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# **Bath & North East Somerset Council**

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## **Guidance Notes on Noise Control for Concerts and Outdoor Events**

**August 2018**  
Version 4.0

**Environmental Protection  
1<sup>st</sup> Floor, Lewis House  
Manvers Street  
Bath  
BA1 1JG**

**Tel: 01225 477563  
Environmental\_Protection@bathnes.gov.uk**

## **1.0 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:.....  
(Premises Licence holder as named in  
5 above)

Print Name:.....  
(Organiser of Event as named in 5 above)

Date:.....

Date:.....

The completed application for should be sent to:

**Responsible Authority – Environmental Protection  
Environmental Services  
1<sup>st</sup> 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

## 2.0 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).

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 avoid causing disturbance.

## 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"> <li>1. The event (you could offer free tickets and invite people along);</li> <li>2. Start and finish times;</li> <li>3. The Complaint Hotline number if they want to make a complaint.</li> </ol>	

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.  <b>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.</b>	
8. Deal with any noise complaints in a professional way and take them seriously: <ul style="list-style-type: none"> <li>• Ask the caller for their name, address and contact number;</li> <li>• Advise the caller that their complaint will be investigated;</li> <li>• Listen to noise levels near the caller's property</li> <li>• Take action to deal with any noise problems;</li> <li>• Call the person who made the complaint to let them know what you have done</li> <li>• Make a note of everything you do</li> </ul>	
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](mailto:Environmental_Protection@bathnes.gov.uk)
- [www.bathnes.gov.uk](http://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 <b>noise control person</b> for the event. This person will deal with complaints and will control noise on the day of the event.	
2. Appoint a <b>noise consultant</b> . You should use someone who is a member of: <ul style="list-style-type: none"> <li>• Association of Noise Consultants, Tel: 01727 896092, <a href="http://www.association-of-noise-consultants.co.uk">www.association-of-noise-consultants.co.uk</a></li> <li>• Institute of Acoustics, Tel: 01727 848195, <a href="http://www.ioa.org.uk">www.ioa.org.uk</a></li> </ul> <p><b>You will need a noise consultant even if you are organising a free or charity event.</b></p>	
3. Visit the event site and make a list of all addresses which may be affected by noise from the event.	
4. 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.	
5. Write a letter and deliver it to all addresses on the list you have made above. This letter should tell people about: <ol style="list-style-type: none"> <li>a. The event (you could offer free tickets and invite people along);</li> <li>b. Start and finish times;</li> <li>c. The Complaint Hotline number if they want to make a complaint.</li> </ol>	
6. Email a copy of your letter to <a href="mailto:Environmental_Protection@bathnes.gov.uk">Environmental_Protection@bathnes.gov.uk</a> <p>In your email, include:</p> <ul style="list-style-type: none"> <li>• A list of addresses your letter has been delivered to;</li> <li>• The name and contact details of the noise control person;</li> <li>• The name and contact details of your noise control consultant.</li> </ul>	

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.	
10. Deal with any noise complaints in a professional way and take them seriously: <ul style="list-style-type: none"> <li>• Ask the caller for their name, address and contact number;</li> <li>• Advise the caller that their complaint will be investigated by your noise consultant;</li> <li>• Pass the details to your noise consultant and ask them to investigate;</li> <li>• Ask your consultant to let you know what action has been taken;</li> <li>• Call the person who made the complaint to let them know what you have done;</li> <li>• Make a note of everything you do.</li> </ul> <p><b>If your consultant tells you that the music is too loud, you must ensure that the volume levels are reduced.</b> 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 <a href="mailto:Environmental_Protection@bathnes.gov.uk">Environmental_Protection@bathnes.gov.uk</a>	

### Any questions?

Please contact the Environmental Protection Team

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- [www.bathnes.gov.uk](http://www.bathnes.gov.uk)