

Garden Noise Management Action Plan and Staff Responsibilities

The garden is to be closely monitored by all staff with the manager on duty responsible for signing the garden monitoring sheet after every check.

All staff be it wait staff, glass collectors or bar staff are duty bound to report any louder patrons to the manger on duty so they can be warned about acceptable noise levels.

Before opening the manager must ensure that the CCTV is operating with both audio and visual and recordings are kept for a minimum of 14 days which will be refereed back to should there is an incident or complaint recorded.

At 23.00 Friday & Saturday (22.00 Sun-Thurs) the garden is to be closed and both sets of front doors are not to be hooked open but to be set to self-closing to keep noise leakage to a minimum. These doors are to be constantly monitored to ensure they stay closed and the manager on duty is responsible for signing the garden closed sheet

Decibel levels are to be frequently monitored (occasionally during quiet times or when there are few people and every few minutes when the garden is busy and action taken if this reaches above 70db

All empty glasses are to be carried on trays to reduce the noise from them touching in transit

A member of the door staff team is to be responsible for the garden and to remain in the garden (Friday & Sat) 20.00-23.00(or Close) to keep a count on numbers, record decibel reader figures and to ensure all behaviour and noise is of an acceptable level as well as to ensure the garden is closed on time.

Patrons will be warned about their level of noise by way of signage. If they need to be warned about noise levels they are to be referred to the signs both on entry to the garden as well as the numerous wall signage that indicate for customers to 'Please respect our neighbours'. Those who fail to adhere to warnings about their noise levels are to be refused further service and asked to leave. Excessive noise levels are not to be tolerated.

Before live music starts the manager on duty must ensure that the garden doors are not hooked open to prevent noise leakage.

The garden is to be completely shut and empty by 23.00 (22.00 Sun-Thurs) with no exceptions and patrons in the garden advised of this 30 mins beforehand.

After 23.00 (22.00 Sun-Thurs) the garden is not to be returned to, even for the purposes of cleaning.

Door staff are to monitor patron noise levels at the front of the building and to guard against any excessive noise or behaviour in this vicinity as well as to ensure the designated smoking area is used and used by a maximum of 10 patrons.

The duty manager is to be informed of any major disturbance or incident so that it can be logged, action taken and preventative measures taken.

Garden fire exits are to be closed at all times to ensure all patrons must enter and exit the establishment through the front doors to enable correct policing.