



Noise Management Plan

Rose Gardens Banqueting Suite, Parkfield Road,
Wolverhampton WV4 6EE

Planning Application : 17/00925/FUL

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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 minimise disturbance to local residents by activities in and around Rose Gardens Banqueting Suite.

This report has been produced in association with the findings of a previous noise survey report (Blue Acoustics NS357). Noise management planning has been designed through close liaison with the proprietor, and in response to a request from Wolverhampton City Council.

The aim of this plan is to achieve a balance of needs by ensuring social activity is not compromised, whilst controlling potential adverse noise effects. This is possible through the installation of the following noise management systems :

- . Robust policies and procedures applied to all music events
- . Noise limiting
- . Noise monitoring
- . Training procedures for managers and other staff associated with music events
- . On going review process
- . Public liaison and complaint procedure

Rose Gardens is a purpose built banqueting suite, positioned off Parkfield Road, a busy artery running through the southern suburbs of Wolverhampton. Parkfield road meets the A459 at a busy junction approximately 100m to the west. This creates a relatively noisy environment with vehicles regularly idling and accelerating past the site.

There are a number of dwellings surrounding the site, identified within this report as Noise Sensitive Receptors (NSRs).

Receptor	Description	Approx. Distance From Suite
NSR 1	Apartment block on opposite side of Parkfield Road	50m to the south
NSR 2	Dudley Road Buildings / Old Ash Tree Pub	100m to the west
NSR 3	Houses on Hailes Park Close	130m to the east

Table 1 : Noise Sensitive Receptors

The venue provides the choice of two separate spaces, the main hall on the ground floor and the function room at 1st floor level. It has been stipulated that only one room will be in use at any time to minimise the noise impact on the nearby receptors. The building is tailored to suit weddings, with

appropriate decoration and entertainment facilities consisting of a sound system, lighting rig and dance floor. Weddings will take place on Saturdays and Sundays, with wedding pre-parties occasionally held on Friday evenings.

The main hall has a capacity of 600 patrons, whilst the function suite has a capacity of approximately 200.

The proposed layout makes provision for approximately 160 car parking spaces around the site, with 30 to the front (south) of the banqueting suite, and 130 to the west. All vehicles are to enter and exit along Parkfield Road.

The building features a lobby system at the south west corner which provides access to the main hall. The lobby is glass fronted with two sets of automatic doors. Access to the function room is through a set of doors at the south east corner of the building.

Opening hours have been conditioned to 10:00 - 23:00.

The following staff will be hired for every wedding event :

1. Security staff during the event, also to assist people after the events have finished. Security are there to stop any disturbances and follow management instructions.
2. Car Park Attendants - minimum of 2 attendant to assist guests to park and to exit in an orderly manner.
3. Management - we are there to manage the event fully and that would include the sound. Any restrictions or council instructions will be clearly noted in our contract and to any perspective clients.

The Blue Acoustics NS357 acoustic impact assessment drew the following conclusions with respect to music noise breakout :

Main Hall Sound Insulation Test
Music noise above 100Hz was not readily measurable at the surrounding receptors, indicating that the building envelope provides effective sound insulation for all but the lowest frequency bands.
There is no significant change in low frequency noise leakage through the lobby roof with the main hall doors open or closed.
There is no significant change in low frequency noise leakage through the lobby doors towards NSR 1, when all doors (lobby & hall) are open.

Main Hall Sound Insulation Test

Main hall music noise is greatest at NSR 1 (flats opposite) than at the other two receptors. Subjectively setting main hall noise levels according to music audibility at NSR 1 may therefore be appropriate for all surrounding receptors.

It is advised that limiter settings are made on a weekend evening between 22:00 - 23:00, the last hour of daily operation and potentially the most noise sensitive period.

Function Room Sound Insulation Test

Measurement data indicates that **function room** music noise is greatest at the pub (NSR 2), where it was only measurable in the 40Hz to 80Hz 1/3 octave bands.

Music noise breaks out of the function room through the roof and the west side wall, which is acoustically weak. This explains why music noise is greatest at NSR 2.

To minimise the possibility of an adverse noise impact at the nearby receptors from function room use, it is strongly recommended that a 1/3 octave band limiting device be mandatorily installed immediately before the amplifier input for each function. The limiter should be set with the amplifier set to maximum output, and adjusted according to its audibility at NSR 2 (the pub). The limiting device should be periodically checked to ensure it has not been by-passed by the DJ / sound system crew.

Table 1 : Test conclusions

2 Potential Noise Sources

Noise Source	Description
Music Noise	Amplified music noise from bands or DJ's. Whilst the main room has a built in sound system, live bands are likely to bring their own stage equipment which may include guitar / bass guitar amps. The function room has no sound system and so every event will feature an externally sourced sound system.
Vehicle Noise	Vehicle noise has the potential to generate significant noise when the event ends, should everyone leave at once. Potentially annoying noise sources include revving engines, high powered acceleration and car sound systems.
Patron Noise	External patron noise may have the potential to generate complaint through activities such as smoking.
Plant Noise	Externally mounted plant and equipment e.g. chiller units, air conditioning units, extract ventilation
Delivery Noise	Delivery noise may include lorry noise, tail lift noise and metallic noise such as roll cages and / or beer kegs etc.
Waste Management	Empty bottles are typically transferred from bottle bins behind the bar into larger vessels in the compound. This process has the potential to generate very high noise levels.

3 Noise Mitigation

The following measures are to be introduced to minimise the impact of the identified noise sources at the surrounding receptors.

3.1 Main Hall Music Noise

To minimise the impact of main hall music noise at the nearby receptors, the sound system will be optimised for low frequency output, and limited by means of 1/3 octave band adjustment.

The acoustic impact assessment report NS357 concluded that the main impact of the main hall music noise is at NSR 1 (flats opposite). As such, all limiting settings will be set according to a subjective assessment of noise levels at NSR 1. The subjective assessment will cover the period 22:00 - 23:00 when background noise levels are likely to be at their lowest, and consider periods where traffic noise is low.

The limiting will be carried out by a professional audio specialist and set to levels that are subjectively 'inaudible or just audible' at the nearby receptors. The limiting will be carried out prior to the first event to set a workable level which can then be 'tweaked' as required.

The limiter shall be locked to restrict all DJs from over riding the system and exceeding the pre-set limiter settings. The limiter will only be accessed by a suitably qualified audio specialist as required. In addition, all amplified music events will be wound down in a professional manner, with music reducing in sound and style to reflect a calmer end to an event.

In the unlikely event of repeated complaint we understand that it will be necessary to install a Noise Limiting Device (NLD) to cut all power to the band or DJ equipment when the pre-set limit is exceeded.

The chosen device would be the Sentry MkII Noise Control Unit. The unit is tamper proof and provides a visual display to indicate when noise levels are close to the limit. This would be installed within view of the band / DJ position to enable them to remain within the noise limit.

The device would be installed by a qualified electrician and the noise limit set by a representative of the Environmental Protection Department (EPD) according to their methodology.

3.2 Function Room Music Noise

Function room music noise has the potential to generate a noise impact at the nearby residences, with noise breaking out through the roof and the west side wall towards NSR 2. There is no sound system installed in the function room and so all bands and DJs will be bringing in their own equipment. All equipment will be assumed to be capable of generating noise levels high enough to be problematic.

The acoustic impact assessment report NS357 concluded that the main impact of the function room music noise is at NSR 2 (rear facade of the pub). As such, all limiting settings will be set according to a subjective assessment of noise levels at NSR 2. The subjective assessment will cover the period 22:00 - 23:00 when background noise levels are likely to be at their lowest, and consider periods where traffic noise is low.

To minimise the possibility of an adverse noise impact at the nearby receptors from function room use, a 1/3 octave band limiting device will be mandatorily installed immediately before the amplifier input for each function. The limiter will be set with the amplifier set to maximum output, and adjusted according to its audibility at NSR 2 (the pub). The limiting device will be periodically checked to ensure it has not been by-passed by the DJ / sound system crew.

The limiting will be carried out by a professional audio specialist and set to levels that are subjectively 'inaudible or just audible' at the nearby receptors.

Guitar and bass guitarists typically use their own 'cab'. This is a large speaker with a built in amplifier and is used both for the guitarist to monitor their performance, and to generate a specific tone / sound. As such, they are typically played at high level and very difficult to limit. To ensure self amplified band components do not generate an adverse noise impact, all band rehearsals will be monitored at NSR (the pub), with specific instructions given to band members should they need to adhere to specific noise limits.

In the unlikely event of repeated complaint we understand that it will be necessary to install a Noise Limiting Device (NLD) to cut all power to the band or DJ equipment when the pre-set limit is exceeded.

The chosen device would be the Sentry MkII Noise Control Unit. The unit is tamper proof and provides a visual display to indicate when noise levels are close to the limit. This would be installed within view of the band / DJ position to enable them to remain within the noise limit.

The device would be installed by a qualified electrician and the noise limit set by a representative of the Environmental Protection Department (EPD) according to their methodology.

3.3 Vehicle Noise

Vehicle noise has the potential to generate significant noise when the event ends, should everyone leave at once. Potentially annoying noise sources include revving engines, high powered acceleration and car sound systems. All our security and car park personnel will be trained to manage the car park after each event to encourage orderly behaviour and minimise noise impact. Patrons will be asked to turn down sound systems leave the site in an orderly fashion.

3.4 Patron Noise

To minimise the possibility of noise nuisance after hours, the following measures will be applied :

Notices will be displayed on external doors asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours.

Verbal announcements prior to dispersal will be made at the end of each night.

Security and car park personnel will be trained to manage the car park after each event to encourage orderly behaviour. Congregations will be broken up and encouraged to leave the site and disorder will be swiftly addressed.

3.5 Delivery Noise

Deliveries will be restricted to the hours of 08:00 - 18:00 Monday - Friday and 08:00 - 13:00 on Saturdays. No deliveries will take place on Sundays or bank holidays.

3.6 Waste Management Noise

Waste collection will be restricted to the hours of 08:00 - 18:00 Monday - Friday and 08:00 - 13:00 on Saturdays. No collections will take place on Sundays or bank holidays.

4 Noise Monitoring Procedure

Main hall music noise levels will be periodically assessed at NSR1 (the flats opposite). This will involve sending a suitably qualified staff member over the road to subjectively assess the music noise level by the flats. The findings will be fed back to the management and the sound system output adjusted accordingly.

When the sound system has been optimised and set, it will become possible to monitor internal noise levels using a basic time averaging noise level meter. Noise levels may then be monitored inside the main hall or function room and trigger levels identified, above which we shall monitor noise level outside NSR 1 (flats opposite).

5 Customer Relations & Complaints Procedure

Our primary objective is to peacefully co-habit with our residential neighbours. We will be inviting all the nearby residents to an open day inside the venue where we can explain exactly what we do. They will be encouraged to witness the noise levels inside the main hall, and outside, to gain an understanding of the lengths we have gone to to contain the noise. We shall explain our noise monitoring and complaints procedures and provide a contact name and number to all to make the

feedback process easy and personable.

Through open and honest communication and good venue management we aim to maintain a good relationship with the surrounding residents. We will be regularly seeking feedback and opinion from the residents opposite to ensure peaceful co-habitation.

All complaints concerning unwanted noise generated by the venue will be directed to the duty manager. The duty manager will then log and investigate the complaint. Immediate action will be taken to reduce the noise levels where reasonably practicable and the situation will be monitored for the rest of the working period.

The following morning the complaint and resulting action will be reviewed, and communicate opened with the complainant where possible.

6 Staff Training

All managers will be fully aware and conversant with the Noise Management Plan.

All staff members will be made aware of the complaints procedure and given an overview of the venues noise policy.

Staff will be trained to take a pro active approach to noise management including checking noise levels as set out above.

Security Staff where required will be employed up to 30 minutes after the event ends to make sure dispersal takes place in an orderly and proper manner.

Security staff will be equipped with either mobile phones or radios and be able to communicate with the duty manager to enable a quick response to any incident or complaint.

All external entertainment suppliers will be made aware of the sound limits within the building.