

Noise Management Plan for The Paris House

Introduction

- This is the current version of our Noise Management Plan.
- This captures the steps which we will take whilst The Paris House is in operation.
- This supersedes all previous Noise Management Plans.
- It reflects matters raised with us in light of discussions with Brighton & Hove City Council Environmental Protection and Licensing teams, particularly Helen Curtis deMendonca and Emily Fountain respectively, in particular our meeting with them in Oct 2022.
- It has been most recently reviewed in March 2023 following liaison with the B&HCC Highways Team concerning the use of the Pavement Licence.

Aim

The aim of the Noise Management Plan is to put in place reasonable measures to reduce the impact of noise associated with The Paris House.

Scope

This Noise Management Plan covers both the occasions when we present live music and all other times of operation.

Part 1 - At all times:

Background Music

- During non-event occasions, background music is to be set at an ambient level to enable discussion to take place between customers.
- Music genre is to be appropriate to our customer base to provide consistency of customer experience. ie generally no loud drum & bass, heavy rock, etc. Use of bespoke Spotify Playlists is encouraged, but with active selection of music and tracks within playlists to prevent staleness of experience.

Ventilation

- Room to be ventilated through fans and air conditioning unit.
- Doors and windows can be opened during non-Live Performance periods to allow extra fresh air into the venue – although care is to be taken to monitor the outside sound levels at all times.
- Noise levels to be at a reasonable level reflecting the time of the day.
- All windows and main door to be closed from 11pm to reduce noise leakage.

- Consideration to be given as to whether to close windows along Brunswick St East even earlier.

Outside Areas

- The outside areas are covered by our separate Pavement Licence.
- This external facility is an attractive feature and allows customers to enjoy The Paris House experience whilst being outside too. This is especially attractive during the day times.
- It has been confirmed by the Highways Enforcement team (Feb 2023) that drinks **can** be taken outside for consumption at all times – as part of the enjoyable experience of drinking outside. This is part of the continental feel of The Paris House to create a ‘*café society*’ of relaxed, at-seat enjoyment of the outside areas. Almost every other pub in the vicinity has space for outside seating.
- In the unlikely event that customers are being unreasonably noisy then they should be politely requested to quieten down. If necessary we should refuse service, although this has not been a practical issue throughout our operation.
- Care should be taken to keep these tables cleared of empty glasses to prevent avoidable breakages.
- We need to prevent blockage of the public highway – hence the use of the banners to prevent driftage of the chairs and tables, either through customer activity or simply by being blown around during times of high winds.
- It is a condition of our Premises Licence that the outside seating areas **must** to be put out of commercial use by 11pm each day. Consider closing them earlier eg 10.45pm to avoid the risk that there is slippage in closing down these areas before the 11pm deadline.
- Due to internal lack of space, this will mean stacking the chairs and tables outside and wrapping these. They do not have to be brought inside the pub at 11pm, but they must not be capable of being used.
- This applies to the outside ‘*triangle*’ of seating and the benches along Western Road.
- Side benches along Brunswick St East are to be folded up and locked by 11pm.
- In the evenings, and especially when the outside seating areas have been decommissioned, we should encourage, where possible, customers to drink along the Western Road side of The Paris House, rather than the Brunswick St East side.

- This may not always be possible and need to be balanced with the need to prevent blockage of the much busier pavement along Western Road.

Door Staff

- Although it is not a condition of our licence to use Door Staff, we will engage, as a matter of good practice, Door Staff on Friday and Saturday nights.
- The Police and Council have never required this of us as we are able to manage our very loyal and predominantly regular customer base without the need for a formal Door Staff condition in our Licence.
- The Door Staff role includes the discreet monitoring customers for potential trouble, but their main *visible* role is to 'meet and greet' customers to make them feel safe and welcomed.
- Such Door Staff should be selected with this as an important criteria.
- They also have a very important role in noise management, particularly of the outside areas and in the later parts of the evenings.
- Door Staff are to be briefed at the beginning of each shift to politely monitor customers to keep sound levels to a reasonable level outside.

Smoking Areas

- Customers wishing to smoke should be encouraged to move away from the main doorway – to prevent smoke ingress into the pub and also to enhance the visual attraction of the entranceway and to prevent congestion in the doorway.

No Drinks Outside / Safety of Customers

- This is to record the fact that we have given active consideration to whether to prevent customers from taking drinks outside, especially during the later parts of the evenings.
- We have considered this and have also considered very clear Police and Council guidance to take all reasonable steps to reduce the likelihood of customers leaving drinks unattended and so make them vulnerable to the risk of having their drinks spiked ie interfered with through the addition of extra alcohol and/or drugs.
- The very clear guidance, from both these authorities, is that drinks should not be left unattended at any time.
- Accordingly, we take the view, after consideration of the pros and cons, (including the age profile of our customers), that drinks can be taken outside at any time in the interests of customer safety.

Signage

- The notices we display are in excess of what is required by the Licence and have been in place for many years.
- Posters are to be displayed prominently by the doorway and on windows.
- Signs are permanently attached to the front door requesting customers to be respectful to the neighbours and to leave quietly.
- Following discussions with the Council Officers we have agreed that we will place additional signage along the windows on Brunswick St East – to be posted inside but facing outside – to remind customers outside to be respectful of sound and noise levels at all times.
- These Notices should be regularly and immediately replaced if they are worn through the passage of time.

Close Down / Orderly Dispersal

- At the end of the night, customers should be encouraged to disperse and move away from the area. A gentle '*word in the ear*' with humour is far more effective and pleasant than issuing '*orders*'.
- When the customers have left, please make sure the sound levels for music are substantially reduced – especially if the door is open for ventilation purposes.
- Please be particularly careful about noise levels eg when taking bags of glassware to the bins as this can create unnecessary late-night noise. Wherever possible, consider storing it inside the venue in the evening and taking this to the bins at the beginning of the next day's shift.

Complaints

- All incoming emails to the main Paris House email address contact@parishousebrioghton.com, will be accessible only by **REDACTED**.
- Any complaint from any neighbour about noise levels should be fed-back to either **REDACTED** or **REDACTED** as quickly as possible, (and always within 24 hours) with as full a set of details as possible, including contact details eg telephone numbers.
- This is to ensure that any operational issues are seen immediately and handled at the most senior level.

Part 2 - During Live Music / DJ sessions

Bookings Policy

- Regularly booked bands will be familiar with noise issues.
- However, we need to keep the music fresh and varied and so there will be a natural turnover of bands over the years.
- All bands should be briefed carefully and comprehensively at the time of their booking.

- Care should also be spent when the bands, particularly new bands, are setting up their instruments eg if they turn up with 3 drum kits then they need to be told they will not be playing!
- Any band that is not prepared to comply with our noise requirements should be told that they will not be re-booked – and that this is non-negotiable.

Performance Times

- Live Music bands to finish acts at 10pm (with discretion to play a short encore), but to be finished by 10.15pm at the very latest.
- This will also act as a natural 'cooling off' period where the band will typically be finishing about an hour before the venue closes.

Ventilation

- As a condition of our Premises Licence, during live Performances, all doors and windows **must** be kept closed. (They can and should be opened during breaks between musicians sets to allow for additional fresh air).
- Fans and air conditioning to be actively monitored – to keep room at ambient temperature and prevent the temptation of customers to open windows and/or door to keep air fresh.

Noise Attenuator

- All background, recorded (eg Spotify) and DJ's music must be played through the Noise Attenuator.
- This pre-determined level is as set by the Council's Officers and cannot be altered other than by Council Officers.
- The level of the Noise Attenuator is as last set in January 2023.

Band Performance Space

- The live bands should always set up their equipment at the front of the pub area (alongside Western Road).
- For the record, we have experimented with placing the live bands at the rear of the pub, but this caused crushing and over-crowding, and was particularly disruptive with people going to the toilets.
- All speakers etc should be placed pointing way from any party-walls (to reduce disturbance) and should be directing the music into the pub interior and never pointing out onto the street via the door.

Sound Patrols

- Regular walk-around patrols are to take place, including whenever we have live music playing.
- Decibel readings are to be taken and recorded using the equipment recommended to us by

Brighton Council officers. We have been carrying out these recorded patrols since 2018.

- Particular care should be taken to assess around the Old Market Cottages areas of Brunswick St East.
- Details of readings to be kept in the Noise Diary. This is very helpful to enable us to show that we have taken noise leakage seriously.
- Please remember – the decibel readings are a useful tool to show we are monitoring sound levels. However, at all times you should also apply a **common-sense** test and consider whether these levels are unreasonably loud. What is reasonable will vary by many factors eg time of the days.
- Ask yourself - **Does it feel right?**

Saturday Night

- To demonstrate that we are taking additional reasonable steps, we have arranged for the Saturday Night DJ to take regular recordings of sound levels each Saturday night using the Decibel X;dB Sound Level Meter recording App.
- This is a very useful tool for us as it shows location, video recordings, decibel levels.
- It is cloud-based, so recordings can be safely stored for years.

As at 31st March 2023



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For Rowbell Leisure Limited