

NOISE MANAGEMENT PLAN



**New River Leisure Centre
White Hart Lane
London
N22 5QW**

1. PURPOSE

This Noise Management Plan (NMP) sets out the procedures and control measures implemented to minimise noise arising from the operation of New River Leisure Centre and to prevent disturbance to local residents and businesses.

The venue comprises:

- * Two 11-a-side outdoor pitches
- * Ten 5-a-side outdoor pitches
- * Two grass pitches
- * Four outdoor courts
- * Four indoor courts
- * Café/bar area with alcohol sales

- * Community event and sports day facilities

The plan covers normal sporting activities, licensed premises operations, community events, music and public address (PA) system use.

2. OPERATING HOURS

The venue operates during the following hours:

Monday to Friday: 07:30 – 22:00

Saturday: 09:00 – 17:00

Sunday: 09:00 – 20:00

All activities, including licensed activities, will be conducted within permitted operating hours and in accordance with the premises licence.

3. MANAGEMENT RESPONSIBILITY

The Duty Manager will be responsible for ensuring compliance with this Noise Management Plan.

A Duty Manager will be present on site whenever licensed activities are taking place and will be responsible for:

- * Monitoring noise levels.
- * Responding to complaints.
- * Managing customer behaviour.
- * Ensuring compliance with licence conditions.
- * Liaising with local authorities where required.

4. POTENTIAL SOURCES OF NOISE

Potential noise sources include:

- * Sporting activities and participant use of pitches and courts.
- * Spectator and crowd noise.
- * Public address systems.
- * Music associated with sports days and community events.
- * Customers/Guests arriving and leaving the premises.
- * Vehicle movements within the car park.
- * Deliveries and waste collections.
- * Mechanical plant and equipment.

5. NOISE CONTROL MEASURES

5.1 Noise Limits

1. The licence holder shall ensure that the music noise level (MNL) from amplified sound associated with the premises does not exceed: (a) 75 dB LAeq (15 minutes) when measured at the façade of any noise-sensitive residential premises, for events held on no more than three days in any calendar year; or (b) 15 dB(A) above the prevailing background noise level (LA90) when measured over a 15-minute period at the façade of any noise-sensitive residential premises, where events exceed three days in any calendar year.

Noise Monitoring and Measurement

2. All noise measurements required by this condition shall be undertaken:

(a) At, or as close as reasonably practicable to, the façade of the nearest noise-sensitive premises.

(b) At a height of approximately 1.2 to 1.5 metres above ground level;

(c) In accordance with good acoustic practice.



5.2 General Operations

- * Staff will monitor noise levels during operating hours.
- * Activities will be managed to minimise disturbance to neighbouring properties.
- * Any complaints received will be investigated promptly by management.
- * Management will take reasonable steps to address any identified noise issues.

5.3 Music and Public Address Systems

- * Outdoor amplified music will be limited to organised sports events, sports days, community events and other pre-arranged activities authorised by management.
- * PA announcements will primarily be used for operational, safety and event management purposes.
- * Music and PA systems will be operated at the level necessary for their intended purpose and within the permitted noise level.- (Not exceeding 75dB at the nearest sensitive residential point in line with the London Events in Parks)
- * Speakers will be positioned and directed away from nearby residential properties wherever reasonably practicable.
- * Sound checks will be kept brief and carried out only when necessary.
- * Music volumes will be monitored throughout events by venue staff.
- * Music associated with organised events will cease no later than 30 minutes before the venue closes unless otherwise permitted by the premises licence.

5.3 Outdoor Activities

- * Sporting activities will be supervised by venue staff where appropriate.
- * Organised events likely to generate increased noise will be risk assessed in advance.
- * Event organisers will be briefed on noise management expectations.
- * Management will review event arrangements where complaints or concerns are received.

5.4 Café/Bar Area

- * Alcohol sales will be restricted to the licensed area and permitted hours.
- * Staff will monitor customer behaviour and take appropriate action where excessive noise occurs.
- * Notices will be displayed requesting customers respect local residents when leaving the premises.
- * Customers will be encouraged to leave the premises quietly and responsibly.

6. CUSTOMER DISPERSAL POLICY

At the conclusion of activities and licensed hours:

- * Staff will encourage customers/ guests to leave the site in a considerate and orderly manner.
- * Customers will be reminded to respect neighbouring residents.
- * Notices requesting quiet departure will be displayed at exits where appropriate.
- * Any incidents of anti-social behaviour will be addressed by staff and, where necessary, reported to the appropriate authorities.
- * The car park and exit routes will be monitored during larger events to encourage orderly departures.
- * Vehicle engines should not be left idling unnecessarily.

7. DELIVERIES AND WASTE COLLECTIONS

- * Deliveries and collections will be scheduled during normal daytime hours where reasonably practicable.
- * Staff will minimise unnecessary noise during waste handling operations.
- * Bottles and waste materials will be handled in a manner that minimises noise impact on neighbouring properties.

8. COMPLAINTS PROCEDURE

The Duty Manager will be responsible for handling noise complaints.

Complaints may be made via:

Telephone: Reception: 020 8489 3443 - Designated Event contact number-TBC

Email: new.river@haringey.gov.uk

A complaints log will be maintained detailing:

- * Date and time of complaint.
- * Name and contact details of complainant (where provided).
- * Nature of complaint.
- * Investigation undertaken.
- * Action taken.
- * Outcome.

Management will review complaints regularly and implement additional mitigation measures where required.

9. STAFF TRAINING

Relevant staff will receive instruction regarding:

- * Licensing objectives.
- * Prevention of public nuisance.
- * Noise management procedures.
- * Complaint handling procedures.
- * Management of customers leaving the premises.
- * Responsible alcohol retailing practices.

10. MONITORING AND REVIEW

Management will periodically review this Noise Management Plan:

- * Following any significant complaint.
- * Following any licensing review.
- * Following major community events.
- * Annually as part of operational management procedures.

The plan will be updated where necessary to ensure continued compliance with licensing requirements and to minimise disturbance to neighbouring properties.

11. COMMITMENT

New River Leisure Centre is committed to operating as a responsible community sports and leisure facility and to maintaining positive relationships with local residents, schools, community organisations and stakeholders.

The Centre plays an important role in supporting the local community and remains committed to hosting sports days for local schools, sporting competitions, community events, health and wellbeing activities, and activities delivered by local groups and organisations.

New River Leisure Centre recognises the importance of balancing these community benefits with the needs of neighbouring residents. The Centre will therefore take all reasonable and responsible steps to minimise noise and disturbance arising from its operations, whilst continuing to provide valuable sporting, recreational and community opportunities.

The Centre is committed to working proactively with residents, customers and event organisers to ensure that activities are managed responsibly and in accordance with the licensing objectives, particularly the prevention of public nuisance.

Through the implementation and regular review of this Noise Management Plan, New River Leisure Centre will continue to balance the needs of the community, participants, spectators and local residents while providing a safe, inclusive and welcoming environment for all users.