**Guidance on Pubs, Beer Gardens, Outside and Open Space to avoid noise nuisance**

The Coronavirus epidemic has had a major impact in many areas of commercial activity but none more so than restrictions on the entertainment and hospitality industry including public houses. This guidance document is issued by the PPP to assist organisers in thinking about noise issues as they prepare to re-open or plan for community and similar events. We are keen to support these events and to give advice on methods to minimise noise impact on residents. However we also have a duty to protect neighbouring residents from unacceptable noise. Operators of licensed premises or organisers need to be mindful that they have residents living near to them who are now spending more time at home or may need to get up early for work or who have been shielded. This is particularly important in the use of outside premises and where doors and windows that are normally closed are being left open to help ventilation.

You should consider issues such as:

* Times of operation of outdoor space. The time of operation of beer gardens, pavements, car parks and outside areas such as children’s play areas should be considerate of potential for nuisance
* Each premises is different and may suit different operation but in a residential area 23:00 hours is likely to be the latest outside space should be used by large numbers without causing complaints
* Staff training and procedures for dealing with noise issues
* Supervision and management of customers outside to prevent excessive noise including when they are leaving
* Use of signage in outdoor spaces
* Communication with local residents such as leaflet dropping and provision of an emergency contact number should issues arise
* Restrictions on outdoor entertainment such as music
* Ensuring lighting does not cause issues of excessive illumination or glare to residents and should be mains operated as generators could cause noise issues.
* Restrict the timing for dealing with refuse, for example when bottles emptied and timings of collections
* Plant and equipment location and noise levels
* Consider the timings of deliveries
* Be flexible as issues may arise that could cause disturbances so it is imperative that NMP’s are flexible enough to incorporate change.

If complaints are received to the Environmental Quality Team about noise from a licensed premises, they will contact you to advise you of the complaint and what could be done to reduce noise levels. While every effort will be made to find an agreeable solution this may include needing to reduce the use of the outside space. Ultimately if it is necessary they will take formal action in the form of a license review or service of an abatement notice.

If you own or manage a licensed premises and are considering using the open space differently from how you operated prior to the lockdown please use the guidance above to consider the potential impact on neighbours. Please check if your Premises License requires variation.

Help and support concerning holding events can be found on the website [www.publicprotectionpartnership.org.uk](http://www.publicprotectionpartnership.org.uk) and if you have additional questions please use the contact form on the site.



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| **Noise Management Plan** |
| Name of Premises: |
| **Summary of Premises/Site/Event** |  |
| **Statement of intent/key objectives (purpose of NMP)** |  |
| **Location Plan and Site Plan** |  |
| **Inventory of Noise Sources** |  |
| **Noise Controls including noise limits (usually agreed with the Council)** |  |
| **Noise Monitoring** |  |
| **Communication with the Public including a hot line to receive complaints** |  |
| **Action to be taken in the event of complaints or if noise limits are exceeded** |  |
| **Management command and communication structure** |  |
| **Schedule of contact details including person with overall control for sound levels** |  |
| **Follow up report/review** |  |