

Noise Management Plan – NWP Communications Kiosks (Manchester City Centre)

Introduction and Scope

This Noise Management Plan relates to the operation of New World Payphones (NWP) communication kiosks in Manchester city centre and is submitted in support of applications to discharge the planning condition requiring a Noise Management Plan (Condition 3 or equivalent) attached to the relevant permissions.

The document deals specifically with noise from the kiosk hardware itself – namely the telephony handset and the integral cooling system serving the digital display – rather than general street activity, pedestrian noise or traffic noise, which remain matters for other regulatory regimes and agencies as appropriate.

The Plan is intended to be read alongside the “New Communication Kiosk Management Plan” (October 2025) and the associated site-specific management addendum on remote monitoring, noise and light control, which together explain how the kiosks are remotely monitored, maintained and controlled across the NWP estate.

Kiosk Design and Noise Sources

No external speakers / broadcast audio

The kiosk does not incorporate any external loudspeakers and has no facility to broadcast music, advertising audio or other sound into the public realm.

All telephony audio is emitted via the handset only, calibrated for close-range intelligibility for the caller and not for audibility at distance. This significantly limits any contribution to the wider acoustic environment and is not expected to cause any change in behaviour or attitude in nearby receptors, having regard to national guidance on noise and amenity.

Cooling system (fan noise)

The only mechanical noise source is the small fan-based cooling system within the digital advertising (Waferlite) unit, which is enclosed within the kiosk structure. Fan speed is driven by internal temperature rather than a fixed duty cycle, and in the typical UK climate fans usually operate well below 50% duty, with measured levels of less than 51 dB(A) at source. Telemetry from a representative unit in the south of

England indicates that a peak fan speed of around 4,400 rpm (still below 50% duty and under 51 dB(A)) was reached only during the warmest conditions between 26 July and 13 November 2025.

The principal source of internal heat is the display backlight. This is throttled to less than 300 cd/m² during dusk and dawn and is completely switched off between 00:00 and 05:00, significantly limiting heat build-up at more sensitive times. The thermal management system automatically responds to steep or excessive temperature rises by reducing backlight intensity to protect internal electronics and to minimise any acoustic impact of the cooling system. The remote display monitoring (RDM) system can detect anomalies such as excessive heat build-up and, where necessary, trigger a reboot or switch-off of the system to protect the equipment and avoid any undue noise.

Noise Control Measures

Embedded design controls

The absence of external speakers, the use of a handset for telephony and the enclosure of cooling fans within the kiosk structure are all deliberate design choices which minimise the kiosk's potential to generate environmental noise.

The handset output is factory-set for close-range use and cannot be adjusted by users, removing the risk of prolonged, user-driven high-volume operation affecting the surrounding area.

Remote control of cooling profile

The kiosk's cooling and display systems are integrated into NWP's remote management platform, which allows the fan-speed profile to be adjusted if required to minimise noise while retaining safe component temperatures.

Where local conditions or complaints indicate that fan noise may be noticeable, NWP can remotely alter the thermal profile – for example by moderating peak fan speeds, adjusting temperature thresholds, or throttling the LCD backlight to reduce heat build-up – within manufacturer limits. Any such changes are logged and can, if requested, be discussed with the local planning authority.

Monitoring, Fault Response and Safe Modes

Each kiosk is connected via 4G/LTE to a central network management system, enabling near real-time monitoring of key operational parameters, including internal temperatures and fan operation. The system automatically generates alerts if

anomalies or faults are detected, such as unusual fan profiles, over-temperature events or loss of communications.

In the first instance, NWP aims to implement appropriate remote remedial action within 4 hours of an alert being generated, wherever reasonably practicable. This may include resetting the unit, adjusting the fan-control profile, or throttling the display to reduce cooling demand.

If a noise-related fault cannot be resolved remotely, the incident is escalated for an engineer visit, with the objective of resolving issues materially affecting noise within 24 hours of the initial alert wherever reasonably practicable. Pending a full fix, or where the telemetry indicates a significant anomaly in fan control or internal temperatures, the kiosk will automatically switch the digital display and associated cooling system off until a reboot and/or repair has been completed to ensure that agreed noise levels are maintained.

Remote monitoring is supported by regular physical inspections (typically on a bi-weekly cycle), during which engineers check for abnormal or excessively loud fan noise and verify that the kiosk is operating as intended.

Complaints and Local Feedback

NWP will provide contact details for its operations team so that the local planning authority, police or members of the public can report any concern that a kiosk is causing a detrimental noise impact.

On receipt of a noise-related complaint, NWP will:

- Log the complaint with date, time, location and nature of the concern.
- Review remote data (for example, cooling-fan operation, alerts, fault history) for the relevant period.
- Where appropriate, implement immediate remote adjustments or a safe-mode configuration to reduce potential noise.
- Arrange a site visit where necessary to observe the kiosk in operation and, if required, undertake targeted noise checks.

Where repeated complaints indicate a localised issue, NWP will consider applying a more conservative, location-specific configuration (for example, a more cautious cooling profile) to that kiosk to mitigate the effect while maintaining safe operation.

Review and Updating

NWP will keep this Noise Management Plan under review in light of operational experience, monitoring data and any complaints received across the Manchester city-centre estate.

If evidence indicates that changes to operating parameters, monitoring practices or complaint-handling procedures are necessary to ensure that the noise from kiosks does not result in adverse effects on health or quality of life, NWP will update this Plan and share any material revisions with the local planning authority.

Any changes will remain consistent with the conditions attached to the relevant planning permissions and advertisement consents and with national guidance on noise, amenity and the use of planning controls to manage noise impacts.