# Crumpsall Park Youth Centre

# Noise Management Plan for Noise Breakout from Building

## 1 Introduction

1.1.1 The Crumpsall Park Youth Centre site is located at Crumpsall Park, Ash Tree Rd, Crumpsall, Manchester M8 5SA. The consented operational hours are 10.00 hrs to 21.00 hrs daily.

1.1.2 The building is mechanically ventilated and is heated using air source heat pumps (ASHPs). No parking spaces are proposed as part of the development. The maximum capacity for the building is 100 people, with a predicted typical attendance of 30-40 people for the majority of clubs and sessions.

1.1.3 This Draft Noise Management Plan has been developed in relation to for noise breakout from building, with assistance from the appointed consultants (Sustainable Acoustics Ltd, 'SAL') for approval by Manchester City Council, in relation to Condition 18 of the planning consent, which states that:

*"18) a) The building hereby approved shall be acoustically insulated and treated to limit the break-out of noise with a noise study of the premises and a scheme of acoustic treatment shall be submitted to and approved in writing by the City Council as Local Planning Authority. The scheme shall be implemented in full before the use commences."*

1.1.4 This Noise Management Plan is designed to promote the prevention of nuisance and therefore to also meet the licensing objectives under the Licensing Act 2003.

1.1.5 The following measures are proposed in respect of the provision of musical regulated entertainment and the control of noise from people:

- A risk assessment approach to each new or altered event or activity type to be held at the facility with regard to noise control;
- Robust policies and procedures applied to events at the facility;
- Noise monitoring internally during amplified or live music use;
- Training procedures for managers and other staff associated with events at the facility;
- An ongoing review process; and
- A detailed complaints monitoring system.

# 2 Noise Management Strategy

## 2.1 Overview

2.1.1 The Noise Management Strategy is intended to control noise from the provision of the events, and entertainment noise at the youth centre, including amplified music and unamplified and amplified speech. It aims to ensure the promotion of the licensing objective to prevent public nuisance at all times, and to minimise disturbance of nearby residents as far as practicable, broadly by:

- Training staff to observe and enforce this Noise Management Plan and monitor the effectiveness of it and compliance with it as necessary;
- Encouraging users of the centre to observe this Noise Management Plan and to generally respect the neighbourhood within which the facility operates;
- Regular monitoring of internal amplified or live music noise levels during use of the facility;
- Requiring external entertainment providers to enter into Service Level Agreements tied to their renumeration and future bookings if live music, amplified music or public address is proposed as part of the entertainment; and
- Providing a robust complaints procedure.

## 2.2 General

2.2.1 The operating hours are 10:00 hrs to 21:00 hrs.

2.2.2 The premises will maintain a bookings diary or similar system which can be access from the premises and made available for inspection by authorised offices of the Licensing Authority and Environmental Health on request.

2.2.3 This Noise Management Plan will be reviewed once every year and any amendments proposed to Manchester City Council for approval.

## 2.3 Entertainment Controls

2.3.1 The following controls will apply to all live music, amplified music or amplified public address, with the exception of low level ‘background’ music that is not a focus of the activity; An appropriate test for background music will be if anyone needs to raise their voice from a normal conversational level to be easily heard while music is playing.

2.3.2 Designated representative(s) of the centre will ensure that mitigation measures will be included to minimise noise escape to the surrounding area, which applies good practice. These shall include:

- Windows and doors are kept closed where amplified music is used.
- Hosts, entertainers, audience and participants are to be made aware that music must not start before 10:00 and must finish by 21:00.

2.3.3 All amplified music played in the facility will be controlled in level and frequency to ensure the noise levels provided in Table 1 are not exceeded within the facility spaces being used[1]. These may apply to any position within the room, except within 1m of any room surface or within 2m of a sound source.

Noise Level Limit of Amplified Music in Proposed Room

| Facility Room | Overall A-Weighted Noise Level (dB $L_{Aeq, 5min}$) | Bass Frequencies | | *Overall C-Weighted Noise Level (dB $L_{Ceq, 5min}$) Provided as guidance where the equipment is not capable of monitoring in the 63Hz and 125 Hz octave bands.* |
|---|---|---|---|---|
| | | $L_{eq\ 5mins\ (63\ Hz)}$ (dB) | $L_{eq\ 5mins\ (125\ Hz)}$ (dB) | |
| Main Hall | 86 | 82 | 77 | *88* |
| Meeting Room 1 | 89 | 84 | 80 | *91* |
| Meeting Room 2 | 91 | 87 | 82 | *93* |

*Table 1: Internal entertainment noise level limits (one room only*)*

2.3.4 *Table 1 assumes that entertainment only occurs in one room in the youth centre. Where there is significant entertainment occurs in two rooms, the limits are to be reduce by 3dB, and if in three rooms, the limits are to be reduced by 5 dB. Entertainment activity shall not occur in other rooms.

2.3.5 The amplifier controls shall be inaccessible to the public.

2.3.6 All external suppliers of entertainment (e.g. DJ's or live entertainers) will be required to enter into a Service Level Agreement (SLA, see Appendix 1), which requires agreement to operate within the above limits and reduce the volume where requested to do so by designated

[1] The levels stated in Table 1 are designed to achieve 5dB below the $L_{A90}$ (without entertainment noise) in each octave band at the facade of the nearest residential property to comply with Manchester City Council recommendations. The levels shown are currently based on prediction; It is recommended that a commissioning event is held with an appropriate representative of Manchester City Council, such as an Environmental Health Officer, to determine acceptability and calibrate these internal limits.

representatives of the centre. Suppliers found not adhering to the SLA will not be permitted to continue to supply services to the facility and payment maybe withheld.

## 2.4 Noise Monitoring

2.4.1 The selection of noise monitoring equipment shall be approved by Manchester City Council.

2.4.2 Noise monitoring shall be undertaken by a member of staff or fixed monitoring system (which may be a 'noise limiter' device) within each space playing amplified or live music. As a minimum, checks should be undertaken at the start of each episode of amplified or live music, immediately after any subjective increase in noise levels, or in response to any neighbour complaint.

2.4.3 Where there is a timetabled programme of a regular series of the same session of activities or event, it will be permissible to undertaken monitoring of the first event only, provided sound levels are found to be well within the limits defined in Table 1, the same designated representatives are responsible for each session, and the same system, setup and controls are adhered to. Check measurements should, however, be undertaken at least annually for any regular session or event, or more frequently where there is any risk of change in sound level.

2.4.4 A log of noise monitoring shall be undertaken (Appendix 2).

2.4.5 The noise monitoring system must be a Class 2 system (complying with IEC 61672-1 or BS EN 61672), capable of averaging, and capable of measuring in A-weighted levels across the range from 63 Hz to 8000 Hz, as well as either the linear sound level within the 63 Hz and 125 Hz octave-band centre frequencies, or the C-weighted level.

2.4.6 Measurements shall be taken over a minimum period of 5 minutes.

2.4.7 The noise monitoring system must be check with a calibrator, or checked against a calibrated sound level meter which is at least Class 2 where the calibrator conforms to IEC 60942 at least annually, and when first used.

2.4.8 Any portable sound level meter used for monitoring should be accompanied by a calibrator which is used to check the calibration before and after each use.

2.4.9 The noise monitoring system must be laboratory calibrated, or check by a suitably qualified person against calibrated equipment at least once every two years, or as otherwise agreed with Manchester City Council. A suitably qualified person may be a member of the Institute of Acoustics or otherwise approved by Manchester City Council, and calibrated equipment should be Class 1 according to IEC 61672-1 or BS EN 61672, where the calibrator has been checked in a laboratory within the last year, or as otherwise agreed with Manchester City Council.

## 2.5 External Area Management

2.5.1 Managers and staff will be fully briefed and trained on minimising noise in the external areas.

2.5.2 There will be a designated representative present during significant events to subjectively monitor external noise levels and encourage good noise management practices.

2.5.3 Staff leaving or arriving at sensitive times will do so in a manner to avoid disturbance to nearby residents.

2.5.4 Any anti-social behaviour observed by patrons shall be recorded in the Noise Log, together with any steps taken to mitigate it and the risk of it re-occurring.

2.5.5 Notices will be placed internally at all exits and in the outside areas requesting customers to respect neighbours and to use the outside areas quietly and leave the facility quietly.

2.5.6 The behaviour of patrons outside the premises will be monitored by a designated representative, and any unreasonable noisy behaviour will be actively discouraged, with persistent offenders asked to leave the premises.

2.5.7 No deliveries will take place between the hours of 19:00 hrs and 07:00 hrs.

## 2.6 Compliance Management

2.6.1 Observations will be made on the general compliance with this Noise Management Plan and a written log of these checks made and kept, to include time, date, and details of the person making them. Where infringements are found that may cause disturbance to local residents, designated person(s) familiar with the Noise Management Plan will take remedial action to correct these and records of those actions will be recorded.

2.6.2 All records of noise monitoring and corrective actions will be made available to an authorised officer of Manchester City Council or police on request.

2.6.3 The premises will have a single point of contact for complaints, which is made available to residents that might be affected by noise from the premises (which may be a mobile number or an email address). Residents will be encouraged to call or email the contact should they have a complaint about noise from the facility.

2.6.4 In the event of a complaint, details will be recorded into a complaint log (see Appendix 2) and every effort will be made to quickly check that the control measures are in place, and to reduce levels voluntarily until such time as the complaint has been fully investigated in-line with this Noise Management Plan. The premises will actively engage with the Environmental Health and/or Licensing departments at Manchester City Council with regard to any complaints received.

2.6.5 Minutes will be taken of any meetings and retained at the facility for a minimum of one year.

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# Appendix 1: Live Entertainment Service Level Agreement

# Entertainment Service Level Agreement

I have been informed of and agree to operate within the noise limits detailed in the Noise Management Plan for Crumpsall Park Youth Centre. I am familiar with the requirements of the Noise Management Plan. If I am found to not comply then I accept that I could be asked to cease providing services to the facility, pending an investigation, and may have payment withheld if I have been found to have wilfully not complied with the Noise Management Plan.

Date: …….

Name: ……..

Contact details:

……

I am familiar with the Noise Management Plan: ☐ Yes

☐ No

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# Appendix 2: Noise Log Template

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# Noise Log

Date: ……

Name/ Position: ……

I am familiar with the Noise Management Plan (NMP): ☐ Yes

☐ No

Note: To be completed for new events that included amplified music from 20:00 hrs onwards by designated member of staff when dealing with listening checks or complaints, as part of the Noise Management Plan (with which you should be familiar)

| Time | Location | Notes (e.g. what can you hear, what is the weather like) |
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# Complaint Log

Name/ Position: …….

There were no complaints: ☐ (tick if so and go no further)

*Note: If a verbal or telephone complaint was received then complete the details of the complaint below and action taken with as much detail as possible.*

| Details of complaints (include contact details if given, time, nature): |
| --- |
| |

Investigation details and actions taken:

Reminders:

- Was the NMP followed? ☐
- Was the complaint justified (J) or malicious (M)? ☐
- Could more be done to avoid a similar complaint in future?