
Bath & North East Somerset Council

Code of Practice and Guidance Notes on Noise Control for Concerts and Outdoor Events

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Version 3.0

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Acknowledgements

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1.0 INTRODUCTION

- 1.1 Bath and North East Somerset Council supports entertainment and cultural events within the community that include music. However, the Council is also keen to ensure that an appropriate balance is achieved between the organisers' objectives, an attendee's enjoyment of such events and the interests of the community at large, who may be affected by such functions.
- 1.2 This document sets out the Council's approach in respect of controlling noise from outdoor events. The approach is essentially one based on active engagement with the Council's Environmental Protection Team at the earliest possible stage to ensure that the potential for noise disturbance is minimised. The document also outlines the relevant legal framework associated with such events as well as offering some guidance on the control of noise.
- 1.3 The Council hopes that by following this code of practice - as well as complying with relevant legislation - the right balance can be achieved between the needs of the event organiser and the musicians who are performing, and the right of the local community not to be unduly disturbed by noise.
- 1.4 This Code applies to all event organisers including Bath & North East Somerset Council.

2.0 PURPOSE OF THE CODE

2.1 This code of practice and guidance is aimed at:

- Interested parties who are involved in the planning or hosting of outdoor events in Bath and North East Somerset, which have the potential for noise;
- outdoor event organisers and promoters;
- owners of land where outdoor events may take place; and
- acoustic consultants.

2.2 These events may include music concerts, sporting events, discos in temporary structures, fairgrounds, etc. They could range in size from celebrations at a local pub for a special event up to a major pop concert.

3.0 PRINCIPLES OF THE CODE

- 3.1 An Event Information Questionnaire (see Appendix 1) must be prepared and submitted to the Council's Environmental Protection Team at as early a stage in the planning of an event as possible, but
- at least **two months** before the event for medium or large events (500-1500 attendees),
 - and **one month** before the event for small events (less than 500 attendees).
- 3.2 Upon receiving the Event Information and associated information, the Council will advise the organiser whether, in its view, it believes that the event has the potential to cause an undue noise disturbance to the local community despite the intended control measure. The Council's Environmental Protection Team will work with interested parties to resolve any noise problems. However, there may be instances where more formal action is required, in accordance with the Council's Enforcement Policy.
- 3.3 It is recommended that an appropriate Event Checklist (see Appendix 2) is also completed prior to the event. Should the Council be satisfied that the proposed event has the potential to cause unreasonable disturbance and that the Organiser has not mitigated this potential, the Environmental Protection Team may take formal enforcement action, including the service of an Abatement Notice under the provisions of the Environmental Protection Act 1990.
- 3.4 If the terms of an Abatement Notice are not complied with, and evidence to substantiate this is obtained, then the organiser of the event will normally be prosecuted for the offence of failing to comply with the notice.
- 3.5 Where an event organiser disregards the recommendations and guidance contained within this document, then any future events undertaken by the same organiser will attract a higher degree of scrutiny, and greater emphasis will be placed on dealing with them on a formal basis from the outset.
- 3.6 This guidance will normally be applied to all outdoor events that have the potential to cause noise nuisance, other than in exceptional or unusual circumstances, in which case, any departure from this policy will only be as approved by the Environmental Protection Team Manager.

4.0 RELEVANT LEGISLATION AND GUIDANCE

4.1 Environmental Protection Act 1990

- 4.1.1 Each year, Bath and North East Somerset Council receive a number of complaints about noise from outdoor music events. The Council aims to work with all parties to resolve any noise problems that may arise, however there may be occasions when formal action is necessary to protect the interests of residents.
- 4.1.2 Where it is established that noise from an event is causing, or is likely to cause, a statutory nuisance under Part III of the Environmental Protection Act 1990, this legislation requires the Council to serve an Abatement Notice, requiring that the nuisance is abated. It is a criminal offence not to comply with such a notice and may result in prosecution with a maximum penalty on conviction of a fine of up to £20,000. It is therefore important that effective noise control procedures are implemented.
- 4.1.3 The Council's Enforcement Policy states that enforcement notices may be served where it is considered that a more informal approach would be ineffective. It also allows for enforcement notices to be served without prior discussion with the prospective recipient in cases where immediate action is required in the interest of environmental protection.

4.2 Code of Practice on Environmental Noise Control at Concerts

- 4.2.1 This national Code of Practice was issued by the Noise Council and is the most up to date guidance on the control of noise from outdoor concerts. It is available free from the Chartered Institute of Environmental Health website at http://www.cieh.org/policy/noise_council_environmental_noise.html
- 4.2.2 That Code of Practice recommends the sound levels that should be achieved at noise sensitive premises for events that take place between the hours of 09:00 hrs and 23:00 hrs. The recommended sound levels are dependent upon the nature of the area and the number of events held in a year. It should be noted that compliance with the Code of Practice does not, of itself, confer immunity from legal obligations. If the event is to continue after 23:00 hrs it should be inaudible at the nearest noise sensitive premises.
- 4.2.3 The table below indicates the maximum Music Noise Levels (MNL) recommended by the code of practice for functions that do not go beyond 23:00 hours.

Concert days per calendar year, at the same venue	Venue Category	Guideline
1 to 3	Urban Stadia or Arenas	The MNL expressed as an L_{Aeq} should not exceed 75dB(A) over a 15 minute period
1 to 3	Other Urban and Rural Venues	The MNL expressed as an L_{Aeq} should not exceed 65dB(A) over a 15 minute period
4 to 12	All Venues	The MNL expressed as an L_{Aeq} should not exceed the background noise level by more than 15dB(A) over a 15 minute period

4.3 Licensing Act 2003

- 4.4 Any premises where regulated entertainment or the sale or supply of alcohol takes place must either have a Premises Licence or must be the subject of a Temporary Event Notice (TEN). If such activities take place without the benefit of either then an offence may be committed. For further information see the Council's website at www.bathnes.gov.uk/licensing or else contact the Council's Licensing Team.
- 4.5 Please be aware that a TEN can only be used for functions where the number of the members of the public in attendance is less than 500. Please also note that for legal reasons, a Premises Licence can take an average of six to eight weeks before it is granted even where all the details of the application have been discussed and agreed before the application is submitted.

5.0 EVENT GUIDANCE

5.1 Event Information

- 5.1.1 The Environmental Protection Team requires initial information about your event as detailed in Appendix 1. Event Checklists have also been provided in Appendix 2 for small and large events. These Checklists summarise the main aspects of the Code which you should comply with and have regard to, depending on the size and scale of your event.
- 5.1.2 Organisers will need to demonstrate that the location of all external stages and marquees where music is to be played has been planned so as to minimise their impact on the noise sensitive premises identified.
- 5.1.3 Organisers will need to demonstrate that the programme of events for stages and marquees where music is to be played has been planned so as to minimise the impact on the noise sensitive premises identified.
- 5.1.4 Any measures to mitigate the noise levels from the music sources must also be considered, for example the use of delay or circuit speakers, and compressors or limiters on the sound system.

5.2 Noise Conditions

- 5.2.1 Based on the Event Information and whether or not the appropriate checklist has been completed and submitted for the concert or event, the Responsible Authority for Environmental Health (Environmental Protection) may seek to apply conditions controlling the hours and noise levels at the event through the licensing regime. Such conditions may include:
- All amplified music in an outside marquee or in the open air shall finish no later than (*) hours.
 - Rehearsals and sound checks are permitted only between the following hours: (*) hours to (*) hours.
 - Music from the concert or event is permitted only between the following hours: (*) hours to (*) hours.
 - Music from other sources (e.g. food traders, fairground rides) is permitted only between the following hours: (*) hours to (*) hours.
 - The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at any noise sensitive premises exceed [(*)dB(A) over a fifteen minute period / the background noise level by 15dB(A) over a fifteen minute period] throughout the duration of the concert or event.
 - The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at any noise sensitive premises exceed [(*)dB(A) over a

fifteen minute period / the background noise level by 15dB(A) over a fifteen minute period] throughout the duration of the concert or event.

- The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at any noise sensitive premises exceed [(*)dB(A) over a fifteen minute period / the background noise level by 15dB(A) over a fifteen minute period] throughout the duration of any rehearsal or sound check for the concert or event.
- The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at any noise sensitive premises exceed [(*)dB over a fifteen minute period / the background noise level by (*)dB over a fifteen minute period in the 63Hz and 125Hz octave frequency bands] throughout the duration of the concert or event.
- The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at any noise sensitive premises exceed [(*)dB over a fifteen minute period / the background noise level by (*)dB over a fifteen minute period in the 63Hz and 125Hz octave frequency bands] throughout the duration of any rehearsal or sound check for the concert or event.
- The Event Organiser shall have full control over the sound amplification equipment and the volume shall be adjusted according to the requirements of the Responsible Authority for Environmental Health (Environmental Protection).
- The Event Organiser shall ensure that all persons (including individual sound engineers) involved with the sound system are informed of the sound control limits and that any instructions from the Responsible Authority for Environmental Health (Environmental Protection) regarding noise levels are complied with.
- Unrestricted access to the front of house position and backstage areas shall be allowed at all times to the Responsible Authority for Environmental Health (Environmental Protection) for the purpose of sound level measurements, communications with the nominated noise consultant / sound engineer and monitoring licence conditions.
- All complaints about noise received by the site office / event organiser shall be logged, and shall be notified to the Responsible Authority for Environmental Health (Environmental Protection) within [*] minutes of the complaint being received.
- The Event Organiser shall effect full control over traders or other organisations on site where there is amplified music being played. At the request of the Responsible Authority for Environmental Health (Environmental Protection) the Event Organiser shall arrange for the volume to be reduced or the playing to cease, or if necessary the equipment to be confiscated.

6.0 PREPARATIONS BEFORE THE EVENT

6.1 Event Location

- 6.1.1 When deciding the location for your event, you need to consider the potential impact that noise from the event may have on local residents. Is the proposed site suitable? If it is surrounded by residential properties the site may not be appropriate or very tight controls on noise may be required.
- 6.1.2 You will need to consider all of the potential noise sources including, music, people, fairground rides, loudspeakers, public address systems etc. If there are residents in close proximity to the site, you will need to take steps to reduce the impact that your event will have on them.

6.2 Performance Areas

- 6.2.1 Once the site is decided upon, you need to consider the most appropriate position on the site for the stage and consider the direction of the speakers. There will be a higher sound output in the forward direction of the speakers and lower sound output from the rear, although output from the rear of the speakers will still be significant. Loudspeakers should be facing away from noise sensitive premises.

6.3 Bands and Live Music

- 6.3.1 The amplification of most bands consists of amplifiers and speakers for the instruments and vocalists. The sound is mixed and balanced by a Sound Engineer at a sound desk prior to the performance. The use of noise limiters/compressors are advised for the main stage as this sets a maximum volume for the music. It is also important to set maximum levels for the low frequency levels (bass) as these cause the most disturbance to local residents. Seek advice from the sound engineer you employ.
- 6.3.2 In order that the performers can be aware of the sound around them, a "backline" of speakers is positioned on stage. This is not controlled by the sound desk and it is essential, therefore, that the Sound Engineer is made fully aware of the necessary restrictions on sound levels and so is in a position to set up the backline to enable full control to be exercised during the performance. Organisers should satisfy themselves that the levels are set accordingly. This is especially important, since when the performance is taking place the sound desk will be in control of only about 15-20% of the total volume of sound produced.
- 6.3.4 One of the most frequently encountered problems is that an unnecessarily large amount of sound equipment is provided, which makes effective control very difficult. The output of the sound system(s) should be suitable for the size of the event, and as a general rule it should be calculated on the basis of 1KW per 100 people in the audience expected.
- 6.3.5 It is important that bands booked to appear should be aware of the need to be sensitive to potential noise problems and should accept restrictions that may be

imposed. In some cases verbal assurances have been proven quite inadequate and organisers are strongly advised to include suitable clauses in contracts so as to ensure that they retain effective control over sound levels.

- 6.3.6 An advantage of using a single production company to run a particular stage is that the sound engineer may be the same for all bands and this makes liaison much more straightforward.
- 6.3.7 Where more than one entertainment venue is proposed they should be spread throughout the premises or site. Simultaneous performances should be held at different places so as to minimise the likelihood of large crowds being drawn to one place. This will also avoid music from one sound system interfering with another and noise levels being increased as a result. There should be a conscious effort to plan quieter entertainment at the end of the concert or event. Sensitive sites should be reserved for non-amplified music and only used early in the programme.
- 6.3.8 It is always difficult to keep the programme running to schedule. Bands take longer than expected to set up or fail to arrive on time and slippage frequently takes place. Organisers should make sure that sufficient change over time is allowed between bands.

6.4 Sound Systems

- 6.4.1 Employ a sound system whenever possible that uses circuit speakers (i.e., a range of relatively low powered speakers sited around the premises or site marquee rather than one with a bank of speakers on either side of the stage to force sound out over the whole audience). Ensure that the sound engineer strictly controls the low frequency levels of the music, as this causes the most disturbance to local residents.
- 6.4.2 Ensure, when booking a sound engineer, that they fully understand the need to work within the restrictions imposed and are prepared to accept direction from the Premises Licence Holder, Event Organiser, or Responsible Authority regarding sound levels. You are recommended to draw up a suitable contract giving clear and detailed information about your expectations regarding the management of acceptable sound levels based on this code of practice..

6.5 Local Geography and Topography

6.5.1 Local geography and topography can provide both benefits and problems.

Feature	Comment
Wind	Noise can be carried by the prevailing wind towards noise receptors. If the prevailing wind is away from the audience to the performers then the audience will have difficulty hearing the performers and the temptation is to turn up the volume. Noise receptors downwind will suffer as a result.
Water	Noise carries well across stretches of water such as rivers or lakes and this can cause noise problems.
Hills	Can provide useful noise barriers.
Trees	These do not provide an effective noise barrier so do not rely on them.
Nearby buildings	Noise may be reflected off nearby buildings and this may direct the sound in unexpected directions.

6.6 Loudspeaker Location

6.6.1 Modern day loudspeakers are normally able to direct sound at a target area, i.e. the audience. You should ensure that loudspeakers are focused on the area where the audience will be, in order to reduce the over-spill into the surrounding area. You need to consider the area where the audience will be located and ensure that your sound engineers set up the music system accordingly.

6.7 Type of Event

6.7.1 You should consider the type of performers that you are going to have. Some acts will result in higher sound levels than others, for example, solo singers are likely to be quieter than bands. Some acts may have higher levels of low frequency noise. Low frequency noise has more energy than high frequency noise and will travel further and penetrate buildings. Low frequency noise can result in increased disturbance to local residents and may require additional control measures.

6.8 Council Owned Sites

6.8.1 If the proposed event site is on land owned by the Council, there may be terms and conditions of the land hire agreement which you will need to comply with. You should contact the Council's Events Office on 01225 396181 for further information on hiring Council owned open-air sites.

6.9 Cumulative Event Days

6.9.1 If your event, or the total number of events held at the venue, exceeds three days in any year then the maximum noise level recommended by the Code of Practice is reduced— see paragraph 4.3.2 above. This is regardless of whether these events were organised by you or someone else.

6.10 Public Relations

6.10.1 We strongly recommend that you let local residents and businesses know in advance that events are going to take place so that they can make alternative arrangements, for themselves, and their pets, should they wish to do so. This could be done by leafleting the households and businesses around the site. You should provide the telephone number for the complaints hotline in order that they may contact you should they have any concerns during the event.

6.11 Other Permissions and Liaison

6.11.1 You may need specific consents or licences before the function can go ahead and this may include Planning Permission and/or a Premises Licence under the Licensing Act 2003. It is essential that these are obtained before any booking of the event venue is finalised or advance publicity undertaken or tickets sold.

6.11.2 You may also need to liaise with other enforcement authorities including Avon Fire and Rescue, Bath and North East Somerset Public Protection, Highways and Planning Teams, and The Avon and Somerset Constabulary. Contact details of all these agencies are included in Appendix Three.

7.0 MEASURING NOISE

7.1 Noise Monitoring

- 7.1.1 Officers from the Responsible Authority for Environmental Health (Environmental Protection) may monitor such events. They should receive co-operation from the Premises Licence Holder or Organisers in charge of the entertainment when carrying out monitoring inspections. They may monitor the event to ensure that no unreasonable disturbance is being caused, no statutory nuisance is being created and the conditions on the Premises Licence are being complied with.
- 7.1.2 A Premise Licence Holder or a member of the organisers or a designated person shall be responsible for monitoring the noise level/and any noise complaints received regarding the event. The noise level should be monitored
- 7.1.3 Throughout the event any advice/or instruction given by the Environmental Health Officer shall be complied with.
- 7.1.4 An inspection will normally be made before the start of the concert or event to check on its general organisation and layout, with further inspections carried out during the course of the event. Officer(s) may request a reduction in sound levels if they are satisfied that it is necessary for compliance with the noise conditions set for preventing unreasonable disturbance. The propagation of sound is frequently complex and may be affected by atmospheric conditions. There are occasions when sound levels (especially low frequency music) appear to be relatively low close to the source but are still intrusive some considerable distance away.
- 7.1.5 Organisers should not rely solely on the Environmental Health Officers to advise them of noise problems. Wherever possible the organisers should monitor noise levels at noise sensitive premises around the premises or site to assess whether noise is likely to be disturbing.
- 7.1.6 To be able to carry out your own noise monitoring using measurements, you need to be competent in using a sound level meter. These can be complex and the more sophisticated instruments will require training before they can be used correctly. Some basic meters can be purchased cheaply from high street electronics stores, however these are not recommended for monitoring noise from outdoor events. The meter used must be capable of applying an A weighting and be capable of automatically calculating LAeq.
- 7.1.7 "A weighting" allows a sound level meter to measure noise in a way that approximates to how a human ear hears noise.
- 7.1.8 LAeq is a way of measuring noise over a period of time to produce a single measurement that approximates to the average of all the noise levels occurring during that time period.
- 7.1.9 If you do carry out your own monitoring using a sound level meter, you will need to measure the following two parameters during the event to establish whether you are

complying with the recommendations included in the Code of Practice on Environmental Noise Control at Concerts:

- $L_{Aeq, 15 \text{ mins}}$
- $L_{Aeq, 1 \text{ min}}$

7.1.10 It is also recommended that you monitor frequency levels in octave bands, particularly the 63 and 125 Hertz octave bands.

7.1.11 If you are in doubt as to your or your staff's capability to use a sound level meter, and noise measurements form a critical part of your control measures, then you will need to employ a noise consultant.

7.1.12 Depending on the size of the event, it may be necessary to take noise measurements, however, you will still need to regularly monitor the event by listening to the noise and noting a description of what can be heard at points around the boundary of your premises. For more complete definitions of noise terms you should consult British Standard 7445.

7.2 Acoustic Consultants

7.2.1 It is expected that, for large events and for some medium events, a suitably qualified acoustic consultant will be employed to help to plan the event and to monitor noise levels throughout the event.

7.2.3 The Institute of Acoustics is the professional body for acoustic consultants and there is a list of registered consultants on their website at www.ioa.org.uk You may also wish to look at the website of the Association of Noise Consultants : www.association-of-noise-consultants.co.uk It is recommended that you discuss who you propose appointing with Bath and North East Somerset Council, (in terms of the relevance of their experience and qualifications), before placing the contract.

8.0 DURING AND AFTER THE EVENT

8.1 Setting up

- 8.1.1 A sound propagation test should be carried out on the day of the event, after 10:00 hours, to ensure that the sound levels at the agreed monitoring positions are as expected, taking into account the weather conditions on the day. If the agreed sound levels at the sound desk need to be adjusted this should be done, the levels noted and preferably the controls taped over to prevent any further adjustment.

8.2 During the event

- 8.2.1 It is expected that the event organiser will be responsible for monitoring noise levels and ensuring that they comply with any agreed noise conditions. However, where complaints have been received, or there is reason to suspect that licence conditions may not be complied with, the Council may also carry out monitoring of events.
- 8.2.2 Sound levels should be monitored from the agreed monitoring positions throughout the event and a record kept of the monitoring results. Action should be taken to reduce noise levels where the agreed noise levels are exceeded, and a record kept of the reason for the breach and the action taken to resolve the problem.
- 8.2.3 The complaint hotline should be manned at all times during the event, from before the sound propagation test and until all members of the public have left the premises. Any complaints should be passed on to the responsible person as appointed by the event organiser. Action should be taken to investigate all complaints and, where appropriate, remedial action taken.
- 8.2.4 Please remember that noise levels set during the sound propagation test may vary at noise sensitive premises and may need to be reduced in the light of experience. Please remember that whilst setting maximum levels is recommended, sound levels should not be run at these levels if lower noise levels are sufficient for the purposes of the event.

8.3 After the Event

- 8.3.1 The results of the noise monitoring should be sent to the Council along with details of any complaints received and the action taken to resolve them. If you have plans to run the event again, you should keep a checklist of what went well and what could be improved next time.

9.0 CONCLUSION

Remember that you are running a large event that has the potential to cause serious noise pollution and so have a corresponding professional duty of care.

However if you:

- choose a suitable location;
- plan the event with noise control in mind and complete the Event Checklist;
- follow all relevant codes of practice;
- run the event so as to minimise the generation and spread of noise;
- respond to complaints appropriately;
- do not cause a statutory noise nuisance;
- comply with other relevant legislative requirements;

then the Council believes that the right balance can be achieved between the organiser's objectives, the attendee's enjoyment and the rights of the local community not to be unduly disturbed by noise.

We welcome your feedback on this document. Please direct your views to environmental_protection@bathnes.gov.uk

10.0 Appendix One – Event Information

We need you to supply your event planning information well in advance of the event date so that any potential for noise nuisance arising from the event can be carefully managed from the outset. . Please fill in the Event Information Questionnaire and return it to the Environmental Protection Team 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 Information Questionnaire
(Information Required by Environmental Protection)**

1. Name and Address of Premises/Site:

.....

2. Date of the Event:..... Maximum Numbers:.....

3. Start Time:..... Finish Time:.....

4. Names, Duties and Telephone Numbers of the Premises Licence Holder/Organiser:

Name	Duties	Tel. Number

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

5. Name: Premises Licence Holder/Organisers in charge of the event:

.....

6. Plan of the premises/site to a scale of 1:500 attached: Yes/No

(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)

7. Details of the Sound Engineer or Production Company to be Employed

Name:.....

Address:.....

.....

.....Tel Number:.....

1. Signed:..... 2. Signed:.....
Print Name:..... Print Name:.....
(Premises Licence holder as named in (Organiser of Event as named in 5 above)
5 above)
Date:..... Date:.....

The completed application for should be sent to:

**Responsible Authority – Environmental Protection
Environmental Services
1st Floor Lewis House
Manvers Street
BATH
BA1 1JG**

Please make sure the following are enclosed:

- Itinerary of bands and music (required as soon as possible before the event)
- Scale plan showing the premises/site to be used

11.0 Appendix Two – Event Checklists

The two Checklists below 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 into account the Council's guidance, as contained in this document.

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.

Checklist for Noise Control at **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

BEFORE THE EVENT	Done? Yes/No
1. 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.	
2. Visit the event site and make a list of all addresses which may be affected by noise from the event.	
3. Choose a mobile phone number which will act as a Complaint Hotline. The noise control person must have this with them throughout the event.	
4. Write a letter and deliver it to all the addresses on the list you have made above. This letter should tell people about: <ol style="list-style-type: none"> 1. The event (you could offer free tickets and invite people along); 2. Start and finish times; 3. The Complaint Hotline number if they want to make a complaint. 	

DURING THE EVENT	Done? Yes/No
5. Place generators away from residential properties and if possible behind a building or screen. Always use the quietest generators available	
6. 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.	
7. 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.	
8. Deal with any noise complaints in a professional way and take them seriously: <ul style="list-style-type: none"> • 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 	
9. Make sure the event finishes at the advertised time.	

Any questions?

Please contact the Environmental Protection Team

- 01225 477563
- Environmental_Protection@bathnes.gov.uk
- www.bathnes.gov.uk

Checklist for Noise Control at **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.

BEFORE THE EVENT	Done? Yes/No
1. 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.	
2. Appoint a noise consultant . You should use someone who is a member of: <ul style="list-style-type: none"> • Association of Noise Consultants, Tel: 01727 896092, www.association-of-noise-consultants.co.uk • Institute of Acoustics, Tel: 01727 848195, www.ioa.org.uk <p>You will need a noise consultant even if you are organising a free or charity event.</p>	
3. Give your noise consultant a copy of this Code of Practice which should be complied with for the duration of the event.	
4. Visit the event site and make a list of all addresses which may be affected by noise from the event.	
5. 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.	
6. Write a letter and deliver it to all addresses on the list you have made above. This letter should tell people about: <ul style="list-style-type: none"> • The event (you could offer free tickets and invite people along); • Start and finish times; • The Complaint Hotline number if they want to make a complaint. 	
7. Email a copy of your letter to Environmental_Protection@bathnes.gov.uk <p>In your email, include:</p> <ul style="list-style-type: none"> • 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. 	

DURING THE EVENT	Done? Yes/No
8. 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.	
9. Test the contact numbers you have for your consultant.	
<p>10. Deal with any noise complaints in a professional way and take them seriously:</p> <ul style="list-style-type: none"> • 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. <p>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.</p>	
11. Make sure the event finishes at the advertised time	

AFTER THE EVENT	Done? Yes/No
12. Get a report from your noise consultant about the event and email a copy to Environmental_Protection@bathnes.gov.uk	

Any questions?

Please contact the Environmental Protection Team

- 01225 477563
- Environmental_Protection@bathnes.gov.uk
- www.bathnes.gov.uk

12.0 Appendix Three – Liaison with Other Authorities

You may need to contact other enforcement authorities in order to ensure that they do not have any additional requirements. Below are website contact details for other responsible authorities that will find it useful to know of your event plans in advance. Contacting and liaising with them is your responsibility as event organiser. You should not assume because you have contacted the Environmental Protection Team of Bath and North East Somerset Council that any details of the event have therefore been passed on to any other of the council departments or authorities listed below.

Ambulance Service - **www.gwas.nhs.uk**

Food Safety - **www.bathnes.gov.uk/healthandsocial/foodsafety**

Health and Safety at Work - **www.bathnes.gov.uk/business/healthandsafety**

Licensing - **www.bathnes.gov.uk/business/LicencesStreetTrading**

Avon and Somerset Police - **www.avonandsomerset.police.uk**

Avon Fire and Rescue - **www.avonfire.gov.uk**

Planning - **www.bathnes.gov.uk/environmentandplanning/planning**