

Noise and Public Nuisance policy

2024-2025

EDGE HILL
STUDENTS'
UNION

Noise and Public Nuisance policy

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Summary

Noise and Public Nuisance policy

Purpose

The purpose of this policy is to define the safe and legal operation of Edge Hill Students' Union Bar & Venue with respect to noise and public nuisance to comply with the four licensing objectives:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Policy

Noise and nuisance sit under the prevention of public nuisance, and we have a legal obligation to keep noise levels at a minimum both whilst we have customers on-site and during our normal operational hours.

As a business we value our reputation, care for our clients and staff, and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities. We like to operate as good neighbors and intend to operate in this location for a long time, therefore it is important to build and maintain close relationships with residents, businesses, and the statutory authorities.

We expect all our staff and contractors to work with us to commit to running a venue that meets these objectives. This policy should be implemented in conjunction with all other policies.

It is everyone's responsibility to take a proactive approach to preventing and managing noise and be mindful of:

- Internal Noise: Noise which seeps from inside the premises to outside, this can be caused by a variety of sources:
 - People: When many people gather, particularly when drinking or having a good time, a lot of noise can be made. This may be intentional or unintentional. The net result is the same, so it is our responsibility to ensure noise is managed on our premises.
 - Speakers, PA equipment, Instruments
 - Building Work
- External Noise: Noise outside the premises caused by us, our customers, or our contractors, this can be caused by a variety of sources:
 - People
 - Queueing for entry
 - Leaving the premises
 - In Outdoor Smoking Areas
 - In Outdoor Seating areas
 - Machinery such as Air Handling units or Refrigeration

- Deliveries
- Glass Bin Emptying
- Building Work

Procedure

Internal noise: Internal noise is noise seeping from inside our premises to outside, this can come from a variety of sources such as:

- People: It is our job to make sure that internal people noise can't seep out of our premises and disrupt our neighbors, we can do this through:
 - Keeping external windows and doors closed during events which generate a lot of noise and post 10pm.
 - Playing relaxing music if it seems like the noise levels are getting too high.
 - PA Announcements
 - Approaching loud groups and asking them to reduce their tempo.
- Speakers, Playlists, or sound making equipment:
 - We must limit our internal noise caused by amplified equipment to 87 db(A). Maximum levels are pre-set on the audio system and are always controlled.
 - Sound is at all times controlled by Venue Management from areas which cannot be accessed by the public.
 - Playlists can be set through the audio system control panel to manage the atmosphere.
 - Staff must not play their own music unless approved by a manager.
 - Sound level checks must be completed during events (see late night noise control below).
- Building work
 - Building or repair work which involves plant machinery or power tools is only permitted within the hours of 0800 and 1800 unless a permit is obtained from the local authority.

External Noise: External Noise is noise caused outside our premises caused by our operations this can come from a variety of sources such as:

- Speakers, Playlists, or sound making equipment: – we have taken the following measures to manage this noise:
 - We must limit our external noise caused by amplified equipment. Maximum levels are pre-set on the audio system and are always controlled.
 - Sound is at all times controlled by Venue Management from areas which cannot be accessed by the public.
 - Playlists can be set through the audio system control panel to manage the atmosphere.
 - Staff must not play their own music unless approved by a manager.
 - Amplified equipment which serves external areas is controlled separately on the audio system and must be shut off at the agreed curfew time of 10pm. A management system will be established to ensure that this is the case. Any changes to this time must be agreed in advance and in writing with the local authority.
- People:
 - Seated in External Areas: – we have taken the following measures to manage this noise:
 - People may sit in external areas post 10pm. For absolute clarity

- amplified noise is not permitted beyond this time unless specifically agreed with the local authority in advance.
 - Clear signage asking customers to respect neighbors.
 - The building has been designed as such that the roof terrace is to the front of the building at the furthest point away from residences with the internal areas forming a solid sound barrier.
 - Approaching loud groups and asking them to reduce their tempo.
 - Queueing for entry – we have taken the following measures to manage this noise:
 - Pre-sale tickets speed entry procedure i.e. rapid scan tickets
 - Single entry away from residences and boundary.
 - Last entry to events set at midnight.
 - No readmission to events.
 - Leaving – we have taken the following measures to manage this noise:
 - Student Community Pledge.
 - Manager/ Door Staff present to remind customers to leave quietly.
 - PA announcements at the end of events.
 - Attendance of Christian Union offering free water & support, this is subject to continuance of the society and may change.
 - Welfare Team Members to remind customers to leave quietly.
 - Regular Police Patrols of area after events, through sharing of information with local licensing authorities.
 - Signs on local transit routes reminding students to leave area quietly.
 - Information on taxi and bus routes.
 - Machinery:
 - All refrigeration and HVAC plant is serviced annually by the university.
 - Deliveries:
 - Deliveries are received during normal operational hours 7am-11pm
 - Contractors have agreed schedules for delivery.
 - Campus Support manage access of vehicles to building.
 - Delivery points are not in general access areas and away from residences.
 - Glass Bin Emptying:
 - Glass bins are only emptied during daylight hours between 0900 and 1700. Bins must not be emptied outside of these times.

Late night noise control is essential to meet the objectives of this policy the following procedure is in place to manage it:

- Ensure where possible all fire doors/entry doors to venue and bar are closed, only doors which are used for entry/exit should remain open. Automatic doors should be switched to manual during events to prevent access or unintentional opening.
- Limits placed on all sound and audio equipment, maximum levels are established and cannot be overridden.
- External sources of amplified noise are curfewed at 10pm, with the audio system isolated for these areas.
- Decibel Checks recorded throughout the night by Venue Management at key points inside and outside the venue, to include:
 - Front Entrance
 - Bar Areas
 - Stage

- Smoking Area
- Nearest Halls
- Nearest Residence Boundary
- Boundary Road – Ruff Lane

EHSU tries always to keep volume at a level which comply with noise regulation guidelines.

On closure of venue events, security and door staff assist in the removal of customers around the bar areas and ensure that they are reminded to swiftly and as quietly as possible leave the premises.

We actively encourage all our customers to respect the fact that we have neighbors and do everything we can to make sure that when our customers leave or are enjoying themselves in our external or internal areas, they understand that any excessive noise or unruly behaviour can have an impact on the local neighborhood.

By having this approach, it helps us to be seen as a good neighbor within the local area and promotes a positive image of the venue.

If we receive complaints from any source, they should be treated seriously and with respect. Be polite and apologise, pass the complainant to the most senior person in the building. All complaints must be lodged the complaints logbook. The log is kept in the bar office so that you can access it easily, you must log the date and time, details of the complaint, contact information plus any other details that may be useful to others in future. All complaints will be dealt with in line with EHSU’s complaints policy and procedure.

Roles and Responsibilities

Person or Department	Responsibilities
DPS, Premises License Holder	<ul style="list-style-type: none"> ● Overall responsibility for the implementation of this policy and procedures. ● Ensure staff are appropriately trained and resourced in order to be able to implement this policy and procedures ● Ensure Managerial staff are aware of their responsibilities ● Engage with relevant authorities and groups ● Ensure this policy is reviewed annually
Managers	<ul style="list-style-type: none"> ● Implement this policy and procedures ● Ensure procedures within are followed ● Ensure all staff are appropriately trained as directed by the DPS ● Ensure Security Contractors are SIA Accredited ● Inform DPS of any incidents and concerns ● Engage with relevant authorities and groups as directed by the DPS
Supervisors	<ul style="list-style-type: none"> ● Understand and comply with the requirements of this Policy ● Highlight areas of concern to Managers & Security Contractors

Team Members – Any staff member aged 18 or over	<ul style="list-style-type: none">• Understand and comply with the requirements of this Policy• Highlight areas of concern to Managers & Security Contractors
Security Contractors	<ul style="list-style-type: none">• Understand and comply with the requirements of this Policy

Key to Relevant Documents

Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010
Premises License and Conditions
Admissions Policy
Drugs Policy
Crime & Disorder Risk Assessments
Noise Risk Assessment
Queue Management Policy
Dispersal Policy
Capacity Management Policy

Annexes

Version Control

Version	Date	Change Author	Summary of Changes
EHSU/NPN V1.0	February 2022	DPS – Commercial Services Manager	Original Document
EHSU/NPN V1.1	Februar y 2023	DPS – Director of Student Engagement	Minor Changes to reflect period covered
EHSU/NPN V1.2	June 2024	DPS – Commercial Services Manager	Minor Changes to reflect new operation and updates to managing external noise from amplified equipment.

Endmatter

Title	Noise and Public Nuisance policy
Version	EHSU/NPN V1.2
Policy Owner	DPS – Commercial Services Manager
Approved by	DPS – Commercial Services Manager
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