

NOISE IMPACT ASSESSMENT



83 Mayes Road, London, N22 6UP

17th September 2024

ISSUE 01





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1.0 INTRODUCTION

DAA Group has been appointed to carry out a Noise Impact Assessment at 83 Mayes Road, London N22 6UP to support an Application for the extension of hours of the outdoor seating/ shisha area.

This report has been carried out in accordance with the provisions of:

- The National Planning Policy Framework, the Noise Policy Statement for England (NPSE)
- The World Health Organisation Guidelines for Community Noise 1999 (WHO)
- Haringey Local Plan.

The technical content of this assessment has been provided by a Tech member of the Institute of Acoustics.

The Institute of Acoustics is the UK's professional body for those working in Acoustics, Noise and Vibration.

2.0 NOISE CRITERIA

2.1 NATIONAL PLANNING POLICY FRAMEWORK (NPPF)

The Department for Communities and Local Government introduced the National Planning Policy Framework (NPPF) in March 2012. The latest revision of the NPPF is dated December 2023.

The NPPF sets out the Government's planning policies for England and how these are expected to be applied. It provides a framework where local Councils can produce their own local and neighbourhood plans which reflect the needs of their communities.

In conserving and enhancing the natural environment, the planning system should prevent both new and existing development from contributing to, or being put at, unacceptable risk from environmental factors including noise.

Planning policies and decisions should aim to avoid noise giving rise to significant adverse impacts on health and quality of life as a result of new development. Conditions may be used to mitigate and reduce noise to a minimum so that adverse impacts on health and quality of life are minimised. It must be recognised that development will often create some noise and existing businesses wanting to develop in continuance of their business should not have unreasonable restrictions put on them. Reference is made within NPPF to the Noise Policy Statement for England (NPSE) as published by DEFRA in March 2010.



2.2 NOISE POLICY STATEMENT FOR ENGLAND (NPSE)

The long-term vision of the NPSE is stated within the documents scope, to 'promote good health and a good quality of life through the effective management of noise within the context of Government policy on sustainable development'. The policy aims are stated to:

- avoid significant adverse impacts on health and quality of life;
- mitigate and minimise adverse impacts on health and quality of life; and
- where possible, contribute to the improvement of health and quality of life.

The application of NPSE should mean that noise is properly taken into account at the appropriate time (for example in planning applications or appeals) where it must be considered alongside other relevant issues. The guiding principles of Government policy on sustainable development should be used to assist in the implementation of the NPSE.

The NPSE should apply to all types of noise apart from occupational noise in the workplace. The types of noises defined in the NPSE includes:

- Environmental noise from transportation sources;
- Neighbourhood noise which includes noise arising from within the community; industrial premises, trade and business premises, construction sites and noise in the street

The Noise Policy Statement England (NPSE) outlines observed effect levels relating to the above, as follows:

- **NOEL – No Observed Effect Level**

- o This is the level below which no effect can be detected. In simple terms, below this level, there is no detectable effect on health and quality of life due to the noise.

- **LOAEL – Lowest Observed Adverse Effect Level**

- o This is the level above which adverse effects on health and quality of life can be detected.

- **SOAEL – Significant Observed Adverse Effect Level**

- o This is the level above which significant adverse effects on health and quality of life occur.

As stated in The Noise Policy Statement England (NPSE), it is not currently possible to have a single objective based measure that defines SOAEL that is applicable to all sources of noise in all situations. Specific noise levels are not stated within the guidance for this reason, and allow flexibility in the policy until further guidance is available.

2.3 ProPG: PLANNING AND NOISE

As outlined above, the National Planning Policy Framework encourages improved standards of design, although it provides no specific noise levels which should be achieved on site for

varying standards of acoustic acceptability, or a prescriptive method for the assessment of noise.

ProPG: Planning and Noise was published in May 2017 in order to encourage better acoustic design for new residential schemes in order to protect future residents from the harmful effects of noise. This guidance can be seen as the missing link between the current NPPF and its predecessor, PPG24 (Planning Policy Guidance 24: Planning and Noise), which provided a prescriptive method for assessing sites for residential development, but without the nuance of 'good acoustic design' as outlined in ProPG.

ProPG allows the assessor to take a holistic approach to consider the site's suitability, taking into consideration numerous design factors which previously may not have been considered alongside the noise level measured on site, for example the orientation of the building in relation to the main source of noise incident upon it.

It should be noted this document is not an official government code of practice, and neither replaces nor provides an authoritative interpretation of the law or government policy, and therefore should be seen as a good practice document only.

2.4 BRITISH STANDARD 4142: 2014+A1:2019

British Standard (BS) 4142:2014 "Methods for rating and assessing industrial and commercial sound" describes methods for assessing the likely effects of sound on premises used for residential purposes.

It includes the assessment of sound from industrial and manufacturing processes, M&E plant and equipment, loading and unloading of goods and materials, and mobile plant/vehicles on the site. It can be used to assess sound from proposed, new, modified or additional industrial/commercial sources, at existing or new premises used for residential purposes.

The method described in BS4142: 2014 use outdoor sound levels to assess the likely effects of sound on people who might be inside or outside a dwelling or premises used for residential purposes upon which sound is incident.

The standard describes methods to measure and determine ambient, background and residual sound levels, and the rating levels of industrial/commercial sound. BS 4142: 2014 requires consideration of the level of uncertainty in the data and associated calculations.

BS 4142 is not intended to be used for the derivation or assessment of internal sound levels, or for the assessment of non-industrial / commercial sources such as recreational activities, motorsport, music and entertainment, shooting grounds, construction and demolition, domestic animals, people, and public address systems for speech.

The Reference Time Interval, T, is defined in the standard as the "specified interval over which the specific sound level is determined", which is 1 hour during the daytime (07:00 to 23:00 hours) and 15 minutes during the night (23:00 to 07:00 hours).

Ambient sound is defined in BS 4142: 2014 as "totally encompassing sound in a given situation at a given time, usually composed of sound from many sources near and far". It comprises the residual sound and the specific sound when present.

Residual sound is defined in BS 4142: 2014 as "ambient sound remaining at the assessment location when the specific sound source is suppressed to such a degree that it does not contribute to the ambient sound".

The background sound level is the LA90, T of the residual sound level, and is the underlying level of sound. Measurements of background sound level should be undertaken at the assessment location where possible or at a comparable location.

The measurement time interval should be sufficient to obtain a representative value (normally not less than 15 minutes) and the monitoring duration should reflect the range of

background sound levels across the assessment period. The background sound level used for the assessment should be representative of the period being assessed.

The specific sound level is the LAeq,T of the sound source being assessed over the reference time interval, Tr. BS 4142: 2014 advises that Tr should be 1 hour during the day and 15 minutes at night.

The rating level is the specific sound level plus any adjustment for the characteristics of the sound (tone, impulse, intermittent or other acoustic feature). The standard describes subjective and objective methods to establish the appropriate adjustment. The adjustments for the different features and assessment methods are summarised in the table below.

Acoustic Feature Corrections in BS4142: 2014

Acoustic Feature	Adjustment for Acoustic Feature	
	Subjective Methods	Objective Methods
Tonality	+2 dB if just perceptible	Third Octave Analysis
	+4 dB if clearly perceptible	Narrow Band Analysis
	+6 dB if highly perceptible	+6 dB if tones identified
		Sliding scale of 0 to +6 dB depending on audibility of tone
Impulsivity	+3 dB if just perceptible	Sliding scale of 0 to +9 dB depending on prominence of impulsive sound
	+6 dB if clearly perceptible	
	+9 dB if highly perceptible	
Intermittency	+ 3 dB if intermittency is readily distinctive	n/a
Other	+ 3 dB if neither tonal nor impulsive, but otherwise readily distinctive	n/a

Where tonal and impulsive characters are present in the specific sound within the same reference period then these two corrections can both be taken into account. If one feature is dominant, it might be appropriate to apply a single correction. The rating level is equal to the specific sound level if there are no features present.

The level of impact is assessed by comparing the rating level of the specific sound source with the background sound level. Typically the greater the difference the greater the magnitude of the impact, depending on the context.

Other factors that may require consideration include the absolute level of sound, the character and level of the residual sound compared to the specific sound, and the sensitivity of the receptor and scope for mitigation.

When the rating level is above the background sound level, a difference of around +5 dB is likely to indicate an adverse impact and a difference of around +10 dB or more is likely to indicate a significant adverse impact, depending on the context.

The lower the rating level with respect to the background sound level, the less likely it is that the specific sound source will have an adverse impact. Where the rating level does not exceed the background sound level, this is an indication of the specific sound source having a low impact, depending on the context.

3.0 SITE SURVEYS

3.1 SITE DESCRIPTION

The application site is located on the corner of Mayes Road and Coburg Road. The area is a mix of commercial and residential properties, typical of an urban cityscape environment, with the dominant source being road traffic noise from the surrounding roads. (See Figure 3.1)



Figure 3.1 – Site Location

3.2 ENVIRONMENTAL SITE SURVEY PROCEDURE

In order to characterise the sound profile of the area at the closest sensitive receptor (NSR), an environmental sound survey has been carried out from 13/09/2024 to 16/09/2024. The monitoring position was chosen in order to collect representative sound levels at the NSR and the location of the outdoor seating/ shisha area. Measurements were carried out over a weekend to get a representative assessment of the noise breakout from site.

Noise Measurements were carried out 1m from the opening of the outdoor area. The monitoring location is shown in Figure 5.2.

3.3 EQUIPMENT

Instrument manufacturer	Rion
Model	NA-28
Serial Number	00501390
Microphone Type	UC-59
Serial Number	14934
Calibrator	NC-74
Serial Number	34504747
Cirrus CK: 675 Outdoor Kit	

All equipment used during the survey was field calibrated at the start and end of the measurement period with a negligible deviation of ≤ 0.5 dB. All sound level meters are calibrated every 24 months and all calibrators are calibrated every 12 months, by a third-party calibration laboratory. All microphones were fitted with a protective windshield for the entire measurements period.

Copies of Calibration certificates are available on request.

3.4 METEOROLOGICAL CONDITIONS

As the environmental noise survey was carried out over a long un-manned period no localized records of weather conditions were taken. However, during the set up and collection of the monitoring equipment, the weather conditions have been documented in the following table. All measurements have been compared with met office weather data of the area, specifically the closest weather station, the data from the weather station is outlined in the table below. When reviewing the time history of the noise measurements, any scenarios that were considered potentially to be affected by the local weather conditions have been omitted. The analysis of the noise data includes statistical and percentile analysis and review of minimum and maximum values, which aids in the preclusion of any periods of undesirable weather conditions. The weather conditions were deemed suitable for the measurement of environmental noise in accordance with BS7445 Description and Measurement of Environmental Noise. The table below presents the average temperature, wind speed and rainfall range for each 24-hour period during the entire measurement.

Weather Conditions – Northolt Weather station				
Time Period	Air Temp (°C)	Rainfall mm/h	Prevailing Wind Direction	Wind Speed (m/s)
13/09/2024 – 00:00 – 23:59	3 - 17	0.0	NW	2- 6
14/09/2024 – 00:00 – 23:59	3 - 20	0.0	SE	2 - 10
15/09/2024 – 00:00 – 23:59	5– 19	0.0	WN	1 - 10
16/09/2024 – 00:00 – 23:59	2– 20	0.0	NE	3 - 9

Table 3.4 – Weather Summary

4.0 NOISE SURVEY

The background sound levels have been calculated in accordance with BS 4142:2014, which represents the most up-to-date guidance on the subject. Prior to the publication of the 2014 version of BS 4142, acousticians would use the lowest measured background sound levels; however, BS 4142: 2104 provides substantially more guidance on the determination of background sound levels. Section 8.1 of BS 4142: 2014 states that “for this purpose, the objective is not simply to ascertain a lowest measured background sound level, but rather to quantify what is typical during particular time periods. Among other considerations, diurnal patterns can have a major influence on background sound levels and, for example, the middle of the night can be distinctly different (and potentially of lesser importance) compared to the start or end of the night-time period for sleep purposes”. The guidance goes on to say that “a representative level ought to account for the range of background sound levels and ought not automatically to be assumed to be either the minimum or modal value”.

13/09/2024	LAeq,15	LAMAX,15	LA90, 15
07:00 – 23.00	56dB	71dB	51dB
23:00 – 07:00	48dB	64dB	40dB
22:30 – 01:00	52dB	67dB	49dB
<i>Opening Hours outdoor Area – 16:00 – 22:30</i>	56dB	71dB	52dB

14/09/2024	LAeq,15	LAMAX,15	LA90, 15
07:00 – 23.00	57dB	72dB	52dB
23:00 – 07:00	47dB	62dB	37dB
<i>Opening Hours Outdoor Area – 13:00 – 01:00</i>	58dB	72dB	53dB
<i>Extended opening hours 22:30 – 01:00</i>	56dB	68dB	51dB

15/09/2024	LAeq,15	LAMAX,15	LA90, 15
07:00 – 23.00	54dB	68dB	49dB
23:00 – 07:00	47dB	64dB	40dB
22:30 – 01:00	48dB	63dB	37dB
<i>Opening Hours Outdoor Area – 13:00 – 22:30</i>	56dB	69dB	52dB

Table 4.1 Background Sound Level Summary Results

Below is a more detailed look at when the outdoor area was occupied and unoccupied when closing on Saturday 14th September:

14/09/2024	LAeq,15	LAMAX,15	LA90, 15
00:45 – 01:00	46.1dB	62.1dB	39.7dB
01:15 – 01:30	47.5dB	66.2dB	37.8dB

On attendance of the site, the dominant noise was the existing plant. Measurements were taken 1m from the affecting kitchen extraction systems.



	Kitchen Extraction 83 Mayes Road – 66dB
	Kitchen Extraction Diannes Food – 65dB

It can be seen from the noise measurements that the dominant noise is plant noise (combined noise level 69dB) and noise emissions from the outdoor area are at least 10dB below.

5.0 NOISE IMPACT ASSESSMENT

5.1 OUTDOOR SEATING AREA/ SHISHA AREA





The capacity of the Outdoor/Shisha Area = 45

5.2 CLOSEST NOISE SENSITIVE RECEIVER

The closest noise sensitive receiver has been identified as being a residential window located approximately 11 metres from the location of the outdoor area as shown in Figure 5.2. We have also included 11 Coburg Road as there have been noise complaints from this property.

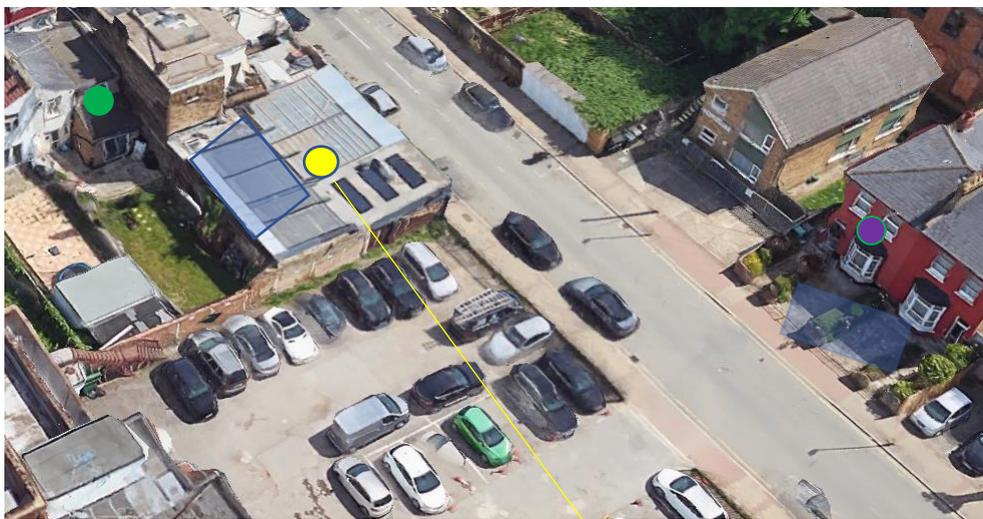


Figure 5.2 –Nearest Sensitive Receptor

	Measurement Location
	Nearest Sensitive receiver 1- 11m away
	Nearest Sensitive receiver 2 (11 Coburg Road) – 41m away
	Outdoor Area



5.3 TYPICAL TARGET NOISE LEVELS

A raft of standards and guideline values for noise are available, however, ultimately each Local Authority sets out its own target noise levels and can vary these according to local circumstances. The text below outlines some common issues and target values for protecting residents from excessive noise impact. However, all guidance documents must be seen in context of how they were developed and what they are trying to achieve.

The World Health Organisation set a series of community noise guidelines 1999 (re-visited and conformed 2018) advising that, during the daytime a guidance level to prevent annoyance is set at $L_{Aeq,16hr}$ 55dB for outdoor living areas, $L_{Aeq,16hr}$ 35dB for indoor living areas during the day/evening, and $L_{Aeq,16hr}$ 30dB for bedrooms at night. It should also be noted that they are only guidance levels and Court decisions have already made clear that noise levels above the WHO guideline values do not mean that a nuisance exists.

Some regulatory authorities employ NR Curves (which rate noise over an octave frequency spectrum) as a benchmark of acceptability. Typically NR25-30 may be used for bedrooms at night, NR Curves are an internal standard and incorporate noise levels over a range of frequencies. In practice (provided there is no strong tonal component) an NR Curve roughly equates to the L_{Aeq} -6dB (ie. NR25-30 = L_{Aeq} 31-36dB). Assuming 15dB attenuation across an open window this equates to an external noise level of L_{Aeq} 46-51dB.

BS8233 recommends a reasonable level of amenity to be provided by internal noise levels of $L_{Aeq, 16h}$ 35-40 within living rooms, and $L_{Aeq, 16h}$ 35dB (daytime) or $L_{Aeq,8h}$ 30dB (night-time) for sleeping in bedrooms. An internal bedroom L_{Aeq} of 30-35dB equates to an external façade level of 45-50dB(A), assuming a transmission loss of 15dB across an open window.

Note: BS8233 states that levels are based on annual average data and do not have to be achieved in all circumstances. For example, it is normal to exclude occasional events.

BS4142 relates the sound under consideration to the prevailing background noise level (measured as the L_{A90} of the residual noise) and includes character correction penalties to “rate” the level of noise impact. However, BS4142 specifically excludes the assessment of entertainment noise and people; it is therefore not an appropriate standard for this type of assessment.

It is recognised that many of the above target noise levels relate to the impact of steady state sound and not music or voices (which have a character that can make them more intrusive). It is sometimes argued that a character correction penalty (similar to a BS4142) should be applied in these types of situation. However, the scope of most standards are clearly defined; and any amendments to the application of those standards would need to be fully justified.

Whilst the subjective differences between the impact of steady state noise and music/voices are noted above; the internal target level for reasonable amenity of 35dB(A) at night bears comparison to that stated in DEFRA’s Noise from Pubs and Clubs (Phase 2) Final Report – May2006. The DEFRA report found that for infrequently occurring entertainment noise after 23:00 hours, the threshold of acceptability was around 34dB $L_{Aeq,5mins}$. The figure of 35dB $L_{Aeq,5mins}$ (proposed for reasonable amenity) may therefore be fairly close to an acceptable level for entertainment noise occurring on weekends only.

We therefore have a range of criteria on which to judge the acceptability of noise impact (L_{Aeq}) – 50-55dB daytime and -45-46dB at night. However, for the purpose of this discussion, typical target external noise levels (Planning Advice Notes, BS8233, World Health Organisation) for reasonable amenity are taken to be:

$L_{Aeq,16h}$ 55dB daytime (07:00-23:00); and $L_{Aeq,8h}$ 45dB night-time (23:00 – 07:00).

5.4 NOISE EMISSION CRITERIA

We have used the recorded measurement of 56dB for our calculations. This was the representative measurement recorded 1m from the outdoor area during the proposed extension of hours. Summarized below is the calculated noise level to the NSR compared to the noise criteria of BS8233:2014 and BS4142:2014.

Noise Criteria	Time Period	Noise Criterion at Nearest Residential Receiver (dB)	Calculated Noise Level Residential Receiver (dB)
NSR1			
BS4142:2014	Proposed Hours (13.00 – 01.00)	37	35
BS8233:2014	13:00 – 01:00	40-45	35
NSR2 (11 Coburg Road)			
BS4142:2014	Proposed Hours (13.00 – 01.00)	37	24
BS8233:2014	13:00 – 01:00	40-45	24

Table 5.4 – Calculated Noise Levels

Discussion:

As can be seen in the assessment above the expected maximum noise level at the closest residential dwelling due to the noise emissions from the outdoor seating area is 35.0 dB. Assuming 15dB of attenuation from an open window, expected internal levels are predicted to be 20.0 dB LAeq. Considering the internal night- time criteria of 30dB LAeq,8hour from BS8233:2014 this indicates a low risk of adverse impact.

6.0 NOISE MANAGEMENT PLAN

A noise management plan should be adhered to, see appendix C for details.



7.0 SUMMARY AND CONCLUSIONS

DAA Group has been appointed to carry out a Noise Impact Assessment at 83 Mayes Road, London N22 6UP. The purpose of the survey was to assess the level of noise emanating from the outdoor seating area to the nearest residential units and to advise on the level and type of mitigation that will be required if needed to extend the operating hours.

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It has been concluded that noise emissions from the outdoor area would not have any adverse impact on the nearest residential receivers.



APPENDIX A ACOUSTIC TERMINOLOGY

B.1 WEIGHTED DECIBEL, dB(A)

The unit generally used for measuring environmental, traffic or industrial noise is the A-weighted sound pressure level in decibels, denoted dB(A). The weighting is based on the frequency response of the human ear and has been found to correlate well with human subjective reactions to various sounds. An increase or decrease of approximately 10 dB corresponds to a subjective doubling or halving of the loudness of a noise, and a change of 2 to 3 dB is subjectively barely perceptible.

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B.2 EQUIVALENT CONTINUOUS SOUND LEVEL, LAeq

Another index for assessment for overall noise exposure is the equivalent continuous sound level, L_{Aeq} . This is a notional steady level which would, over a given period, deliver the same sound energy as the actual time-varying sound over the same period.

B.3 MAXIMUM NOISE LEVEL, LAmax

The maximum noise level identified during a measurement period. Experimental data has shown that the human ear does not generally register the full loudness of transient sound events of less than 125 ms in duration.

B.4 NOISE RATING, NR

Noise ratings are used as a single figure criterion for specifying services noise in buildings. Each noise rating value has an associated spectrum of defined values in each third or octave frequency band. To determine the noise rating of a room the measured spectrum is compared to a set of noise rating curves. The highest NR curve that crosses any single frequency band of the measurement determines the noise rating for the room.

The single figure noise rating is read at the 1 kHz band.

B.5 SOUND LEVEL DIFFERENCE (D)

The sound insulation required between two spaces may be determined by the sound level difference needed between them. A single figure descriptor which characterises a range of frequencies, the weighted sound level difference, D , is sometimes used (BS EN ISO 717-1). This parameter is not adjusted to reference conditions.

The standardized level difference, D_n , is a measure of the difference in sound level between two rooms, in each frequency band, where the reverberation time in the receiving room has been normalised to 0.5 s. This parameter measures all transmission paths, including flanking paths.

The weighted standardized level difference, D_{nTw} , is a measure of the difference in sound level between two rooms, which characterises a range of frequencies and is normalised to a reference reverberation time

B.6 SOUND REDUCTION INDEX (R)

The sound reduction index (or transmission loss) of a building element is a measure of the loss of sound through the material, i.e. its attenuation properties. It is a property of the component, unlike the sound level difference which is affected by the common area between the rooms and the acoustic of the receiving room. The weighted sound reduction index, R_w , is a single figure description of sound reduction index characterising a range of frequencies, which is defined in BS EN ISO 717-1: 1997. The R_w is calculated from measurements in an acoustic laboratory

B.7 STATISTICAL NOISE LEVELS ($L_{A90, (T)}$, $L_{A1, (T)}$, $L_{A10, (T)}$ etc.)

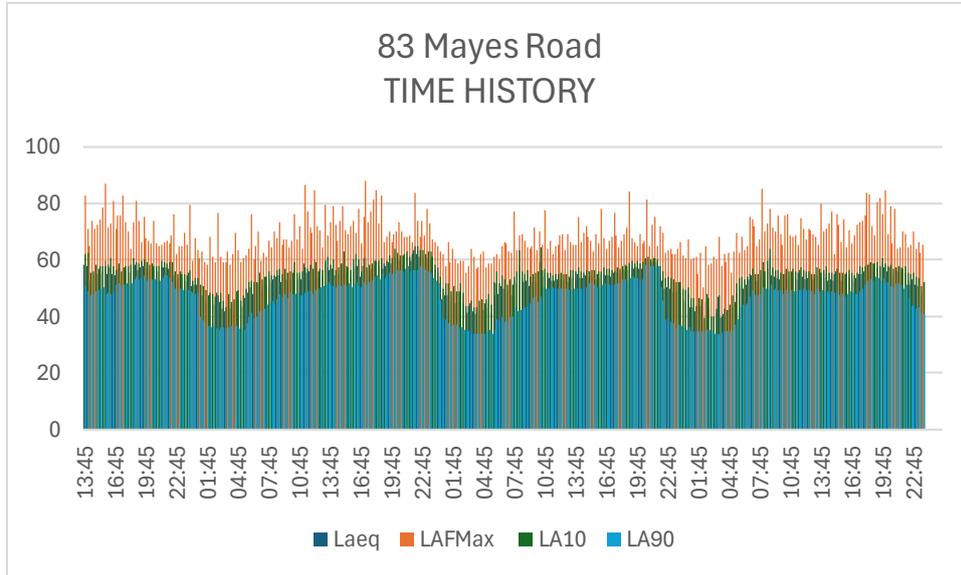
For levels of noise that vary widely with time, for example road traffic noise, it is necessary to employ an index which allows for this variation. The L_{A10} is the level exceeded for ten per cent of the time under consideration, has historically been adopted in the UK for the assessment of road traffic noise. The L_{A90} is the level exceeded for ninety per cent of the time, has been adopted to represent the background noise level. The L_{A1} the level exceeded for one per cent of the time, is representative of the maximum levels recorded during the sample period. A weighted statistical noise levels are denoted $L_{A10, dB}$, $L_{A90, dB}$ etc. The reference time (T) is normally included, e.g. $L_{A10, (5min)}$, & $L_{A90, (8hr)}$.

B.8 TYPICAL NOISE LEVELS

Typical noise levels are given in the following table.

Noise Level dB(A)	Example
130	Threshold of pain
120	Jet aircraft take-offs at 100 m
110	Chain saw at 1 m
100	Inside disco
90	Heavy lorries at 5 m
80	Kerbside of busy street
70	Loud radio (in typical domestic room)
60	Office or restaurant
50	Domestic fan heaters at 1m
40	Living room
30	Ventilation Noise in Theatre
20	Remote countryside on still night
10	Sound insulated test chamber
0	Threshold of hearing.

APPENDIX B MEASUREMENTS





APPENDIX C – NOISE MANAGEMENT PLAN

1. SITE DESCRIPTION

The site is located at the rear of 83 Mayes Road.

The nearest affected residential unit is located approximately 11 metres away. This is considered to be most at risk of noise disturbance from the operations of the premises.

2. INTENDED USE OF THE PREMISES

The proposal is for the use of a an outdoor seating area.

AGREED POLICIES TO CONTROL NOISE

A) INTRODUCTION

The venue is committed to develop and maintain good relations with local residents, neighbours and local authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and will be adopted.

B) GENERAL

The premises will be open to the public between the hours of 13:00 and 01:00

Customers will not be admitted to premises outside of opening hours.

There shall be no re-admission to the premises 15 minutes before closing.

The management shall make available and regularly promote a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events. The contact number will be posted to all nearby residents, and displayed in the window at the front of the premises. The number will be manned at all times and any action taken as a result of the complaint should be recorded and kept.

C) PROVISION MUSIC

The provision of background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere rather than to be listened to and is incidental to speech and conversation. A noise limiter shall be set to 66dB and the speakers shall not be located in the open air area of the site.

D) DISPERSAL OF CUSTOMERS

Staff will actively encourage the gradual dispersal of customers to minimise nuisance.

During the last 20 minutes of trading the following strategies will be implemented to



encourage the gradual dispersal of customers. These include the gradual increase in ambient lighting levels and playing of music of slower content and reduced volume. Music will stop playing 5 minutes before the closure of the premises.

Customers should leave by the main entrance of 83 Mayes Road.

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A member of staff will be positioned in an area close to the main exit to oversee the end of night departure period. Customers will be encouraged to be considerate upon leaving the premises.

Customers will be asked not to stand around loudly talking in the street outside the premises.

E) MONITORING

Routine monitoring will be regularly conducted around the perimeter of the premises during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded. Noise should not be more than 48dB outside the nearest residential unit. A noise log book kept on the premises and maintained by management and be available for inspection by the Local Authority upon request.

F) TRAINING

All staff will be fully trained to be aware of the requirements to reduce external impact from noise.

All staff will be made fully aware and conversant with the noise management policy and procedures.

G) PROVISION OF INFORMATION

Notices will inform customers of our commitment to local concerns.

Prominent, clear and legible notices will be displayed at the exits requesting the public to respect residents and to leave the premises and the area quietly.

H) WASTE MANAGEMENT

The movement of bins and rubbish outside the premises will be kept to a minimum after 21.00hrs Refuse collections will only be permitted by external companies between the hours of 08.00 and 21.00hrs.

I) MANAGEMENT OF DELIVERIES

Deliveries of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbance to nearby residents.

Deliveries shall not be permitted outside the hours of 08.00 and 21.00hrs

J) PREMISES

The premise has been designed appropriately and detailed consideration has been given to its ability to operate in a manner which does not give rise to disturbance. The controls and



limitations of the venue are reflected in this noise management plan.

No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

K) PROCEDURAL

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The noise management plan will be reviewed at least annually or as agreed appropriate to ensure that it is streamlined and effective. New and innovative approaches to problem solving or incidents and any lessons learnt will be incorporated accordingly. We should consider this a live document which evolves by experience in agreement with the Authority