

## Moo Moo Cheltenham Noise Management Plan

*Alongside the conditions on the premises licence that seek to prevent public nuisance and prevent crime & disorder, the following noise management plan should be followed with regard to management of the premises and our customers to prevent and minimise disturbance or nuisance to neighbours, and ensure minimal impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour and disorder. It is recognised that whilst the business has no direct jurisdiction outside of the boundaries of the premises we must continue to use our best endeavours to manage noise to the best of our control. The noise management plan is subject to review and shall be adapted as necessary to address problems and concerns as they are identified.*

### **Managing customers and entertainment**

- The Duty Manager will risk assess management processes on high peak nights where the premises trade late to ensure appropriate measures are in place to mitigate against nuisance (including to risk assess need for door supervisors and numbers of door supervisors where appropriate on high-risk nights/events).
- Doors and windows to be kept closed (except for access & egress) where appropriate when regulated entertainment in the form of amplified live or recorded music is being played late at night to prevent noise breakout and nuisance.
- The playing of music will be monitored to prevent noise nuisance. If you have a noise limiter device at the premises this must be used and any set limits adhered to at all times.
- The Duty Manager or nominated member of staff shall ensure customers are managed carefully and shall arrange for staff, such as floor walkers, or door supervisor where on duty, to undertake regular monitoring of customer behaviour and noise levels particularly during later hours of use to ensure they are not causing a noise nuisance and prevent any problems from escalating. CCTV will cover the premises to aid monitoring of customers and behaviour.
- The premises duty manager shall ensure they are contactable on the telephone number made available to local residents and business during trading hours and to promptly deal with and escalate as appropriate any complaints raised (including nuisance)
- After 01:00, all customers will be queued in the direction of Regent Street.
- There shall be sufficient duty staff to enable active monitoring in the immediate environment of the licensed premises (i.e. staff outside the doors to the premises) and to take reasonable and appropriate steps to minimise the negative impact of customers arriving and leaving.
- The Duty Manager or nominated member of staff shall ensure that customers in entry queues or who have stepped outside to smoke are monitored to ensure they are not causing a noise nuisance and if necessary to remind them to avoid disturbing neighbours.

### **Winding down period**

- Progressive Winding Down. In all instances the premises should ensure that the playing of music, which includes recorded music, live music and DJ music (where provided) is progressively wound down over the last half hour of the trading session, or immediately after the service of alcohol ceases. During this period it is the responsibility of the Duty Manager to ensure music is played which is of a quieter nature and a lower BPM. Lighting levels throughout the premises should be gradually increased over the same period and not raised in a single step just prior to closure.
- Upon last orders, bar closure and towards the end of the night, there will be increased movement and inspection through the premises by management to begin to encourage customers to move out of the premises in a quiet and orderly manner to aid in "winding down" and assist in gradual dispersal of customers.

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### **Dispersal**

- Upon close, the Duty Manager or nominated member of staff, or door supervisor where on duty, shall oversee the dispersal of customers, until all are safely away from the immediate vicinity of the premises. The Duty Manager or nominated member of staff shall, where necessary, ask customers to leave the premises in an orderly manner, to avoid loitering or chatting outside the premises unnecessarily and encouraging them to keep noise to a minimum and be considerate of residents by moving away from the immediate area.
- Door supervisors (minimum of 2, increased to 3 on Friday and Saturday) shall be on the street outside the premises wearing high visibility jackets in line with conditions of the premises licence for a period of 30 minutes following the end of entertainment or until all customers have dispersed from the immediate vicinity to ensure the safe, orderly and quiet dispersal of customers in the immediate vicinity.
- Customers will be dispersed via the link corridor after 3am on Monday to Saturday.
- Details of transport and / or taxi services shall be available to customers to enable them to disperse easily. As per condition of the premises licence, freephones or payphones shall be made available to customers to permit the selection of hackney carriages or private hire services.
- Signage displayed at the entrance/exit to request that customers respect our neighbours and leave the premises quietly on dispersal and to request customers using any external areas e.g. smoking areas or waiting for taxis to refrain from behaviour that could create a nuisance.
- Once the last customer has left the Duty Manager and/or nominated member of staff should conduct a thorough check of all internal and external areas to ensure no customers remain within the venue. The immediate external vicinity will be checked before securing the venue.

### **Litter**

- The DPS/Duty Manager shall ensure reasonable steps are taken to ensure that no nuisance is caused to neighbours by litter being allowed to accumulate in the area immediately outside the premises.

I hereby confirm I have read and understood the above noise management plan

<b>Name</b>	<b>Signed</b>	<b>Date</b>