

EVENT SAFETY

Preventing Noise Nuisance



Following your application to hold an event the Environmental Protection Team require you to supply your event planning information well in advance of the date so that any potential for noise nuisance arising from the event can be avoided or carefully managed from the outset.

This information, plus a site plan and an itinerary of bands and music will enable the team to give you helpful and detailed advice. The aim is to make sure that your event can go ahead without causing unnecessary disturbance.

Event Name:

Name and Address of Premises/Site:

Dates: -

Time: : - :

Estimated total number of people attending:
(inc performers, spectators, volunteers, staff etc)

Premises Licence Holder/Organiser in charge of the event:

Other Premises Licence Holder/Organiser:

Name:

Duties:

Telephone:

Ensure that the person responsible for the control of noise during the event is identified

Have you attached a 1:500 scale plan of the premises/site

(Plan to show the locations of all music areas/fairground rides and dimensions of marquees and other temporary structures to be used during the event)

Sound Engineer or Production Company:

Name:

Address:

Telephone:

Premises Licence Holder:

Event Organiser

Signature:

Signature:

PRINT NAME:

PRINT NAME:

Date:

Date:

CHECKLIST

Have you completed and attached?

These checklists suggest issues that you might need to address to prevent causing noise disturbance.

It is unlikely that there will be the same potential for noise nuisance from small and medium sized events as from larger-scale events, and therefore the control measures required may differ. It is for the applicant to propose how they intend to control noise from the event(s) taking place and prevent any potential nuisance from occurring.

There are two checklists, one for small events and one for larger events. The expected audience number at your event and the duration of your event will determine which checklist you use.

Prior to the event taking place, the Environmental Protection Team would request that the 'Before the Event' section has been completed. The sections relating to 'During the Event' and 'After the Event' will serve as a useful reminder of appropriate actions to comply with the requirements of the Code during and after the event.

Small Outdoor Events

This checklist is appropriate for events:

- Where there are 500 people or less in attendance;
- Where the event is limited to one day only;
- Where the regulated entertainment ends before 11.00pm

Decide who will be the noise control person for the event. This person will deal with complaints and will control noise on the day of the event.

Visit the event site and make a list of all addresses which may be affected by noise from the event.

Choose a mobile phone number which will act as a Complaint Hotline. The noise control person must have this with them throughout the event.

Deal with any noise complaints in a professional way and take them seriously:

Ask the caller for their name, address and contact number

Advise the caller that their complaint will be investigated

Listen to noise levels near the caller's property

Take action to deal with any noise problems;

Call the person who made the complaint to let them know what you have done

Make a note of everything you do

Make sure the event finishes at the advertised time.

Write a letter and deliver it to all the addresses on the list you have made above. This letter should tell people about:

The event (you could offer free tickets and invite people along)

Start and finish times

The Complaint Hotline if they want to make a complaint.

Place generators away from residential properties and if possible behind a building or screen. Always use the quietest generators available

Test the Complaint Hotline number to make sure it's working. It's usually best to have the phone on 'vibrate' as you may not hear calls during the event.

Walk around the local area regularly. Listen out for music noise from the event at the nearest houses, flats and businesses. Make a note of the areas you've visited and what you heard (If you can hear music from the event, reduce volume levels as much as possible. Usually the bass part of the music is the most disturbing, so reducing the volume of the bass can help.)

Large Outdoor Events

This checklist is appropriate for events:

- Where there are more than 500 people in attendance;
- Where the event will run for one or more days.

Decide who will be the noise control person for the event. This person will deal with complaints and will control noise on the day of the event.

Appoint a noise consultant. You should use someone who is a member of:

- Association of Noise Consultants, Tel: 01727 896092, www.association-of-noise-consultants.co.uk
- Institute of Acoustics, Tel: 01727 848195, www.ioa.org.uk

You will need a noise consultant even if you are organising a free or charity event.

Give your noise consultant a copy of this Code of Practice which should be complied with for the duration of the event.

Visit the event site and make a list of all addresses which may be affected by noise from the event.

Choose a mobile number which will act as a Complaint Hotline. The noise control person must have this mobile phone with them throughout the event.

Write a letter and deliver it to all addresses on the list you have made above. This letter should tell people about:

The event (you could offer free tickets and invite people along)

Start and finish times

The Complaint Hotline if they want to make a complaint.

Email a copy of your letter to envhealth@burnley.gov.uk In your email, include:

A list of addresses your letter has been delivered to

The name and contact details of the noise control person

The name and contact details of your noise control consultant.

Test the Complaint Hotline number to make sure it's working. It's usually best to have the phone on 'vibrate' as you may not hear calls during the event.

Test the contact numbers you have for your consultant.

Deal with any noise complaints in a professional way and take them seriously:

Ask the caller for their name, address and contact number

Advise the caller that their complaint will be investigated by your noise consultant

Pass the details to your noise consultant and ask them to investigate

Ask your consultant to let you know what action has been taken

Call the person who made the complaint to let them know what you have done

Make a note of everything you do.

If your consultant tells you that the music is too loud, you must ensure that the volume levels are reduced. Usually the bass part of the music is the most disturbing, so reducing the volume of the bass can help.

Make sure the event finishes at the advertised time

After the event, get a report from your noise consultant about the event and email a copy to envhealth@burnley.gov.uk

If you are unable to send material electronically and need to send the documentation hard copy, please send to:

Environmental Protection Team
Burnley Borough Council, Parker Lane Offices
Burnley, Lancashire BB11 2BY