

Noise Management Plan for Wabi Rear Garden Patio Area

Introduction

As a professional operator 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 ensure, as far as possible, the minimisation of disturbance to local residents by activities in and around Wabi's Rear Garden Patio Area.

A balance of needs must be achieved by ensuring social activity is not marred whilst controlling potential adverse noise effects. Our aim is to adopt the best practicable options to ensure that the conditions of the Licensing Act (2003) are met.

The plan has been developed with assistance from Horsham District Council and is designed to prevent public nuisance and meet the licensing objectives under the Licensing Act (2003). This plan will remain consistent in helping minimise and adverse impact on the natural environment.

All staff members employed by Wabi and those contracted from outside of the business (i.e. Security Contractors) will be made aware and trained to adhere to the Noise Management Plan. Records of this will be kept on file along with other training records.

With the Noise Management Plan, we have the following in place:

- Robust policies and procedures applied to the Wabi Rear Garden Patio Area.
- Training procedures for Management and other staff associated with Wabi.
- A detailed complaints monitoring system

The Key Elements of this Plan are:

- Minimise the impact on local residents
- To satisfy the Local Licensing Authority
- The identification of the range of potential noise sources relating to the premises and the acceptable levels of noise arising from the Rear Garden Patio Area
- A detailed list of steps to manage noise pollution
- A Complaints Procedure

Source	Steps Taken to Prevent
Amplified music (recorded or live) with particular attention to low bass levels	<ul style="list-style-type: none"> • Playing of amplified music within the Rear Garden Patio Area to cease at 23:00hrs. • Volume level to be as 'background/ambient' and not to be heard over regular conversation after 21:00hrs. • Rear Garden Patio Area doors to be kept closed except for access and egress of customers and staff.
Externally mounted plant and equipment e.g. chiller units, air conditioning units, extract ventilation	<ul style="list-style-type: none"> • Use of the aforementioned to be used at low levels or not at all when possible after 23:00hrs therefore to decrease noise pollution being created.
People	<ul style="list-style-type: none"> • SIA Licensed Door Supervisor or Member of Wabi Management to be present within the Rear Garden Patio Area from 23:00hrs.

	<ul style="list-style-type: none"> • Operate a '3 strikes' scheme with unpeaceful customers. Use conflict management procedures to ensure peaceful removal of customers if needed. • Limited capacity for the Rear Garden Patio Area to 50 Customers from 23:00hrs. • Display clear signage within the Rear Garden Patio Area to kindly ask customers to respect the needs of local residents and to behave in a peaceful manner.
Other sounds	<ul style="list-style-type: none"> • Staff members to keep the Rear Garden Patio Area clear of empty or unattended glassware and bottles as much as possible. This is to prevent excessive noise caused by smashing glass. This will also aid customer and staff safety.

Complaints Procedure

All complaints relating to Wabi should go via the Duty Manager.

If the complaint is related to licensable activities the Designated Premises Supervisor will be contacted immediately. The Designated Premises Supervisor will investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome.

The Designated Premises Supervisor and/or the General Manager will review the complaint and contact the complainant if possible the following day.

Should a response be required immediately (on the night) back to the complainant this will be done by the Duty Manager immediately after reporting to the Designated Premises Supervisor.

All complaints should be treated with utmost sympathy and politeness. With the correct attitude and politeness any issue can be defused quickly if not immediately. Wabi will always have an 'open door' policy to discuss issues with neighbours as we have always promoted our standing within the Horsham community.