QHBC LTD
QUEENS HEAD
1 NORTH STREET
BROADCHALKE
SALISBURY
SP5 5ED

Noise Management Plan

This noise management plan has been produced in response to the proposed Queens Head Beer Garden (BG) planning application, to demonstrate how noise from the site will be managed and controlled to prevent causing loss of amenity to any residents in the locality.

Positioning of the tables:

- Tables will accommodate either 2, 4 or 6 patrons at each table.
- Tables will be located no nearer than 20m from the Causeway perimeter fence on the western boundary of the site.
- Where possible only tables suitable for 2 people will be positioned on the western boundary nearest to The Causeway (the nearest residential properties). Tables for larger groups will be positioned furthest away from The Causeway.
- A 5m (approx.) distance between tables will be maintained throughout the BG to maintain physical space and tranquility within the BG.
- Patrons will not be permitted to move the tables once they are set into position.

Signage:

- Clear signage on the entrance to the BG will state: “Patrons are requested to enjoy this BG quietly and peacefully. Please keep noise to a minimum to prevent disturbance to nearby residents”. This signage will also include the opening and closing times of the BG.
- Similar signage will be placed on every table as a reminder to patrons to be respectful to residents in the locality.
- Signage on the table will also include that tables must not be moved.

Staff responsibilities:

- A member of staff will visit the BG at least once an hour to clear plates, glasses, debris. At the same time they will also monitor behaviour of patrons. During times of busy periods the frequency of visits will increase.

  A written record of any issue will be recorded in the incident log and bought to the immediate attention of the duty manager. The record will include details of the incident including time/ date/ who made the complaint, what action was taken and the outcome.

- Staff will discourage patrons from standing and drinking in the BG and will ask them to sit at a table where available.

- Staff will council all frequent patrons to the premise to respect the neighbours and to not cause a disturbance to them. This policy will go beyond the BG and will apply to all environs of the public house.

- Where staff witness incidents of any anticocial behaviour including excess noise it will be reported to the duty manager or deputy.

- All incidents of excessive noise that are received either by phone or verbally are to be reported directly to the duty manager for that shift.

- The duty manager will either deal with the incident him/her self or delegate to a suitable member of staff. It is the responsibility of the duty manager to ensure that the "incident register" is completed.

- Any serious incidents (defined as serious at the discretion of the duty manager) are to be dealt with by the issuing of a first warning (yellow card). That incident and warning are to be recorded in the "incident register". If a second yellow card is recorded against that person within the same summer season, that person will be told not to come back to the pub for one year. The administration of this system is to be entirely at the discretion of the General Manager whose word will be final.

Closing the Beer Garden

- 30 minutes before closing time for the BG, staff will remind any patrons remaining in the beer garden that it is closing. Another reminder will be given 15 minutes before closing time.

- At closing time, a member of staff will ask any remaining patrons to vacate the area. Any drinks/ plates/ etc will be cleared away.

- The BG gate will then be locked at closing time

- Staff will check the BG after closing to ensure it is not being used. Anyone found using the garden after closing time will be asked to immediately move off.

Staff Training

- Staff will be trained in diplomacy to deal with incidents of loud noise from patrons who are talking excessively loudly/ shouting/ screaming etc. A suitable script will be developed for staff to follow and will form part of the company procedures for dealing with such incidents. Staff will be trained to follow that prescribed script.

- Staff will be shown the Incident Register and given training on how to complete it.

Documentation

- A complaints/ observation/ incident register has been produced.

- Staff must make a written record of any incidents observed/ complaints received in the register.

- Any entry in the incident book will be kept for a minimum period of 12 months and will be made available to Wiltshire Council staff upon request.

Notification to neighbours

- Prior to the start of each season, nearby residents will be provided with a contact number which they can call to raise any concerns regarding noise/ behaviour within the BG at the time it is happening. They can report incidents/ concerns with the duty manager up until 30 minutes after closing time. The notification to residents will also include the opening/ closing times of the BG.

Dated: 30th April 2021