

The Plough Noise Management Plan

Site Description

The Premises is known at The Plough Pub Great Bentley. The property is based in the centre of the village and is licensed for the sale of Alcohol on and off the premises.

The site plan is attached to this document showing a residential property 15 meters to the right of the premises from the front door of the pub and three residential properties 13 meters front the front door of the pub opposite the premises. The nearest residential property to the rear of the pub is 10 meters from the rear doors of the pub. These are the only properties that would be considered to be most at risk from noise disturbance.

The main road that the pub and the residential properties are positioned on is a busy road throughout the day and evening.

The Pub is classed as a village pub that strives for a welcoming low-key atmosphere where patrons can come for a quite beverage have a meal and a chat.

INTRODUCTION

The venue is committed to develop and maintain good relations with local residents, neighbours and local authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the pub are being upheld. This policy sets out the measures which have been considered and will be adopted.

GENERAL

The premises will be open to the public between the hours of 10.00 and 24.30 Monday-Thursday and Sunday's. 10.00 – 01.30 Friday, 10.00- 01.30 Saturday.

Customers will not be admitted to premises outside of opening hours.

There shall be no readmission to the premises 15 minutes before closing.

The licence holder shall make available and regularly promote a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events. The contact number will be posted to all nearby residents, and displayed in the window at the front of the premises. The number will be manned at all times and any action taken as a result of the complaint should be recorded and kept.

Customers will be permitted to use the front and rear of the premises (when the rear of the premises is open to Customers under the terms of this policy) if they wish to

smoke. This will give staff vision on the numbers gathered, and allow constant monitoring.

To prevent unsatisfactory numbers gathering outside, staff will make requests for customers to return inside, or move on.

Steps will be taken to educate regulars on the limited area for smokers. Two members of staff will be on premises at all times; this allows one member of staff to manage the Bar, whilst the other manages the customers.

Furthermore, no smoking shelter will be provided to help reduce noise from patrons outside the premises.

PROVISION MUSIC

Currently our license permits the following music to be played,

Live music Friday's and Saturday's 20.00 to 23.00
Performance of recorded music 10.00- 00.00 Monday – Thursday's. 10.00-01.00
Friday's and Saturday's and 12.00- 00.00 Sunday's.
Provision of facilities for dancing 20.00 – 00.00

The provision of background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere suitable to a specific occasion rather than to be listened to and is incidental to speech and conversation.

The provision of live music will be permitted during the licensed hours.

Noise control management

EVENTS

Save for the four occasions in the year where live music is played in the garden, it shall be our policy to ensure that sound levels at the nearest noise sensitive premises (noise sensitive receptor: NSR) shall not exceed 38 decibels (dB) (the typical background noise level absent abnormal noise).

We shall achieve our policy by implementing the following measures when live or recorded music is played on the Premises:

1. The application of an Electronic Noise Limiter to cap noise emissions within the Premises at 82 dB
2. The rear bi-fold doors and all windows shall be kept closed at all times (including for access and egress to and from the premises) when live or recorded music is played inside the Premises. This policy shall be monitored by a responsible member of staff. Save for fire escape, during the course events at which live or recorded music is played all windows shall be kept closed and no door shall be used for access to and egress from the premises

- other than the front door which, save for that access and egress, shall be kept closed;
3. Musical equipment and, in particular, speakers shall be positioned within the Premises, so far as is possible, to direct sound to the interior of the premises and to minimise noise escape
 4. A sound assessment using a recognised [device] shall be undertaken on the perimeter of all noise sensitive premises within 30 minutes of the start of a live or recorded music event and on such further occasions during the event as the duty manager deems necessary and the time and location of a reading for each noise sensitive premises shall be recorded.
 5. Staff will actively encourage the gradual dispersal of customers to minimise nuisance. During the last 20 minutes of trading the following strategies will be implemented to encourage the gradual dispersal of customers. These include:
 - a. the gradual increase in ambient lighting levels and playing of music of slower content and reduced volume.
 - b. Music will stop playing 5 minutes before the license times of the premises.
 - c. A member of staff will be positioned in an area close to the main exit to oversee the end of night departure period.
 - d. Customers will be encouraged to be considerate upon leaving the premises.
 - e. Customers shall not leave the premises other than by the doors to the front of the premises.
 - f. Customers will be asked not to stand around loudly talking in the street outside the premises. Communication will be made with taxi companies regarding the use of horns and slamming of doors.
 6. Non-alcoholic beverages (water) supplied to patrons free of charge prior to departure from premises to aid in noise reduction.
 7. Patrons will be prohibited from congregating at the rear of the premises or in the Car park. Those congregating outside the front of the Premises will be monitored and may be asked to return into the Premises or to leave the area.

ENTERTAINMENT IN THE GARDEN AND PARKING AREA

1. There shall be no more than 4 live music events in the garden and parking area in any calendar year.
2. On the four occasions in the year where live music is played in the garden, it shall be our policy to ensure that noise levels at the perimeter of neighbouring properties does not exceed 76 decibels (dB). This is the Ambient noise level during the normal opening hours for the Premises and considered normal to the site location;
3. Recorded music shall not be played into the garden and parking areas;
4. Live music shall not be played in the garden and parking area beyond dusk or 1900, whichever shall be the later;
5. Save for the parking and removal of vehicles and any ancillary activities related thereto, the Garden and Parking areas shall not be available to patrons of the public house after dusk or 2100 which ever shall be the later;

GENERAL NOISE NUISANCE

1. Patrons congregating outside the Premises will be monitored and their noise emissions assessed. If, in the opinion of a responsible member of staff, the noise emanating from individuals or groups is likely to disturb the occupants of neighbouring premises the individuals or groups may be asked to return into the Premises or to leave the area.
2. Records will be kept of any noise complaints in a log book which will be available to all local authorities. Routine monitoring will be regularly conducted around the perimeter of the premises during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded. A noise log book kept on the premises and maintained by management and be available for inspection by the Local Authority upon request. Monitoring will be conducted by individuals who have not had prolonged exposure to loud music.
3. Prominent, clear and legible notices will be displayed at the exits requesting the public to respect residents and to leave the premises and the area quietly.
4. Car park on premises only has three car parking spaces so noise levels from patrons in the car park will be lower. Employees to check all the exterior of the premises for increased noise by patrons leaving in their vehicles.
5. No marquees will be erected on the premises and there will be no fire work displays.
6. Outdoor lighting to be checked that the glare and over spill does not affect neighbouring properties
6. Employees to check all external areas and public areas for litter. This will be disposed in the bins provided at the premises.
7. Employees to arrive and depart from the premises in a quiet manner.
8. Delivery and Collection of goods or refuse conducted between 8am and 5pm during normal working days.
9. All staff will be made fully aware and conversant with the noise management policy and procedures
10. Customers will be encouraged to leave quietly and to respect the neighbours, particularly with regard to loud conversations and the slamming of car doors. A record will be made of any serious offenders and repeat offenders will be warned that they may be excluded from the premises if they do not demonstrate respect for the neighbours. Customers will be monitored as they leave the Premises. Where appropriate they will be asked to disburse.

11. Communication will be made with taxi companies regarding the use of horns and slamming of doors.

The noise management plan will be reviewed at least annually or as agreed appropriate to ensure that it is streamlined and effective. New and innovative approaches to problem solving or incidents and any lessons learnt will be incorporated accordingly. We should consider this a live document which evolves by experience in agreement with the Authority

COMMITMENT

We the undersigned commit to ensuring this noise management plan is implemented and maintained at all times for the duration of operation of our premises. We understand that it forms a key part of our Licence to operate, and that departure from it could lead to curtailment or loss of said operating Licence:

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Tuesday 1st October 2019

Variation of License for extended Live Music

Dear Sir/Madam,

We are writing to you regarding the 'Plough Pub' in Great Bentley and their application to extend their licence for live music. We would like to show our support for this application.

We live opposite the pub and have two young children, we have had no concerns of noise when music has been played. We occasionally use the pub on music events and find that this draws a lot of the local community together. We have never been told of any noise issues by any of the local community in the last 15 years I have resided in the village.

We would also like to point out the staff and Management are very proactive to support the local community and always ensure that their needs are catered for and we feel the works that have been made by the new owners are a vast improvement for our village pub we almost lost.

We will continue to support our local pub and events held there for the enjoyment of our community. The village would not be the same without it.

Yours Sincerely

A handwritten signature in black ink, appearing to be 'T Wright', with a long horizontal stroke extending to the right.

Mr T Wright

Dear Sir/madam

Firstly I would like to start by saying I am a previous owner of the pub and it is with no surprise to me that there have been complaints re: Noise levels and I am sure I know whom these complaints are from, because I also had the same neighbour complain when I had the pub 7 years ago. I believe they have it out for the pub and I do not know why, but the pub has been part of this village for over 400 years, so if you have a problem with public houses, 'Why buy a property next to one'?

I now live next to the pub and I have never had a problem with the noise, I am also a very light sleeper and work early on Saturdays. I can assure you if I did have an issue with noise I would be the first to notify the pub of this, as an ex publican myself.

The new owners have done an amazing job updating the look of the pub whilst ensuring the character remains and for that I take my hat off to them. One final comment to make, 'Long Live the Local'.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'S. Burgess', written in a cursive style.

Mr S. Burgess

26th September 2019

To whom it may concern;

I have been working at 'The Plough Pub' in Great Bentley, for the past four years. I have worked with the previous owners and the current owners and I have found that the pub is managed a lot better than the previous owners in terms of community, staff and patrons.

Management enforce a strict approach to noise levels and their neighbours, which is why I was shocked to hear there had been complaints of this. It is a real shame there are certain individuals trying to taint the pubs reputation. "Where is your community spirit"? On a whole Great Bentley have a fantastic community spirit and it is a delight to see so many smiley faces when working, this shows me that I am doing my job properly and we are pleasing the local community.

When I am on shift and music is being played, I always ensure doors are kept closed and customers are also informed of this. We have a policy at the pub of monitoring sound levels with a sound meter at the boundaries of the pub. These are recorded on our music log. If the sound levels are high the music is turned down immediately.

We also have a complaints log in process and since the new owners have taken over, we have only received 2 noise complaints which were dealt with immediately with the appropriate actions.

As a mother of 2 young children I fully understand the process to keep noise levels under control caused by music events or customers.

Faithfully Yours

A handwritten signature in cursive script, appearing to read "Joanne Costello". The signature is fluid and somewhat stylized, with a large initial 'J' and a long, sweeping tail.

Joanne Costello

28th September 2019

Letter reference Variation of License

Licencing Officer

I have been using the pub in the last forty years and I have seen many changes in these years to this pub. I normally use the pub during the week and occasional weekends. Since the new owners have taken over there has been a vast improvement to the pub and all for the better may I add. I have been to music events at the pub and never had to complain about the music volume. It is so nice to see new faces since the reopening and local villagers using the pub more. I would also like to mention my friends and family are now using the pub, so this is bringing in more people to the village.

Regards



Mr Robert Gee

**Petition in Favour of The Plough
'Variation of Premises' License**

Date:

9th October 2019

Petition Organiser:

Mrs Alison Reed

Address:

The Plough
Plough Road
Great Bentley
CO7 8LA

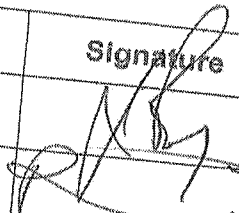


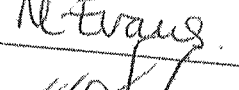


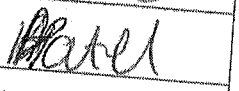
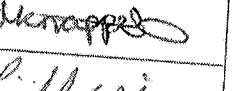
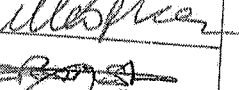


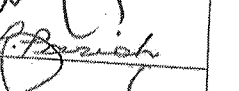






Telephone number:

01206 255 242

We, the undersigned support the application of a 'Variation of Premises' License to extend Live music until 00:00 on Fridays and Saturdays including music on Sundays between 16:00-19:00.

| Name | Address | Signature |
|--------------|--|--------------------|
| K. TINGAY | Two Seasons Plough Road, Great Bentley CO7 8LD | <i>[Signature]</i> |
| R. Patey | Great Bentley Country Park | <i>[Signature]</i> |
| M. Allen | Great Bentley Country Park | <i>[Signature]</i> |
| M. Kerridge | Oak view St Marys Road | <i>[Signature]</i> |
| R. Gee | 15 Pine Close | <i>[Signature]</i> |
| IS GIBB | — " — | <i>[Signature]</i> |
| A K Kerridge | Oak view St Marys Road | <i>[Signature]</i> |
| L Kerridge | " " " | <i>[Signature]</i> |
| A TINGAY | 6 HALLVIEW RD | <i>[Signature]</i> |

| Name | Address | Signature |
|------------------------------|--|-----------|
| KEVIN WESSON | 6 BIRCH AVE | |
| STEVE CARNHAM | STURRICK LANE | |
| C. WOODWARD | 7 CHERRYWOODS | |
| M. EAVEJ | MEADOWLANDS, CO7 8AB | |
| S BURGESS | CLEARVIEW HOUSE | |
| J. VECCHIERI | 38 DEVON | |
| B. JOSTE | THORRINGTOWN | |
| B. PAM | VANCOUVER CO16 9AB | |
| R. JOSE | DUSTYFULT GB | |
| | Samuel Day | |
| Tony Wight | Two Seasons | |
| A Jackson | ST OSYTH | |
| A NORFOLK | NORWICH, FERBOX | |
| M. Shadden | Nivara St. Mary's Head Angers Green Green Bentley | |
| C W BEARD | GT BENTLEY | |
| D BALDWIN | THE GREEN ST BENTLEY | |
| R. CLARK | ELMSTAD MARKET. | |
| A TURNER | KRATING | |
| Number of signatures on page | | 18 |

| Name | Address | Signature |
|------------------------------|----------------|---|
| Sofia Roy | FRATING |  |
| POLLY THOMPSON | Gt Bentley |  |
| JULIE TWEDDIE | CLACTON |  |
| WJ Evans | BENTLEY |  |
| M. Evans | St. Bentley. |  |
| N STONE | Gt Bentley |  |
| ADAM DILLY | " |  |
| Jo Costello | Great Bentley |  |
| Aimee Patel | Great Bentley |  |
| Daniela Knappett | Great Bentley |  |
| Zach Gillespie | St. Osyth. |  |
| Zoe Parish | Elmstead Mkt |  |
| FRANK PARISH | " " |  |
| SEATON | TRAILER PARK |  |
| LOUISE PARISH | GT. BENTLEY |  |
| BILL PARISH | " |  |
| Corrie-Leigh CAMPION | Little Clacton |  |
| kai neill | Gt Bentley |  |
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H gilders

Gt Bentley



M gilders

Gt Bentley



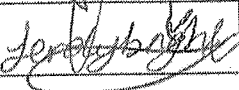

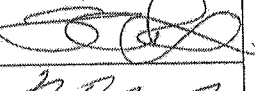


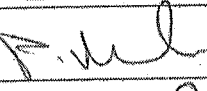
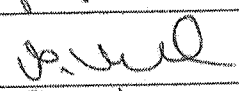
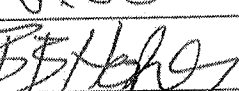









K gilders



Gt Bentley



We, the undersigned, support the application of a 'Variation of Premises License' to extend live music until 00:00 on Fridays and Saturdays, including music on Sundays between 16:00 – 19:00.

| Name | Address | Signature |
|------------------------------|----------------------------|---|
| Ashley Bright | Brightlingsea |  |
| S. FORDINGHAM | Brightlingsea |  |
| Ferdie Bright | Brightlingsea |  |
| C. Dulai | Thorrington |  |
| S. J Reed | Great Bentley |  |
| Donnic | London |  |
| D. BRANDON | WENTLEY BENTLEY |  |
| P. Miles | ALRESFORD |  |
| C. M. LIND | ALRESFORD |  |
| P. HOPKIN | ALRESFORD |  |
| A. SARGES | GT Bentley |  |
| M. GILES | " |  |
| D. GILES | The Green GT Bentley |  |
| N. Denton | GT Bentley |  |
| J HEARSWELL | STURRICK Lw, GT Bentley |  |
| T. SMITH | GT Bentley |  |
| Z. KERRIDGE | GT Bentley |  |
| L. Hamilton | GT Bentley | L. Hamilton |
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| Name | Address | Signature |
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| A BLOOMSBURY | 8 NEWMAN fields |  |
| MT | Great Bentley |  |
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**THE
PLOUGH**



GREAT BENTLEY

**THE
PLOUGH**

**RESTAURANT
OPENING HOURS**

**MONDAY TO SATURDAY
MIDDAY - 21.00**

**SUNDAY
MIDDAY 19.00**

**ALL SPORTS & EVENTS
SHOWN HERE**

