



## Canon Park Multi Use Games Area/Artificial Grass Pitch Noise Management Plan Policy

Reviewed and adopted: 15<sup>th</sup> February 2021

Reviewed and approved: 18<sup>th</sup> July 2022

Review Due Date: July 2024

### Noise Management Plan

A Noise Assessment has provided an indication that the Multi Use Games Area can operate with an acceptable impact on residents in the local area, providing the advice herein is adhered to.

It is recognised that meeting suggested noise level criteria does not automatically rule out an adverse impact or stem the possibility of complaints, as the perception of noise is somewhat subjective. As with any development, there is always the possibility that the Town Council may receive complaints, though the suggested criteria provide a way of determining what is a 'valid' complaint.

Therefore, Berkeley Town Council is committed to further mitigating the noise impact within reasonable measures and maintaining engagement with the local community and local residents to keep good public relations that can benefit by partially offsetting any impact, keeping annoyance to a minimum.

Berkeley Town Council is committed to following a **Noise Management Plan**.

The aim is that any noise impact that occurs from early use of the development can be investigated and responded to, ensuring that the impact from future events is mitigated well. This will be an ongoing improvement of review and control (to a reasonable degree, as the assessment has demonstrated that the development should not cause an unreasonable adverse impact compared to the other similar venues which follow the same guidelines). This should be considered to be a live document which may be revised to create an acceptable balance between the requirements for a successful recreation facility and the protection of local residents' amenity.

### Mitigation

#### Ball Impact Noise

Noise generated by ball impacts on the metal ball stop fencing will be reduced by the use of fence mounting systems which employ resilient connections between the perimeter fencing and the supporting structural columns. The fence panels will be securely clamped together and to supporting posts with resilient fixings/neoprene isolators to minimise noises from ball impacts causing the fence to vibrate and rattle.

The state of repair of the inner perimeter fence will be reviewed on an annual basis.

Similar anti-vibration fixings will be applied to any other signs or structures in proximity to the playing surface. Any objects likely to rattle (such as sheet metal advertising signs) will be avoided or positioned where they cannot be hit by footballs – and if they cannot be repositioned, soft vinyl signs will instead be used.

Football goals consisting of a fabric net rather than a metal backing which does not rattle when goals are scored will be selected.

If low-level perimeter boards are used around any of the MUGA, including behind goals, then these will be covered with impact-absorbing material, i.e. soft padding, rubber, or artificial turf – to minimise noise from ball impacts.

If complaints are received or if a ball stop mechanism is required above the 3m high fence then netting could be installed at high level or in front of the fence, as ball impacts on this would be virtually silent.

## Player Noise

The entrance to the MUGA and any areas where people may congregate will be located away from nearby housing where possible, i.e. on the west side of the pitch.

Any substitutes benches will also be positioned away from the residents where possible.

Users will need to agree to a Code of Conduct when using the facilities (as detailed later on in this NMP).

## Whistles

Whistles will only be for competitive matches and to indicate the end of each allocated time slot.

## Code of Conduct

All partner clubs and potential users of the pitch will need to formally agree to a document that includes a Code of Conduct that is expected of them in respect of the local residents, which will include:

- Avoiding the use of excessive noise, foul language, and anti-social or intimidating behaviour.

- The latest vacation times of the premises after evening use.

- That the use of whistles will only be for competitive matches and to indicate the end of each allocated time slot.

- The maximum number of players allowed on the MUGA at any one time.

- Forbidding the use of the MUGA for hockey (as this can generate higher levels of impact noise when the ball hits a fence or backboard).

- The group leader must ensure proper use of the facility and is responsible for conduct of their group on and off the pitch.

This will be enforced by signage around the facility. The operator will be vigilant that this Code of Conduct is adhered to. Where it is discovered that this policy is being broken by the hirer they will be

warned and reminded of their obligations under the policy. If the policy is broken again within an agreed period, the hirer will be suspended or banned from using the pitch.

If a user acts in an unreasonable manner resulting in higher noise levels, and/or if excessively raised voices and anti-social language is witnessed by the site manager then the use of the pitches will be stopped until the site management resolves the matter, with the player removed from the site if the behaviour continues. Users will be informed that swearing and anti-social behaviour is unacceptable, and that the facility reserves the right to dismiss users from the pitch and ban future use if this is the case.

User groups will be asked to nominate a lead person to take responsibility for the booking. This person would receive an induction on safe usage and sign a usage policy specifying the condition of use. This policy would include the Code of Conduct and users would risk their booking if these conditions are not met.

## Opening Times

The use of the MUGA shall be limited to the consent given between the following hours:

Monday to Friday – 08:00 to 21:00 hours

Saturday - 09:00 to 20:00 hours

Sunday - 09:00 to 20:00 hours

Bank Holidays - 09:00 to 20:00 hours

## Operator Responsibilities

The operator will:

- Appoint a noise monitoring supervisor (Canon Park caretaker) to regularly monitor activities on the MUGA and associated facilities.

- Ensure users follow the Code of Conduct policy. Where it is discovered that this policy is being broken by the hirer they will be warned and reminded of their obligations under the policy. If the policy is broken again within an agreed period, the hirer will be suspended or banned from using the pitch.

- Employ a maintenance regime will ensure that all equipment is maintained so that it does not generate excessive noise. This includes tightening fixings to the mesh fencing, so they do not excessively rattle.

- Ensure the maximum user capacity of the sports pitch is not exceeded.

- Maintain a log of all received complaints and actions.

- Respond to all complaints within three working days via email.

- Provide a clear and reliable mechanism whereby noise complaints can be made and logged.

- Provide the Local Authority with details of logged complaints and any actions taken.

- Liaise with the Local Authority to ensure the noise management plan remains effective and revise the noise management plan accordingly.

Install relevant signage around the MUGA and any associated parking facilities to encourage quiet and considerate behaviour.

## Complaints Management

The Operator will implement a clear noise complaints management procedure. Neighbours will be given a clear route to report excessive noise or anti-social behaviour directly to the operator. This will allow the complaint to be investigated and addressed quickly.

The operator will provide a telephone number and email address to residents' associations and any other organisations including the Council and community groups – so that any issues can be reported. Complaints records will (as a minimum) include the following:

- date, time, and the name of the complainant (if given);
- nature of the complaint;
- the locality of complaint; and
- a summary of the investigation into the noise complaint, the actions that were taken and the outcome.

The response to the complaint will have the objective of investigating the incident and preventing any continuing issue by putting in place additional control or management measures to prevent re-occurrence of the incident.

The investigation into the complaint will include but not be limited to:

- a visit by a representative of the MUGA operator or phone call/email correspondence with the complainant to verify the issue, including whether the complaint is made 'after' rather than 'during' a noise event;
- a review of activities at the time of the incident to investigate potential sources; and
- a review of noise control measures and management actions at the time of the incident;

The investigation will be accompanied by a written record detailing any failures, incidents and what mitigation was (at the time) employed or will be used in future. The operator shall keep records of all noise monitoring, investigations, and complaints and these shall be made available to the EHO to examine on request.

The complaints management form is attached below:

Complaint made by:	
Date of complaint:	
Complaint received by:	
Time of occurrences:	
Number of occurrences:	
Details of complaint:	
Action(s) taken:	
Review of action (s):	
Details of adjustment(s) made to the noise management plan if required:	
Signed (Noise supervisor):	
Date:	