

## 67 Whitfield Street Outdoor Seating Area Noise Management Plan

1. The operator of the outdoor seating area shall be committed to develop and maintain good relations with local residents, neighbours and the local authority. The objective of this noise management plan is to ensure that disturbance to local residents is minimised and to ensure that any licensing objectives or other controls are being upheld. This plan sets out the measures which have been considered and will be adopted.
2. The outdoor seating area will be actively managed, with noise mitigation at the forefront, to avoid antisocial behaviour or noise nuisance.
3. The outdoor seating area shall only operate between the hours of 11am and 10pm Monday to Saturday and 11am and 5pm on Sunday. Use of the outdoor seating area shall not be permitted outside these times. Monday to Saturday food and drinks will stop being served at 9pm and the area will be vacated by 10pm.
4. At least two members of staff will be on premises whenever the outdoor seating area is operating. One member of staff will remain outside when the seating area is operational. This will be to ensure regular checks are undertaken to ensure customers are respectful of the neighbours and to support other members of staff with opening the door when serving food/drinks and allowing entry and exit of customers. The doors will remain closed at all other times.
5. Routine monitoring of potential noise disturbance will be regularly conducted around the perimeter of the outdoor seating area during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded and permanently maintained. A noise log book shall be kept on the premises and maintained by management and be available for inspection by the Local Authority upon request.
6. Staff will actively encourage the quiet dispersal of customers to minimise nuisance.
7. No music shall be permitted in the outdoor seating area at any time. No speakers or other sound amplification equipment are to be placed within the outdoor seating area.
8. Doorset separating the restaurant and the outdoor seating area will be closed at all times to prevent noise breakout apart from the entry and exit of customers and the delivery of food and drink.
9. The outdoor seating area shall not be used by more than 16 customers at any time.
10. All customers in the outdoor seating area will be seated. Customers will not be permitted to stand in the outdoor seating area.
11. The licence holder shall make available a contact number for local residents to contact the premises to discuss any specific incidents or concerns. This will be available from the restaurant reception just inside the door. The number will be manned at all times the outdoor seating area is operating. In all instances a record of date, time, name of complainant, cause of noise nuisance and action taken to mitigate/remedy the issue immediately. Records will be maintained as a permanent record thereafter and be available for inspection by the Local Authority upon request.
12. Staff will be made aware that all complaints must be directed to management in all instances. Complaints will be responded to within a 48 hour period from receipt of the complaint.
13. Permanent signage will be displayed asking customers to be respectful of neighbours. Notices will inform customers of our commitment to local concerns. Prominent, clear and legible notices will be displayed requesting the public to respect residents and to minimise disturbance.

14. All staff will be made fully aware and conversant with the noise management policy and procedures.
15. This management plan will be reviewed at least annually or as agreed appropriate to ensure that it is effective. Any lessons learnt will be incorporated accordingly. The review will include reviewing the record of complaints/concerns raised throughout the year and along with the noise log book.