Noise Management Plan

Our Noise Management Plan is designed to control noise within the nearby local communities. Below is a list of potential noise concerns and the mitigations we will put in place to control noise pollution.

This noise management plan will be reviewed 6 monthly in the first 2 years and yearly after that

Date	Comment
12/06/25	Creation
	6 monthly review

Source	Possible Effects		Migations
Inside music noise, films etc (Note 1) Live Music or recorded music Monday to Thursday 12:00-23:00, Friday & Saturday, 12:00-00:00, Sunday, 12:00-22:00	Volume		There will be a cooling down period where noise will be stopped before closing time.
	Doors and Windows		Keep closed after 10pm
	Location of speakers		Away from doors/windows, avoid party walls.
	Location of source		Avoid location near the doors where sound can travel when opened
	Bass control		Limit levels
	Hours and number of events		Whereas the number of days and hours specified cover all eventualities, live music will be limited to occasional events published on the poltimore website site, see www.poltimore.org
	Direction of speakers		Point away from residents (see note 1)
Outside music (Note 2) Live Music (indoors & outdoors) Monday to Thursday 12:00-23:00, Friday & Saturday, 12:00-00:00, Sunday, 12:00-22:00	Location of speakers		As far away from noise sensitive as possible. Noise will be baffled by surrounding trees
	Times of day		Between 12:00-00:00 (latest on a Saturday night) but cooling down hours after 23:00 will be enforced.
	Days of week		Wedding bookings can be any day of the week
	Location		The location of live music will be away from built up areas surrounded by trees
Smoking	Times of use		Is not allowed anywhere on the site therefore limiting groups of people standing around outside. – is this statement correct???
Gardens, and play areas (Note 4)	Music (see above)		Customers will be asked to keep noise down and encouraged inside after 22:00.
	Children and customer noise		
Customers and Car Parks (See Note 5)	Misuse		Signage regarding noise will be put up at the entrance of the arena for outside events. '3 strikes' rule for unruly customers. Signage at premises exit, CCTV is in place to capture unruly behaviour. No entry policy after 22:00 Loitering customers will be encourage to leave.
	Leaving customers		
	"Late" hour access		
	Loitering		
Refuse and recycling bins, bottles and stores, barrels	General noise		Follow good working practices. If noisy do in morning not late evening. Site refuse and recycling stores away from residential properties
Complaints (See Note 6)	Response and attitude		Record complaints, contact residents and deal with reasonable issues swiftly where possible, consider liaising with neighbours giving out name and number of responsible staff to contact if noise is a problem. Consider a neighbour liaison meeting.

1. Inside Music Noise

Live music is very difficult to manage, since many musicians bring their own equipment, and it cannot be effectively controlled by the supervisor unless there is a good working relationship. It may be prudent to favour events which minimize impact. Warn neighbours in advance of special events which might have a greater potential for disturbance.

We will carry out regular checks at the boundary of the nearest noise sensitive properties.

2. Outside Music Noise

Outside music can very easily cause a nuisance to nearby neighbours. The nuisance potential is closely linked to volume, hours of use and number of times a year, Poltimore House Trust will ensure that outside music is not abused, booking of events will specify the requirement for a cooling down period before closing time as well as a reminder to keep noise down on leaving the premises.

3. Deliveries, Recycling, Refuse Collection and Stores

Deliveries will be during the day hours. Recycling will be left to the mornings if too late at night.

4. Gardens and Play Areas

Gardens are an important feature of our premises, and their use may be difficult to control. Sensible precautions like location, signs and restriction on the hours of use of play areas may help as can supervision.

5. Customers and Car Parks

Customer signs about noise will be displayed. Disruptive customers will be warned and a '3 strikes' exclusion policy introduced. Car parks are another area where occasional supervision and checks especially late at night may help to prevent loitering, chatting or inconsiderate and noisy driving. Signs which emphasize the need to refrain from shouting, slamming car doors, sounding horns and loud use of vehicle stereos and anti-social behaviour will be considered.

A good relationship will be fostered with responsible taxi operators and customers encouraged to contact these operators from inside. Taxi drivers should be encouraged to come to the door to collect passengers.

6. Complaints

Poltimore House Trust (PHT) will respond to complaints with a sympathetic and polite. Actions from the complaints will be considered with an emergency review of the NMP before the review date. Many problems can be defused by the right attitude and response. PHT are willing to meet with the complainants to discuss issues to help maintain relations

7. Staff Training and NMP Updates

PHT will ensure staff awareness relating to noise management issues by inclusion in training. The NMP will be circulated to appropriate staff. Any amendments to the policy will be forwarded to the East Devon Licensing team.

Signed_____   _Date:_____
                    Premises Licence Holder

Event Management Plan

[Event Name]

[Event Venue]

[Event Date]

[Organisation]

[Author name]

[Date document last updated]

Contents

1. Event overview

2. Geographical location

3. Topography

4. Ground conditions

5. Traffic and pedestrian routes

6. Entrances/exits

7. Location and availability of services/utilities

8. Location plan

9. Venue design/site plan

10. Site capacity, capacities of covered venues (marquees etc), how will capacity be monitored

11. Programme and production schedule
Please populate the below production schedules.

It's important that you produce and document an event day programme; this not only helps your event management on the day but also allows you to promote your programme to your audience prior and during the event.

A production schedule is also an essential element in successful event management, it ensures tasks are done on time and not forgotten, with so much to think about it is easy to forget things if you don't document each and every task. Regardless of the scale of the event you should document what needs to be done prior, during and after the event to ensure all tasks are carried out in a timely manner. A simple production schedule that can be used is provided below.

Production Schedule – prior to event day							
Date	Task	Start	Finish	Resources	Notes	In Hand	Complete
Production Schedule – event day							

Date	Task	Start	Finish	Resources	Notes	In Hand	Complete
Production Schedule – post event							
Date	Task	Start	Finish	Resources	Notes	In Hand	Complete

12. Run sheet

If the event spans multiple activities occurring across the day at different locations within the event site please complete the run sheet.. For example you may have a stage, arena area and walkabout entertainment. Therefore it's important you programme all the activities in a sensible and logical manner to make the event flow for your audience. For example you could programme an arena act to start shortly after a stage act has finished, this gives time for a stage changeover without a total absence of entertainment to keep your audience entertained. Run sheets can be as detailed as seconds for a stage production, however for smaller outdoor events increments of between 5 and 15 minutes usually works well. An example of a basic run sheet is provided below.

Programme for XXXXX event

Time	Example Location Stage programme	Example Location Arena programme	Activity	Activity	Activity	Activity	other
12:00							
12:05							
12:10							
12:15							
12:20							
12:25							
12:30							
12:35							
12:40							
12:45							
12:50							
12:55							
13:00							

13. Video screens

14. Seating arrangements

15. Production of infrastructure and backstage requirements

16. Fencing and barriers

17. Temporary demountable structures – marquees, stage etc.

18. Licensing Requirements – Premises Licences, Temporary Events Notice, Street Collections, Lotteries etc.

19. PRS (Performing Rights Society) and PPL (Phonographic Performance Limited) License

20. Traffic management – traffic signs, road closures, traffic marshalling, public transport, vehicular access, parking, emergency access, pedestrians etc.

21. Crowd management
- Audience profile and crowd dynamics, entry and exit of audience, searching, crowd sway/surges, police involvement, use of PA system and video screen, security staff

22. Security - numbers, employer, responsibilities, clothing etc.

23. Stewarding – numbers, employer, responsibilities, clothing etc.

24. Drugs Policy- zero-tolerance drugs (including legal highs) policy

25. First Aid/medical cover

26. Lost and found children

Please Specify a responsible adult(s) and procedure for lost children. NB DBS Checks will be required for responsible adults.

27. Provision for those with special needs

28. Catering and food safety

29. Electricity and gas

30. Position and proximity of noise sensitive buildings

31. Preventing nuisance – noise, lighting etc.

32. Water supply and water safety

33. Risk assessments

Please complete the risk assessment, a copy can be obtained from events@poltimore.org

34. Fire safety
 – Means of escape, firefighting equipment, training, fire warnings

Within the café there are 3 fire exits, 2 at the front of the café, 1 to the rear. Fire fighting equipment is located by the front door and rear doors of the café as well as the kitchen area.

35. Special effects, fireworks, pyrotechnics, bonfires

Due to the location of the marquee and café no fireworks, pyrotechnics or bonfires will be permitted. Please use this section for any other special effect requirements.

36. Animals at the event

37. Insurance

38. Sanitary facilities – numbers, type

39. Vehicles on site

Please specify the approximate number of vehicles expected at the event

40. Environmental considerations - recycling

41. Waste management

42. Surface protection and trees

43. Communications

– Radio communication, CCTV, public information

44. Media - pre and during event

45. Staffing

46. Contractors

47. Performers and participants

48. Event management organisation

49. Key event management contacts

Name	Role	Responsibility	Contact and radio channel if radio allocated

50. Key event contacts – other (suppliers, authorities, artists)

Name	Role	Responsibility	Contact and radio channel if radio allocated

51. Organisational matrix

Create a simple organisational matrix. It is suggested that even for small and community based events a matrix should still be developed. It helps everyone understand the management structure and who is responsible for what. It is also an essential element in your emergency response planning. If an incident occurs it is crucial that your staff, the public or emergency services know the chain of command. The below example is a very simple structure, you should highlight the levels of command and the protocols for communication up and down the hierarchy.

Event Manager				
Security Manager	Safety manager	Production manager	Artist manager	Volunteer manager
Security staff		Production staff	Stage manager	Volunteers
Stewards		Crew	Stage crew	

52. Contingency arrangements – wet weather etc.

53. Emergency planning and major incidents

Include evacuation procedures, emergency routes, key decision makers, coded messages for staff, pubic warning mechanisms, emergency services rendezvous point, stopping the event, assisting those with special needs

A major incident is defined as any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority for:

- the initial treatment, rescue, and transport of a large number of casualties;

- the involvement either directly or indirectly of large numbers of people;

- the handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the police;

- the need for the large scale combined resources of two or more of the emergency services;

The mobilisation and organisation of the emergency services and supporting *n* organisations, e.g. local authority, to cater for the threat of death, serious injury or homelessness to a large number of people.

For the purposes of this event plan the issues that could lead to the declaring of a major incident should be covered within the event risk assessment together with relevant risk mitigation.

54. Appendices list
e.g. Risk Assessment, Fire Risk Assessment, Traffic Management Plan, Noise Management Plan, Site Plan, Location Plan