Hub.
- Building services noise: Noise associated with external building services equipment operation and/or maintenance testing.
- Vehicle movements: Vehicle noise including engine sounds, tire screeches, and door slamming.
- Entertainment noise: Potential entertainment noise from a PA system involving amplified music within the social space and/or cycle café.
- Delivery noise: Noise from deliveries, servicing and collections (including waste) to the social space, cycle cafe and delivery hub (including use of Poland Street loading bays).

1.3 Embedded design mitigation

The following measures outline the embedded design mitigation features and strategies embedded within the Development that are designed to suitably reduce or mitigate the negative impacts of the building on its surrounding environment.

Noise source	Embedded design mitigation
Noise from anti-social behaviour	Comprehensive CCTV and monitoring systems shall be installed to deter anti-social behaviour and manage noise issues proactively
Building services plant noise emissions	Externally mounted non-emergency plant, equipment and servicing shall be selected and/or acoustically treated in accordance with a scheme designed so as to achieve a rating level of 5 dB (L_{Aeq}) below the typical background (L_{A90}) level at the nearest noise sensitive location.
Vehicle noise	Speed limit signage shall be clearly visible to throughout the car park to encourage adherence to the limit and reduce excessive vehicle noise
Potential entertainment noise break-out from social space and cycle cafe	In the event that amplified music systems are proposed in the social space and/or cycle cafe, the $L_{Aeq,5min}$ of amplified sound shall be controlled to 10 dB below the L_{A90} (without amplified sound) in each octave band at the façade of the nearest noise sensitive location. A suitable noise limiter device shall be installed within the PA signal chain and calibrated by a suitably qualified professional to see that the above criteria are adhered to.
Delivery/collection noise	Deliveries, servicing and collections including waste collections to the social space, cycle cafe and delivery hub (including use of Poland Street Loading Bays) shall not take place outside the following hours: Monday to Saturday 07:00 to 20:00 Sundays (and Bank Holidays): 10:00 to 18:00 Use of rubber wheel trolleys to be made available for delivery drivers, if required.

1.4 Operational mitigation

Operational mitigation relates to the strategies, practices, and measures implemented during the operational phase of the building's lifecycle to mitigate its negative impacts on the environment, occupants, and surrounding community. While embedded mitigation focuses on design and construction, operational mitigation focuses on the ongoing activities, and management of the building.

It is the future Mobility Hub Operator's responsibility to ensure that the development continues to operate with minimal negative noise impacts/effects through implementation of the following measures:

Noise source	Operational mitigation
Noise from anti-social behaviour	Continually review and assess the effectiveness of current security measures, identify vulnerable areas, and develop targeted interventions to deter and mitigate anti-social behaviour, if necessary.
Building services plant noise emissions	Regular maintenance of building services equipment is essential to ensure proper functionality and minimise noise emissions. Any maintenance testing of building services plant (either emergency or non-emergency) shall only be undertaken between 09:00-17:00 on a weekday (excluding bank holidays).
Vehicle noise	Ensure car park surfaces are suitably maintained and that drainage systems maintain effectiveness in minimising standing water in order to reduce the generation and propagation of noise caused by vehicle movements
Potential entertainment noise break-out from social space and cycle cafe	Regular review of PA system noise limiter device settings is crucial to preventing sound levels from exceeding acceptable limits and ensuring compliance with noise regulations in public spaces. Proper calibration and ongoing monitoring help maintain a controlled and comfortable acoustic environment while minimising the risk of excessive noise
Delivery/collection noise	Best practice noise reduction techniques to be encouraged for delivery personnel, including: Turn off engines when vehicles are not in use Avoid dropping or banging goods during loading/unloading and utilise trolleys for transporting goods to reduce dragging or rolling. Minimize unnecessary revving of vehicles Adhere strictly to allowable delivery hours to prevent disruptions during quiet periods.

1.5 Complaints procedure

A designated Noise Supervisor, who will be an appointed staff member of the future Mobility Hub Operator, will be responsible for recording and maintaining complaints. The contact details of the designated Noise Supervisor will be readily available on the Mobility Hub Operator's website and local signage to facilitate easy communication.

The Mobility Hub Operator, through the designated Noise Supervisor, will undertake the following actions:

- Acknowledge receipt of a complaint within two working days via email, maintaining a comprehensive log of all received complaints and corresponding actions.
- Respond to noise and complaints within a reasonable timeframe.
- Adhere to the complaints procedure outlined in Section 1.5.1.
- Complete the Complaints Form as detailed in Section 1.5.2.
- Provide Manchester City Council with documented information regarding logged complaints and any actions taken.
- Ensure that the designated Noise Supervisor at the Mobility Hub periodically evaluates the effectiveness of the policy on a yearly basis.
- Collaborate with Manchester City Council to ensure the continued effectiveness of the Noise Management Plan, making necessary revisions as required.

1.5.1 Complaints Procedure

1. • **Receive complaint**: The designated Noise Supervisor receives a complaint regarding noise emissions associated with the Mobility Hub.
2. • **Log complaint**: The complaint is recorded in a complaint log using the Complaints form, including relevant details such as date, time, complainant information, and nature of the complaint.
3. • **Verify complaint**: The designated Noise Supervisor verifies the validity of the complaint through initial investigation or assessment
4. • **Assess noise levels**: Noise levels are assessed using appropriate equipment or subjective listening to determine if they are likely to cause adverse impact.
5. • **Take action or remedy**: If excessive noise levels are confirmed, appropriate action or remedies are implemented to address the issue and reduce future occurrences
6. • **Respond to complainant**: The designated Noise Supervisor communicates with the complainant, acknowledging the receipt of the complaint and providing updates on the actions taken
7. • **Inform Local authority**: The relevant local authority (Manchester City Council) is notified about the complaint and provided with details of the logged complaint and actions taken
8. **Undertake additional spot checks**: Periodic spot checks or monitoring are conducted to ensure the effectiveness of the implemented measures and to assess the ongoing noise levels.
9. **Close case**: Once the noise issue has been resolved or mitigated satisfactorily, the case is closed, and the complainant is informed about the outcome and resolution.

1.5.2 Complaints form (page 1 of 2)

Complainant information

Name(s)		Phone Number	
Address		Email	

Noise complaint details

Date of Incident	
Time of Incident	
Location of Incident	
Description of Noise Concern	
Impact of Noise on Complainant	
Action taken (if any) by Complainant	

Witness information (if any)

Names	
Address	
Phone Number	
Email	

Assessment of noise

Details of initial assessment/investigation into cause of noise concern

Complaints form (page 2 of 2)

Response and communication

Date of response to Complainant	
Date of communication to Local Planning Authority	
Local Planning Authority contact information	

Action and remedy

Details of recommended mitigation measures to address the complaint and reduce future occurrences, if required

Additional spot checks

Review of effectiveness of mitigation following additional spot check, if required

Noise Supervisor Details

Representative		Signature	
Review Date			
Details of adjustment(s) made to noise management plan, if required			

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