

To: All Members of the LICENSING SUB-COMMITTEE A
(Other Members for Information)

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Calls may be recorded for training or monitoring

Date: 26 May 2023

Membership of the Licensing Sub-Committee A

Cllr Jacquie Keen
Cllr Michael Goodridge

Cllr Jerome Davidson

Dear Councillors

A meeting of the LICENSING SUB-COMMITTEE A will be held as follows:

DATE: TUESDAY, 6 JUNE 2023

TIME: 10.00 AM

PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, THE BURYS,
GODALMING

The Agenda for the meeting is set out below.

Yours sincerely

Susan Sale,
Executive Head of Legal & Democratic Services & Monitoring Officer

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NOTE FOR MEMBERS

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

AGENDA

1. **LICENSING ACT 2003 - APPLICATION FOR A NEW PREMISES LICENCE-SLADES FARM, THORNCOMBE STREET, BRAMLEY, SURREY. GU5 0LT**
(Pages 3 - 28)

Reconvened meeting from 24 May 2023 following site visit by members and consideration of additional information provided. Please see agenda pack for 24 May 2023 for reports.

**For further information or assistance, please telephone
Kimberly Soane, Democratic Services Officer, on 01483 523258 or by
email at kimberly.soane@waverley.gov.uk**

Noise Management Plan

“Slades Fest” 2023

Version	Dated	Notes
1.0	18/05/2023	Initial draft for review

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1. Introduction

As professional operators we acknowledge that we have a primary responsibility to ensure that our premises do not generate excessive noise disturbance. The purpose of this Noise Management Plan is to detail the procedures we aim to adopt to ensure, as far as possible, the minimisation of disturbance to local residents by activities of our event

A balance of needs must be achieved by ensuring social activity is not marred whilst controlling potential adverse noise effects. Our aim is to adopt the best practicable options. The purpose of this document is to predict the noise levels produced from the event, provide an assessment of the offsite noise levels and describe the noise monitoring and management scheme that will be put in place to manage the music noise levels throughout the event. The main focus of the event is debates and discussions.

It is understood that in 2022 complaints were made about noise levels, however the organisers have not been provided with any details of these. This plan aims to address any complaints and objections on the grounds of noise and to strike a balance between the event enjoyment and the needs of the local population.

1.1. The Event

Slades Festival is an independent small festival that operates with the aim of raising money for mental health charity James' Place. A large part of our ethos is providing a platform for young emerging artists. Slades Festival is set in Bramley, Surrey, located in a large open field that is flanked by woodland on all sides. We are focusing on the aesthetic element of Slades, with different art installations and a rustic, authentic feel with various structures and seating areas.

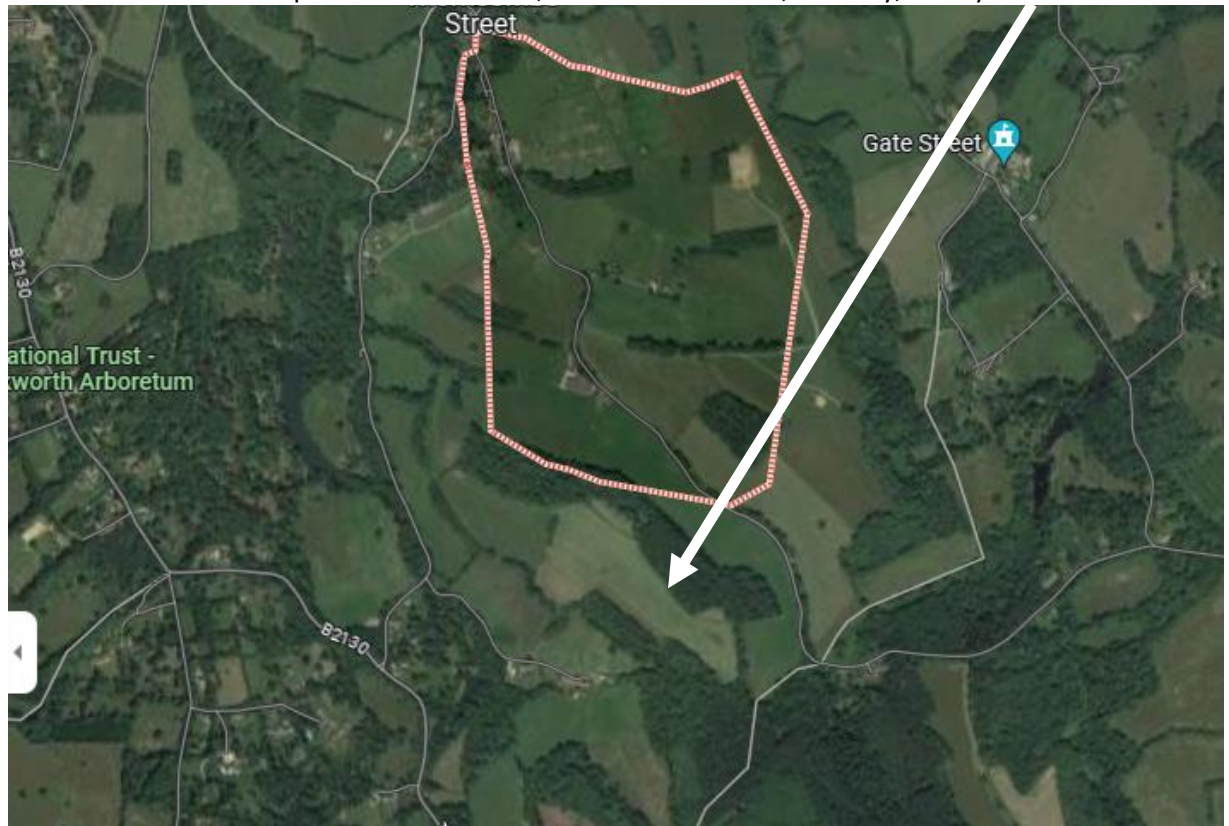
The event is a two stage festival. The live act stage will be surrounded by food vendors, market-style sellers, creative workshops (art, poetry corner, wellness tent), and a bar. This area will be the main focus of the event, centred around the live stage which will be completed with high quality AV and a mural backdrop. There will also be a second, DJ focused stage that will open after the live acts finish. This will be located in the woods, with lighting to create a beautiful visual element as the light interacts with the natural environment around it.

The 2022 event was a huge success with over £6,000 pounds going to our chosen charity, James' Place (mental health). For 2023 we are looking at increasing the capacity allowing us to have up to 1500 attendees under a Premises License. As well as increasing the length of the festival into a two day affair. The Event this year will take place on the 28th and 29th of July and is hopefully able to raise even more money for charity than the previous year.

The Charity that this event raises funds for is James' Place. This focuses on giving instant, in person support for people who are having an emotional crisis. This support is continued through the coming weeks and months, helping the person find a support system that works for them. Founders Clare Milford Haven and Nick Wentworth-Stanley set up their first centre in Liverpool following the tragic death of their son James, who tried to seek support for the suicidal thoughts he was having. Sadly James did not get the immediate support he so desperately needed and passed away. Suicide is the largest killer of men under 50 and affects people all over the world. We believe it is a more than worthwhile cause and believe strongly that the money we raise through this event will go a long way to helping this dedicated and personal charity continue their work

1.2. The Location

Slades Festival will take place at Slades Farm, Thorncombe Street, Bramley, Surrey GU5 0LT.



The event will use the smaller field for parking and the larger field plus some woodland space for the event site.



2. Key aims of this plan:

This plan seeks to:

- Minimise impact to local residents
- Satisfy the Licensing Authority
- Identify the range of potential noise sources relating to the premises and the acceptable levels of noise arising from all specified events
- Show a list of steps taken to manage noise pollution
- Outline a defined programme of noise measurement to check that compliance has been achieved through monitoring and testing
- Establish a Complaints Procedure for local residents, and actions taken in light of any complaints received

3. National Guidance on Noise Control at Concerts

The established guidance for noise from outdoor music events is contained in the Noise Council's Code of Practice on Environmental Noise Control at Concerts (1995), known colloquially as the Pop Code.

Since its publication in 1995, there have been a number of recommended modifications to the Code. One of the criticisms of the Pop Code is that the difference in the LAeq criterion between urban stadia or arenas and 'other venues' is too large and that a limit of 75 dB(A) is recommended for stadia and arenas whilst a limit of 65 dB(A) is recommended for some other urban and rural venues. Furthermore, it is recognised that the range in the number of events with the same LAeq noise criterion is too large. For example, one event day per year has a different impact on the local community than three events per year.

Therefore, given the location and our desire to minimise impact on the local community, the suggested criteria is that the Music Noise Level (MNL) would be a maximum of 65 dB LAeq, 15min, measured at the façade of the nearest residential property to reflect the rural venue on the edge of an urban area up to 23.00 hours and then 15dB over background after 23.00 hours.

4. Licensing Act

In 2003 existing licensing provisions in England and Wales were revised. The Licensing Act 2003 took a more liberal and de-regulatory approach to the previous licensing system. As part of their new responsibilities, local authorities are encouraged to promote cultural activity in their communities.

The Code of Practice on environmental noise control at concerts places emphasis on the need to minimise disturbance and annoyance to the local community. The Licensing Act 2003 introduced the concept of "the Promotion of the Prevention of Public Nuisance" which sets the threshold at a different level. This distinction must now be considered when setting licence conditions for a music event when balanced against enjoyment of the event.

5. Competent advice

This plan has been compiled by Calvin Hanks, MSc, MSc, PgC, CMIOSH, FIIRSM, FRSPH, MICEH, who has been working in event safety including noise management for over 20 years and is highly experienced in preparing noise management plans, liaison with local authority noise nuisance teams, live event noise management and post event reporting. His experience in noise management includes large scale fireworks displays, including those set to music, concerts, festivals and more.

He holds both an MSc in Environmental Health as well as the Institute of Acoustics Certificate in Environmental Noise Measurement.

5.1. Methodology and Monitoring

The main sound level meter used will be a class 1 meter (Cirrus Optimus). Details of the precise meter will be provided on the record forms and all meters and calibrators will be within required calibration timescales of 1 year for calibrators and 2 years for Sound level meters. The Sound level meter will be set up and calibrated using the systems specific calibrator prior to commencement of monitoring to confirm accuracy of meter.

The operative will use the same point every time a location is visited.

Prior to commencement, the meter will be calibrated using the purpose designed calibrator to ensure it is accurately reading levels.

If the noise is audible from the event at the monitoring point, the operative will set up meter facing towards the event with the meter between 1.2-1.5m from the floor and parallel to the floor. Operative will initialise meter and start monitoring. Readings are recorded on the meter and the operative will also record on written record as per appendix two.

If the operative sees that levels are above those stated at the time in this document, they will contact through to event control with a description of the sound and how many dBs need to be reduced/or at what frequency. Repeat readings will then be taken at the same point to determine if the levels are within parameters. As well as Laeq, we will also take Octave band and 1/3 octave band readings to monitoring the lower frequencies. If needed, with this monitoring ability, we can instruct a reduction in certain frequencies from sound systems, usually bass levels.

This process will be repeated as needed until levels are within agreed limits for the time of day.

6. Noise origins

Aside from the day-to-day bustle and movement of people, it is noted that key types of noise can cause disturbances to neighbours. This plan aims to control these to balance event enjoyment and social aspects with neighbour comfort. Key sources are:

- Vehicle deliveries early in the morning or late at night
- Emptying of rubbish bins especially glass, outside of day time hours
- Amplified music especially bass ranges and repetitive beats
- Amplified voice especially repetitive words, phrases or “hying”
- Large numbers of public leaving site late at night

6.1. Site/Sound System Design

The appointed sound system suppliers will be informed of the requirements of noise control and the location/ orientation of their systems. Their contract of hire should also specify that the overall control of sound levels will be set by the event Promoter and/or their appointed agent. The noise advisor will review sound systems installed and meet each operator to ensure they are aware of the requirements of the event and noise management procedures.

The sound systems for each stage will be set up in such a way as to minimise the noise impact at noise sensitive properties. Where possible, sound systems should be 'line-arrays' which provide improved sound coverage and reduced overspill to intended coverage areas. It is recommended that the sound system is hung as low as possible in order to take advantage of any barriers provided around the event arena and minimise the distance between the sound sources and audience areas. The loudspeakers should have as narrow horizontal dispersion as possible and be directed inwards to reduce overspill from the intended coverage area. Sub- bass loudspeaker units will be set up and configured in a cardioid arrangement in order to take advantage of phase cancellation at the backs and sides of the loudspeaker stacks. An example of a cardioid sub bass speaker arrangement is to stack them three units high and turn the middle unit around 180 degrees and invert the phase. In addition, multi-band compression and graphic equalizer units should be included as part of every

sound system in order to control and limit the output from the sound systems. Careful and detailed alignment of the system will be ensured to optimise the coverage throughout the audience areas and balance this against the off-site environmental noise impact.

6.2. Noise propagation

The nearest noise sensitive property identified is Langhurst Farm, which is approximately 270 metres from the woodland stage. Using the Institute of Acoustics approved formula for outdoor noise propagation of a point source:

$$L_2 = L_1 - 20Lg(r_2 / r_1) \text{ dB}$$

We can show that if the sound system at source is:

- 100dB, then at the property 270 metres away the event noise will be expected to be 51.4dB
- 90db, then at the property 270 metres away the event noise will be expected to be 41.4dB

This data will help inform us to set the maximum levels on the event sound systems at source for pre 23.00 hours and post 23.00 hours

7. Steps taken to manage noise pollution

- Generally, the overriding requirement is for control of noise “at source” by considering:
 - the event location, orientation, and design
 - the specification, selection, and operation of equipment
 - the specification, selection, and operation of amplified music equipment
- Managing operations on site
- Compliance with licence conditions
- Noise complaints hotline
- Barriers to control or reduce noise (insulation, acoustic baffles, trees/vegetation. Geography & topography)
 - make customers aware of the consequences of late-night noise and
 - to be proactive in dealing with the problem via internal and external signage, e mail etc
- Stewards & Security on exit route to remind those leaving late at night to keep volume levels low.

8. Controls

We have placed the following controls in place to reduce the risk of disturbance as much as possible:

Noise source	Control
Amplified music	<p>Amplification systems used are designed to give directional amplification and will be directed into the site rather than towards the perimeters.</p> <p>Bass levels will be monitored within the main site. Audio visual (AV) technicians will be instructed to reduce levels if determined to be of nuisance or concern.</p> <p>Regardless of any pre-event noise level setting, AV technicians will be briefed that they are to turn down bass or other levels if instructed by the event manager, venue manager, noise consultant, or an environmental health representative from the local authority.</p> <p>In addition to electronic monitoring of octave bands, the noise consultant will use “ear” monitoring to determine if bass levels are potentially a disturbance, even if within the agreed dB limits as it is recognised that bass frequencies are a particular concern.</p> <p>Where needed, instruction will be given to AV technicians to reduce levels to be acceptable, even if this takes them below agreed measurement limits</p> <p>The Noise advisor will meet with each technician to explain and ensure the technicians understand the process and that noise reductions must be made immediately when instructed.</p> <p>1/3 octave bands will be measured, and reductions made on lower frequency if required.</p>
Emptying of rubbish	<p>All rubbish will be emptied into large containers on the venue site away from main venue perimeter, thus making it unlikely noise will be audible at or beyond the site boundary</p>
Public leaving site	<p>Signage will be displayed on exit routes to request those leaving keep their voices low and respect local residents.</p> <p>Prominent, clear and legible signage (in not less than 32 point font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.</p> <p>Stewards will be briefed and placed on the exit routes to speak with anyone who is particularly noisy to ask them to keep the to a reasonable level.</p>
Deliveries	<p>No contractor or vendor is permitted to have a delivery after 23.00 hours and before 06.00 hours.</p>

	<p>Due to the nature of the event, supplies will generally arrive during standard working hours. The only exceptions, which will be bound by and operate within the timings above would be toilet cleaning and rubbish removal.</p> <p>Additionally, vehicles will enter the main site and unload within the site not at the boundary.</p>
Vehicle noise	<p>A 10mph site speed limit will be in force and engines must be turned off when stationary (unless powering equipment such as cranes or hiab)</p>
Repetitive words, phrases, “hyping” etc	<p>All those using PA systems will be instructed to avoid these types of verbal potential nuisances.</p> <p>Regardless of any pre-event noise level setting, AV technicians will be briefed that they are to turn down levels if instructed by the event manager, venue manager, noise consultant, or an environmental health or other competent representative from the local authority.</p> <p>In addition to electronic monitoring, the noise consultant will use “ear” monitoring to determine if voice levels are potentially a disturbance, even if within the agreed dB limits as it is recognised that voice noises are a particular concern.</p> <p>Where needed, instruction will be given to AV technicians to reduce levels to be acceptable, even if this takes them below agreed measurement limits</p>
Generators	<p>There are generators on site and are located within the event site and are low noise models. They will be turned off when not required.</p>
Complaints	<p>A dedicated complaints number will be made available that is attended throughout the opening hours of the event. This number will be available on information given to local residents, and the licensing authority, on a specific letter prior to the event commencement to the addresses agreed with the local authority (see appendix seven).</p> <p>The Premises Licence Holder will maintain a noise log which will be available at all times for inspection by the local authority (see appendices 1 and 2)</p> <p>The dedicated number will map to a mobile telephone that will be held in the production office and will be identified as “NOISE HOTLINE” solely for this purpose. The event production office is manned constantly whilst the event is in operation. Those manning this office will be briefed that this telephone must be answered, and details taken of the complaint (using the complaints log form shown in appendix one) and have a training briefing with the noise advisor on what data to record, how to use the form and action to be taken. As soon as the call is finished, the CH noise advisor must be contacted and given details of the complaint for them to follow up and take action. CH noise advisor will log details of all complaints in their noise management log including action taken.</p>

<p>Geography and Topography</p>	<p>The site is on field on a farm with areas of woodland and farmland. We are aware that sound will travel distances depending also on weather conditions.</p>
<p>Customer car parking</p>	<p>There is a car park on site and standard vehicle noise will emit from this.</p>
<p>Noise level monitoring</p>	<p>Background noise levels will be taken a week prior to the event using LA90 readings and across 1/3 octave bands, on Saturday 22nd July 2023 between 14.00 hours and 05.00 hours.</p> <p>Prior to and during the event, readings will be taken at key locations identified in section 10.</p> <p>Records will be kept of checks & adjustment made to system sound levels if needed. Action taken will be immediate by sound technicians when instructed.</p> <p>A reading of LAeq (15) will be taken during event hours varied across the monitoring points in section 10 on a rotational basis.</p> <p>Noise or vibration shall not emanate from the festival site so as to cause a nuisance.</p>
<p>Noise consultant</p>	<p>The person responsible for noise management (or noise consultant) shall be available for during event hours for meetings with Environmental Health Officers or other competent authority representative if required at times to be agreed</p> <p>A consultant is retained for noise monitoring on Friday 28th July 16.00-03.00 and Saturday 29th July 14.00-05.00. During this time they will be using a class 1 meter (Cirrus Optimus). Details of the precise meter with serial number and calibration date will be provided on the record forms and all meters and calibrators will be within required calibration timescales of 1 year for calibrators and 2 years for Sound level meters. Background readings will be taken on Saturday 22nd July between 14.00 and 05.00 for reference purposes.</p> <p>Measurements will include LAeq and 1/3 Octave bands, enabling identification of any bass or other frequency issues.</p> <p>Measurements will be taken throughout this time on a rolling basis with focus on any key issue areas or to respond to complaints.</p>

9. Monitoring Process

9.1. Noise Levels.

The Music Noise Level shall be measured at a distance of 1 metre or as close as possible from the façade of any noise sensitive premises reflecting the non-city location of the event.

Noise level when measured as above shall not exceed:

1. 60db(A) between event open and 23.00 hours
2. 15db(A) above background between 23.00 hours and event close

when measured as Leq (A) 15 minutes

The licensee shall ensure that the promoter, sound system supplier and all individual sound engineers are informed in writing of the noise control limits and that any instruction from the approved consultant or local authority environmental health representative regarding noise levels shall be implemented immediately.

Sound technicians will bring with them appropriate means to measure and keep a record of noise levels at their sound desks along with a diagram of positioning of sound desk and sound system within the structure

The approved consultant shall monitor the noise from the event at various locations surrounding the event as per plan in section 10 and shall advise the sound engineers accordingly to ensure that the noise limits are not exceeded. The Local Authority shall have access to the results of noise monitoring at any time during the event and will be provided with the final data records within 14 days of the event finish.

Noise levels will also be monitored by ear to facilitate review of noise that whilst within the agreed dB limits, may be considered a nuisance, such as bass frequencies or voice. Where the consultant or approved Environmental Health representative of the Local authority deems the levels to be a potential nuisance, instruction will be given to reduce levels, regardless of whether or not they are within agreed dB parameters

Records will be kept and available on request for up to 90 days from the last day of the event. Where the reading taken is more than 1 metre from the building façade a 3dB correction will be added to the reading

Notes: *The Music Noise Level is defined as Leq (A) of the music noise measured at a particular occasion, defined as the continuous equivalent noise level which at a given location and over a given time period contains the same A-weighted sound energy as the fluctuating noise at the same location over the same time period.

9.2. Background noise tests before the festival begins

We will undertake sound monitoring at the agreed points in section 10 to measure the background noise without entertainment noise and prior to the start of the festival. (Subject to receiving permission from property owners). All background noise monitoring data gathered will be available if requested. This will be conducted between 14.00 and 05.00 hours on the evening of Saturday 22nd July 2023.

dB(A) L90 readings will be used for background noise level data and will records of these readings will be kept on file and available to an authorised representative of the local authority on request during the event and will be provided within 7 working days of the event close.

Sound Checks and system alignment before the festival begins: The house sound engineers will provide their own equipment (or be provided with suitable equipment) to monitor noise levels at the desk position to prevent creeping noise levels. Tests will be run – a stage at a time based on requirements of the event programme to reflect the maximum number of stages playing at any time. Sound propagation tests will be carried out prior to the start of the event. These tests will involve playing music similar to the proposed programme through the various sound systems and measuring the sound levels at the front of house mixer position whilst simultaneously measuring sound levels at areas located outside the venue as per plan in section 9.3. This will enable an appropriate sound level to be set for the stages that will ensure the Music Noise Level is not exceeded.

The conditions of the Noise Management plan will be made clear in writing to all on site operators and a production meeting held with the Production supplier in advance to discuss any potential artist related problems. Thus, all other parties, including artists, production managers and sound engineers will be instructed not to increase the sound level from the agreed level following the sound propagation tests unless specifically agreed by the approved consultant's staff.

Guidance information giving details of the sound restrictions in place on site, timings during which music is permitted to be played on site and the approved consultant's role on site will be sent to operators of all ancillary sound systems on site in advance of the event .

All entertainment parties operating (DJs, musicians, sound engineers etc) within the festival will be required to provide contact details for the member of their team with overall responsibility for operating and controlling their sound system and will act as a point of contact throughout the festival with members of the approved consultant's team. The designated person in charge of the sound system is required to remain on site during all times covered by the Noise Management Plan and must respond to any requests made by the approved consultant in relation to sound levels of their system. This information will be circulated by The Festival Management Team prior to the event and a full list of noise sources on site will be supplied to the consultant.

Any testing of sound equipment will not take place before 09.00hrs and will last for no more than 2 hours on any one day.

10. Monitoring Points

These monitoring points have been identified as the nearest noise sensitive properties and will be used for monitoring. In the event that complaints are made to the noise complaints line, the location will be visited and will be added as a monitoring point.

1. Langhurst Farm, Thorncombe Street, (South of event location)
2. First property to the East on Thorncombe Street, (West of event location)
3. Property on Hascombe Road B2130, approximately 350 North west of the junction with Thorncombe Street (West of event location)
4. Surrey Lakes Glamping residence, Thorncombe Street, (NNW of event location)
5. Property on lane off Thorncombe Street, (NNE of event location)
6. Property on Thorncombe Street (SE of event location)



10.1. Meter Measurements

The main sound level meter used will be a class 1 meter (Cirrus Optimus) Details of the precise meter will be provided on the record forms and all meters and calibrators will be within required calibration timescales of 1 year for calibrators and 2 years for Sound level meters.

10.2. Complaints Procedure

There will be a dedicated handset and mobile phone number for raising noise complaints. This will be published to all local residents on the letter that is delivered by no less than 7 days before the festival (see Appendix seven).

This number will be attended the whole time the event is operational and a staff roster (see Appendix seven) will be made available to the Licensing Authority on request. The production manager on duty will answer the phone, the phone will keep fully charged at all times. The phone will have priority answering over all other activity (Unless in the case of an emergency).

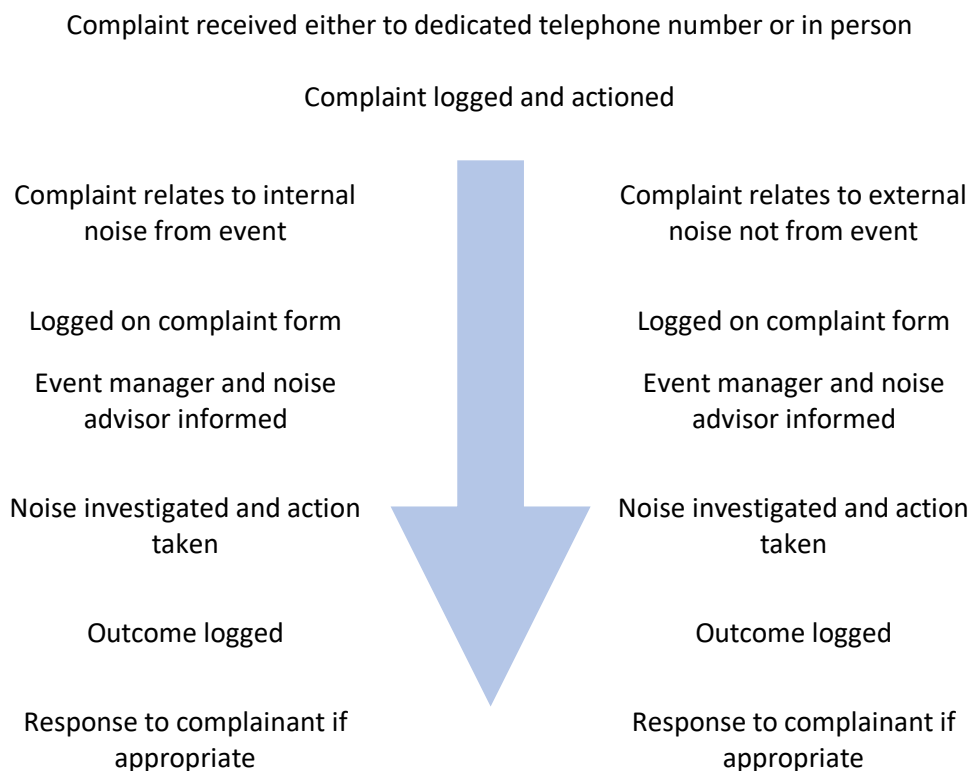
A noise hotline will be installed and publicised so that local residents can report any noise issues directly to the festival. All calls will be logged by time, location and contact number and address will be requested. The log will be kept on site and be readily available at the request of a duly authorised Council officer. The noise hotline number will be operational throughout the hours of regulated entertainment. If requested by a duly authorised Council officer, all calls received by the noise hotline will be reported immediately to the on-duty representative from the Council. The complaints log in Appendix one will be used for this.

Irrespective of noise levels prescribed in the Noise Management Strategy, The Premises Licence Holder or DPS or any person who has been nominated as their deputy must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003).

When a complaint is received, the provided process (Action protocol 11.1) will be used, and records kept on Complaint log (Appendix one) along with actions taken. Additionally, the noise advisor will use their noise monitoring log (Appendix two) to record actions taken (using the comment column) and any monitoring undertaken as result of the complaint that has been received.

If an authorised person instructs a reduction in noise levels, this will be undertaken immediately and a record made in the noise logs. Any instruction, whoever it is received by, must be conveyed to the noise consultant to ensure that their log is updated, and records kept.

10.3. Action protocol:



Notes to complaints procedure:

- Any noise complaint off site will be investigated and readings taken even if not one of the agreed monitoring points in 10
- A log will be kept of all complaints, investigation and outcome and any action taken. This will be available for inspection on request and will be submitted to the local authority within 14 days of the event end. A record will be made of all the calls received to the Noise Line and the record form kept in the Production office. The noise advisor will keep record of all concerns notified to them and action taken on their event noise log.

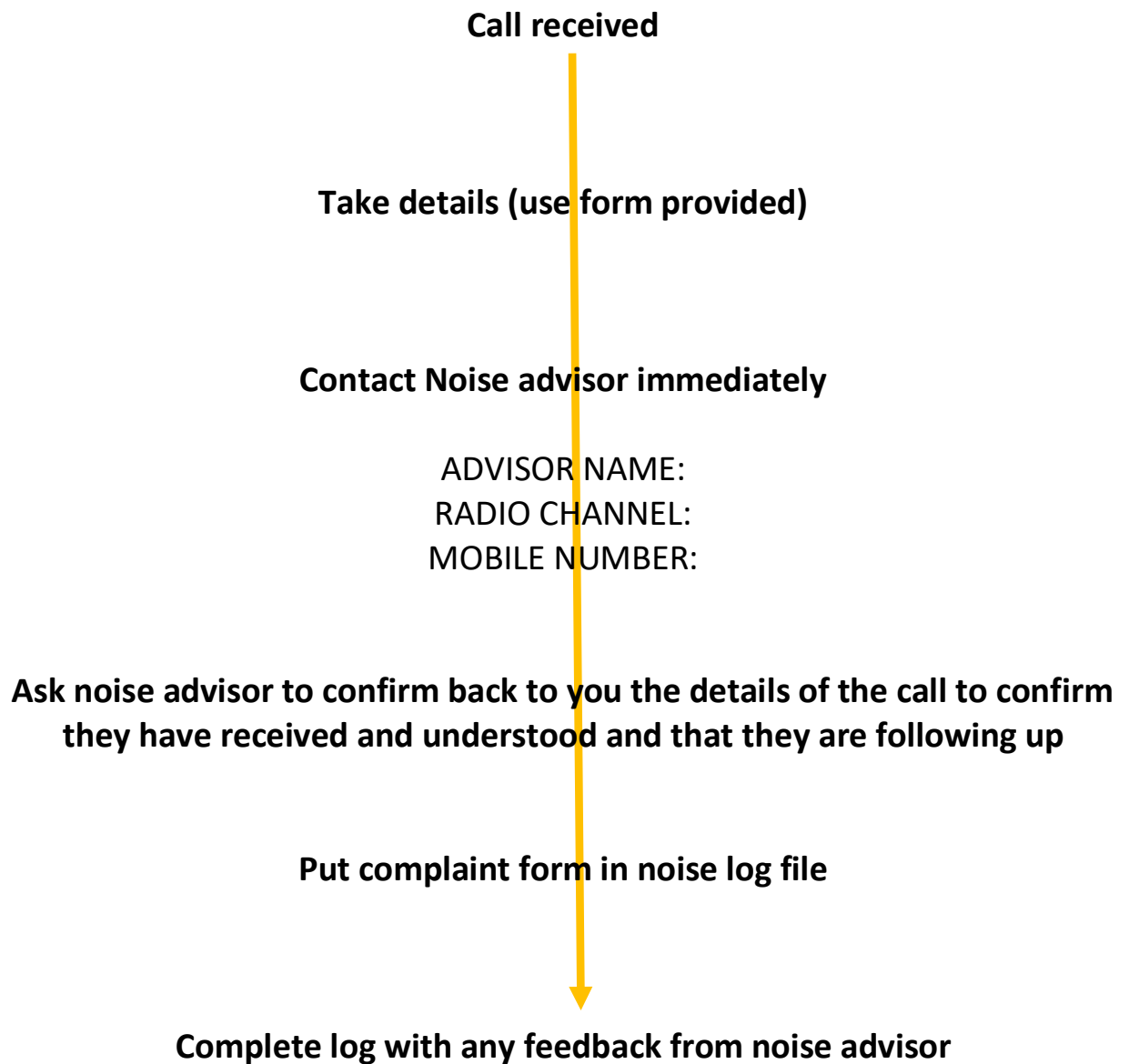
10.4. Pre-Event Information

A letter will be circulated to local residents no less than 7 days prior to the event, informing them of the details of the event, including start and finish times of both the event and any sound-checks. This will also include a dedicated telephone number for noise complaints. The information contained in the letter and the addresses of residential areas to receive the information will be agreed in writing prior to distribution with the local authority. A copy of the final letter will be attached to this plan.

Appendix One – Noise Complaint form

Date of call (dd/mm/yy)	
Time of call (24h clock)	
Name of person receiving call	
Name of caller	
Location calling from	
Details of complaint	
Caller's number (if happy to give for any follow up)	
Any advice/guidance/response advised to caller	
Time noise advisor contacted to advise of complaint (24h clock)	
Method of communication with Noise advisor (circle appropriate)	Mobile telephone / Walkie-talkie / In person
Feedback from noise advisor (if relevant) and action taken (Noise advisor will also record on monitoring log and note action take under "comments" field.	

Appendix Three – Noise management action flow on receipt of complaint to Hotline



Appendix Four – Event line up

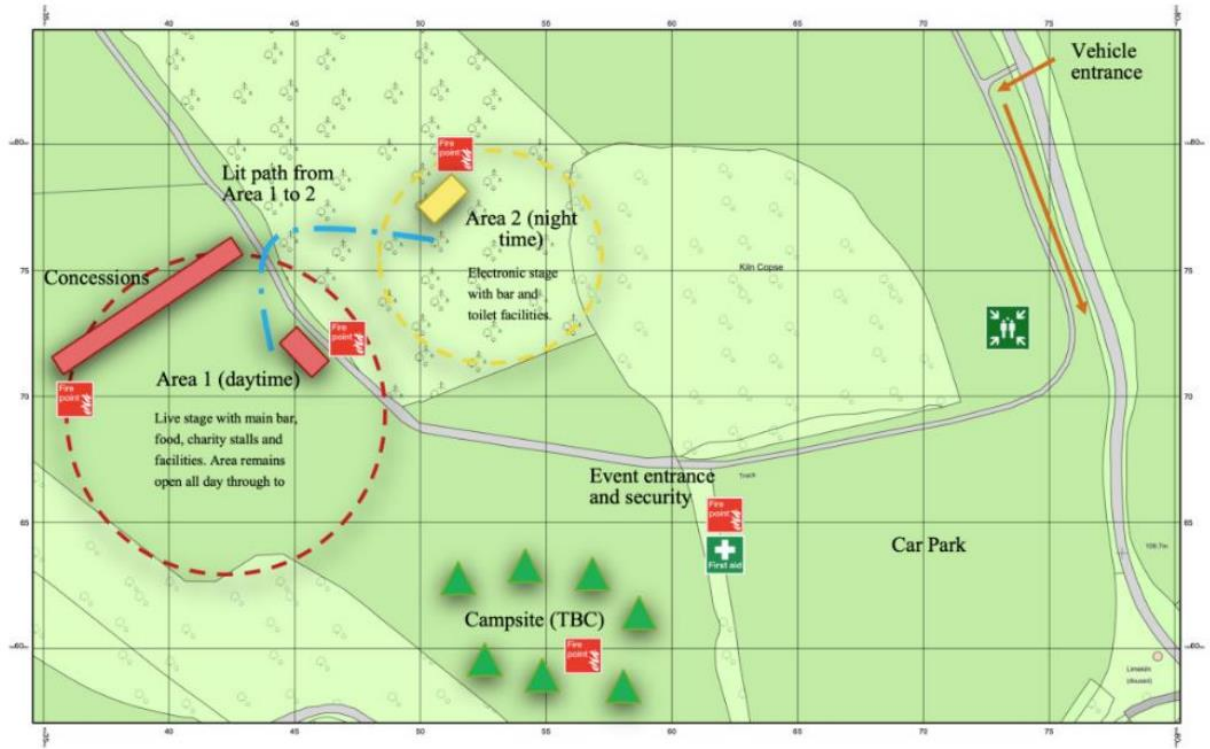
To be added once finalised.

Appendix Five- Duty production office roster

Duty production office roster (to be added once crewing is finalised)

Appendix Six

Site layout plan



Appendix Seven - Residential Engagement letter

Event	Slade Fest
Dates	28 and 29 July 2023
Location GU5 0LT	Slades Farm, Thorncombe Street, Bramley, Surrey

The purpose of this letter is to advise you of an event coming up on 28 & 29 July 2023.

This letter contains details about

- The Premises licence
- The Noise Complaints Hotline

The Premises Licence

Insert details of what the licence permits

The Noise Complaints Hotline

During the course of the event, we will be maintaining a Noise Complaints Hotline

The number of the hotline is **insert number**

The Hotline will be manned throughout the duration of the event by a member of festival staff.

Staff manning the Hotline will receive a training briefing with the Festival Noise Consultant on what data to record, how to use the complaints form and what action to take when a complaint is received.

As soon as the call is finished, the onsite Festival Noise Consultant will be contacted by the site office and given details of the complaint. The Festival Noise Consultant will then investigate the complaint, visit the location and take whatever remedial action is required. A record of any remedial action taken will be made.

A record of the complaint and remedial action taken will then be provided to the licensing authority at the conclusion of the festival.

Further information

Noise Management Plan

If you require further information about any aspect of the festival please contact **xxx**

Yours faithfully

XXXX

Event manager

Appendix Eight – Author’s Biography

This plan has been prepared by Calvin Hanks, MSc, MSc, PgC, CMIOSH, FIIRSM, FRSPH, MCIEH. Calvin’s registrations and qualifications include:

- Chartered Safety & Health Practitioner
- Master of Science in Environmental Health (with Distinction)
- Institute of Acoustics Certificate of Competence in Environmental Noise measurement (Via Southampton University)
- Fellow of the Royal Society of Public Health
- Fellow of the International Institute of Risk and Safety Management
- Postgraduate certificate in Infection Control (with Distinction)
- Member of the Chartered Institute of Environmental Health

Calvin has extensive experience in events and festivals and teaches in event safety alongside his work with live events. Calvin has been involved in the safe management, including noise management, of many events including:

- How The Light Gets In, Hay on Wye since 2017
- How The Light Gets In, London since inception in 2018. This involves management of safety and noise at an English Heritage Historic building, where effective noise management is critical to safeguard the integrity of the property. Additionally, the event is in a London Borough surrounded by residential properties and effective noise management is required to ensure a balance between enjoyment of the event and needs of local residents.
- Medicine Festival, initially looking after Noise Management and infection control since 2020 but since 2022 brief was extended to include all aspects of Health & Safety. This site is in Berkshire of a private estate surrounded by residential properties. Since our appointment we have worked with event and residents and reduced complaints to single figures, with our proactive “at time of complaint” response.
- Kaya festival, Port talbot, responsible for all aspects of health & safety and noise management resulting in no noise management issues arising
- Tour de moon, Hackney- a government funded event where we oversaw all Health & safety and noise management for a street festival in East London for many thousands.
- Great events, Cambridge who hold Christmas parties in marquees in the fields adjacent to a hotel in a residential area of Cambridgeshire. Providing all noise management, we helped successfully secure the event license after a hearing due to noise concerns, and provide on and offsite noise management for their events every year. This location is especially challenging as there is a large housing estate within 100 yards of the event location.
- East London mela, a cultural event for many thousands with multiple sound stages and more, in a public park in a residential area of East London. For this we provided noise management including multiple noise advisors on and off site on the live event to ensure compliance and responding to any concerns.
- University of Surrey Students’ Union, where we provide ongoing support of noise management and monitoring to ensure that local residents needs are accounted for and balanced with event enjoyment.
- Ride the night, a series of overnight charity bike rides and walks, overseeing all health & safety. This includes noise management especially at the Kings Cross, London venue.

Noise Management Plan

- Firework champions, a series of events across the UK involving firework displays set to music with 4 separate displays in a competition. Since 2020 providing on site health and safety and noise management services
- Spooktacular, an annual event for 8000 people on the town's edge involving funfair and fireworks set to music, and since 2021 overseeing all onsite safety and on and off site noise management
- Deebsdays, a festival for 1500 but within a quiet village location, overseeing all health & safety and noise management.
- Lighthouse Gospels festivals, overseeing health & safety and noise management of festivals in town park locations.
- Love Wycombe, a religious event in the town centre on a Sunday morning with large sound stage and live music, overseeing all health and safety and noise management.
- Springfield events, a series of 9 festivals over a 14 week period, for 1000 to 5000 attendance composed mainly of Dance music by DJs. Overseeing all health & safety and off and on site noise management to ensure licensing conditions are adhered to. This event required being available for immediate response to any complaints including visiting affected properties and liaison with residents.
- Transitions Beach Festival, a DJ led Dance music festival for 3000 alongside a residential area in Surrey. Looking after all health & safety and noise management.
- Matts BBQ, a DJ dance music festival for 5000 in South London park, looking after all health & safety and noise management.
- Beyond Festival in public park in Leicester for 9999 people of live and amplified music, looking after all event health and safety and noise management.