



**Noise and public nuisance policy**

**Date Created:**

**Date of last review: NB Policies should be reviewed annually**

**Expected Standards**

There are 4 licensing objectives of equal importance:

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

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.

We like to operate as good neighbours and intend to operate in this location for a long time, therefore it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Council and Fire Service.

**What to look out for?**

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

* **People:** When a large number of people gather together, particularly when drinking or having a good time they can make a lot of noise intentionally and unintentionally. It is our job to make sure that it can’t seep out of the premises and disrupt our neighbours.
* **Speakers, Playlists or sound-making equipment**
* **Building work**

**External noise:** Noise outside our premises caused by us or our customers can come from a variety of sources such as:

* **People**
	+ Queuing to get in
	+ Leaving
	+ Outdoor smoking area
* **Machinery (air conditioning, or refrigeration units)**
* **Deliveries**
	+ Receiving
	+ Food delivery drivers
* **Glass bin emptying**

**Our specific standards for internal and external noise**

**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 neighbours, we can do this through:
	+ Keeping external windows and door closed
	+ Playing relaxing music if it seems like the noise levels are getting too high
	+ Approaching loud groups and asking them to reduce their tempo
	+ Any other internal advice for staff
* **Speakers, Playlists or sound making equipment:**
	+ We must limit our internal noise to **xxxDB insert decibel limit**
	+ Do you have set playlists for day and evening?
	+ Do you allow staff to play their own music, and do you have any limits or guidance on this?
* **Building work**
	+ **Insert times building or repair work can take place on your premises if you have neighbours these should be within the hours of 8-6 pm**

**External noise:** Noise outside our premises caused by us or our customers this can come from a variety of sources such as:

* **People**
	+ Queuing to get in – How do you manage this noise?
	+ Leaving: How do you manage this noise?
	+ Outdoor smoking area: How do you manage this noise?
* **Machinery (air conditioning, or refrigeration units)**
	+ These should be serviced annually
* **Deliveries**
	+ Receiving
	+ Food delivery drivers
* **Glass bin emptying**

**[If you have local resident neighbours]:** We encourage all of our customers to respect the fact that we have neighbours, 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 neighbourhood.

[If you have local business neighbours]: We encourage all of our customers to respect neighbouring businesses, it’s important to recognise that they may work different hours from us.

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

**When to step in and what to do**

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

* **People:**
	+ You should check that all external windows and doors are closed
	+ Play relaxing music if it seems like the noise levels are getting too high
	+ Approach loud groups and asking them to reduce their tempo
	+ Any other internal advice for staff
* **Speakers, Playlists or sound making equipment:**
	+ Check the decibel counter and if it its over **xxxDB insert decibel limit** the volume should be turned down.
	+ Music can be switched to something with less base
	+ Any other measures you would like the team to take
* **Building work**
	+ Explain what work is happening and how long it will continue for
	+ If the complainant isn’t happy then ask what hours would better suit them? Negotiate to create the best solution for all parties.
	+ Any other measure you would like the team to take

**External noise:** Noise outside our premises caused by us or our customers can come from a variety of sources such as:

* **People**
	+ Queuing to get in
		- How do you manage this noise?
		- Ask security staff in their tasking instructions to manage noise levels
	+ Leaving:
		- How do you manage this noise?
		- Ask security staff in their tasking instructions to manage noise levels
	+ Outdoor smoking area:
		- How do you manage this noise?
		- Is it possible to shield this area?
		- Ask security staff in their tasking instructions to manage noise levels
* **Machinery (air conditioning, or refrigeration units)**
	+ These should be serviced annually
	+ If they become noisy during this time then the servicing company should be called back and asked to check it and quote for repairs.
* **Deliveries**
	+ Receiving –
		- think about times of deliveries are these times likely to affect surrounding businesses or residents
	+ Food delivery drivers
		- think about times of deliveries are these times likely to affect surrounding businesses or residents
		- How could you get delivery companies such as Deliveroo, Just East, Uber Eats to queue more effectively and arrive and leave more quickly
* **Glass bin emptying**
	+ think about times of glass bin emptying is it necessary to do this last thing at night or first thing in the morning, are these times likely to affect surrounding businesses or residents

**Noise and ASB Complaints logbook**

We like to operate as good neighbours and intend to operate in this location for a long time, therefore it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Council and Fire Service if we receive complaints from any of the above sources they should be treated seriously and with respect.

Be polite and apologise. Pass the person to the most senior person in the building. All complaints must be logged the complaints logbook. The log is kept insert location so that you can access it easily, you must log the date and time, which product was refused, why you refused the sale plus any other details that may be useful to others in future such as a description of the person(s).

**Please sign this document to acknowledge that you have understood your responsibilities in regards to noise.**

Date: ………………………………………………………………..

Trainer’s Name: ………………………………………………. Trainer’s Signature: …………………………………….

Trainee’s Name: ………………………………………………. Trainee’s Signature: ……………………………………