DAHLIA SMOKING & AL FRESCO DINING POLICY

1. Intro

This Noise Management Strategy (NMS) has been prepared to support the planning application for the use of an outdoor area as a bar and alfresco dining space. The purpose of the strategy is to demonstrate how noise associated with the use of the outdoor area will be managed and controlled to protect the amenity of nearby residential and noise-sensitive properties.

The strategy sets out operational measures, physical controls, and management procedures to minimise noise disturbance and ensure compliance with relevant planning policy and environmental health guidance.

The outdoor area is ancillary to the main bar premises and will be used for seated drinking and dining. The site is located within an established mixed-use area, with residential properties located in vicinity as we as a diverse mix of other uses, including other restaurants and bars in the area.

The primary potential noise sources associated with the outdoor area include:

- Customer speech and general activity
- Staff activity related to service and clearing
- Movement of customers entering and leaving the premises
- No amplified music or live entertainment is proposed within the outdoor area as part of this planning application.

3. Hours of Use

To minimise the impact on nearby residential amenity, the outdoor area will operate within the following hours:

9:00 am to 1:30am Monday to Sunday

The outdoor area will be vacated by customers by the stated closing time, with no further use thereafter other than quiet clearing and cleaning.

4. Noise Control Measures

4.1 Management and Supervision

- The outdoor area will be actively managed by trained staff at all times when in use.
- Staff will regularly monitor noise levels and customer behaviour, particularly during the evening period.
- Customers will be politely reminded to keep noise to a reasonable level where necessary.
- Prominent signage will be displayed requesting customers to respect neighbouring residents and leave the area quietly.

4.2 Capacity and Layout

- The outdoor area will have a defined maximum capacity appropriate to its size.
- Seating will be arranged to discourage standing or congregating, which can lead to increased noise levels.

4.3 Music and Amplification

- No amplified music, live music, DJs, or public address systems will be used in the outdoor area.
- Any background music within the internal premises will be controlled to ensure it is not audible outside the premises.

5. Customer Dispersal

- Clear signage will request customers to leave the premises quietly and respect nearby residents.

6. Complaints Procedure

A clear and effective complaints procedure will be maintained:

- A dedicated contact number/email for the premises manager will be available to the local authority and nearby residents.
- Any noise complaints will be logged, investigated promptly, and appropriate action taken.

- Records of complaints and actions taken will be retained and made available to the Local Planning Authority or Environmental Health Officer upon request.

7. Staff Training

- All relevant staff will receive training on noise awareness and the requirements of this Noise Management Strategy.
- Refresher training will be provided periodically and when staff changes occur.
- The premises manager will be responsible for ensuring compliance with the strategy at all times.

8. Review and Compliance

This Noise Management Strategy will be reviewed periodically and updated if required, particularly if:

- There are changes to operating hours or capacity
- Complaints indicate that additional controls are necessary
- Requested by the Local Planning Authority or Environmental Health Officer

The operator is committed to working proactively with the Local Planning Authority and respecting local residents to ensure the outdoor area operates without unacceptable impact on residential amenity.