**Skaters (Wisbech) Ltd**

**Noise Management Plan**

The following Noise Management Plan (NMP) is set out to ensure that measures are in place to prevent public nuisance. The area covered by the NMP includes Skaters roller rink and the on-site car park - see attached plan. The NMP details additional measures to those on the license. This NMP is to be adhered to at all times.

**Site Layout and Orientation**

Skaters (Wisbech) Ltd is a custom built roller skating rink located within the village of Walpole Highway in Wisbech, Cambridgeshire. The facility is an indoor venue and no speakers or equipment will be located outside. There is a large on-site car park with a perimeter fence which is not roadside. There is only one entrance/exit via Mill Road.

**Music and Sound Control**

Noise levels from the DJ booth will be checked at the start of every session and every hour during a session to ensure the decibel level is not causing a public nuisance.

A log book to record the level of decibels, monitoring location, date, time, and any relevant comments/remedial action required will be kept at reception with a copy of the NMP.

Monitoring locations will be; the DJ booth (A), the car park (B1, B2) and Ratten Row (C).

The manager has ultimate control of the noise level at all times.

All providers of live and recorded music will be briefed about the importance of the prevention of public nuisance and issued with a copy of the NMP. They will be specifically made aware that the owner has the right to end the event if the NMP or any other reasonable requirement deemed necessary at the time by the rink manager are not complied with.

There will be at least one person responsible during an event to ensure that noise monitoring takes place and is correctly recorded and acted upon where necessary.

**Actions during opening times to prevent public nuisance**

**Physical Measures:-**

The speakers within the venue will face away from the rear of the building so as to direct the music/noise towards the entrance and not towards the residents in Ratten Row.

The air vents leading out towards Ratten Row have been covered with buffers/signage to dilute any sound travelling through the system in this direction.

The bass speakers will be located behind the projector screen at the far side of the rink to dampen the intensity of the sound.

All windows and doors will remain closed during operation to include fire exits and windows in the public toilets.

Seating areas around the outside of the rink will remain carpeted to help absorb rink noise.

The lower walls within the learner rink will remain carpeted in an attempt to reduce noise.

Signage will remain in place stating ‘Please respect our neighbours. You are requested to keep noise down to a minimum when leaving these premises.’

Double glazed frosted windows will be maintained in the café to reduce noise.

Reception windows at the entrance will remain fully double glazed to reduce noise.

The soil bund at the boundary of the adjoining neighour’s rear garden at Mill Road will remain in place to assist with noise reduction.

**Management Actions:-**

Entrances/exits – regular checks will be made of any noise breakout areas such as fire exits, the entrance and windows.

A Skate Marshall will monitor the car park area at the start and end of evening sessions. Extra vigilance to be given when an event finishes later than 2200 hours to ensure nearby neighbours are not disturbed by excessive noise. CCTV to be in operation at all times monitoring both the car park and the enclosed canopy area.

A Skate marshall will monitor patrons exiting the building during an evening session.

A skate marshall will monitor patrons using the covered canopy area at the front entrance.

No more than 15 persons will be permitted in the covered canopy area at any one time.

Patrons will be advised that they are not permitted to be in the car park during sessions other than to arrive and leave and the Rink Manager will insist upon the entry fee being repaid should any patrons fail to remain in the covered canopy area.

Any patrons not behaving in an acceptable manner whilst outside will be escorted from the premises and the incident will be detailed in the ‘Refusal Book’ for future reference.

Staff will not be permitted to use the rear of the café for breaks.

Staff will not be permitted to make excessive noise when accessing the outdoor bins.

New staff will be required to read the NMP as part of their induction.

Staff will be regularly briefed about the importance of noise control.

All staff will be advised of where the NMP is stored on site should they need to refer to it.

**Notification of Events and How to Complain**

The contact number of the premises will be displayed at the entrance at all times.

When there is a special event planned to take place at the premises where it is anticipated that there will be in excess of 200 people in attendance and the event will be going on past 2300 hours, the licence holder will notify the Parish Council and all residents of Ratten Row in writing no later than 14 days in advance of the event taking place.

**Dealing with Complaints**

Any complaints received will be recorded on the attached ‘Complaints – Record and Actions’ document. If deemed necessary, action will be taken to reduce the noise immediately.

Private hire customers will be made aware of the NMP and its requirements and a copy will be made available to them.

Should complaints be received by the Borough Council the NMP may be used to evidence whether reasonable action has been taken to resolve a complaint.

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