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Noise Management Strategy

Yorkshire Wildlife Park Expansion

Application for Premises License

Joynes Nash

Acoustics · Environmental · Public Health



Client Yorkshire Wildlife Park

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An introduction to Joynes Nash

Joynes Nash is a leading consultancy for the live events industry. We have extensive experience of live music events and a proven track record of working with event organisers to enhance the audience's experience, whilst preserving the image of events and venues.

Our consultants experience has ranged from relatively small scale to major events staged both in urban and residential environments, providing for tens of thousands of people. Projects and clients have included Junction 2, Carfest (North and South), Garage Nation Festival, BBC Introducing, Guards Polo Club, Tramlines Festival, Liverpool Sound City, Red Bull Music Academy. We are also responsible for looking after the interests of venues such as Donington Park Racing Circuit, Saracens Rugby Club and Tobacco Dock with respect to live events.

We consider despite the many technical challenges that events bring, that relationships between all interested parties are of paramount importance and that each and every one of these understands situations clearly. We therefore approach each event not in isolation, but carefully consider the public image of events, the venues and the thoughts of the wider community to make events successful and to secure venues for future years.

About The Team

Pete Nash BSc (Hons), MSc, CEnvH, MCIEH, MIOA

Peter Nash has 16 years' experience as a Local Authority Environmental Health Officer, up to Technical Manager Level and has 12 years of Professional Practice within the Environment Industry. He holds a BSc(Hons) in Environmental Health, the IOA Diploma in Acoustics and Noise Control and an MSc in Applied Acoustics. He is a Chartered Environmental Health Practitioner and registered with the Environmental Health Registration Board. Peter is a Member of the Chartered Institute of Environmental Health, and a Member of the Institute of Acoustics. He has appeared as an expert witness in a number of significant noise nuisance and planning cases, public enquiries and appeals. Peter is also a guest lecturer at the University of Birmingham, where he teaches the Acoustics and Noise Control elements of three of their MSc courses.

Simon Joynes BSc(Hons), MSc, CEnvH, MCIEH, AMILM, AMIOA

Simon Joynes has over 19 years' experience in both Private Sector and Local Government. He has acted as a senior advisor and has significant experience in the technical aspects and practical application of environmental law, including acting as an expert witness in courts and planning enquiries and the preparation and reviewing of environmental reports and mitigation strategies. (Air Quality, Land Contamination, Acoustics, Water Quality, Odour Management & Industry Regulation). He holds a BSc (Hons) Environmental Health, MSc in Contaminated Land Remediation, Certificates of Competence in Environmental Noise Assessment and Environmental Impact Assessments. He also holds affiliations with the Chartered Institute of Environmental Health and is an Associate Member of the Institute of Leadership and Management.



Contents

1. Introduction	1
2. About the Noise Management Strategy	1
3. Site Context & History	1
4. A Phased Development	2
5. Premises Licences	4
6. The Licensing Act 2003	4
7. General Considerations.....	4
8. Risk Minimisation – General Operation of Yorkshire Wildlife Park.....	5
9. Detailed Consideration of Phase I Activities.....	5
10. Noise from Additional Phases	8
11. Noise Management Process	8
12. Procedure for Responding to and Dealing with complaints.....	9
13. Noise Monitoring Procedure.....	10
14. Record Management and Reporting.....	10
15. Strategy Review Procedure	10
16. Conclusion.....	10

1. Introduction

Joynes Nash has been tasked by Yorkshire Wildlife Park (YWP) to consider the approach to noise management, for the proposed 150-acre innovative expansion of the park at its site in Doncaster.

2. About the Noise Management Strategy

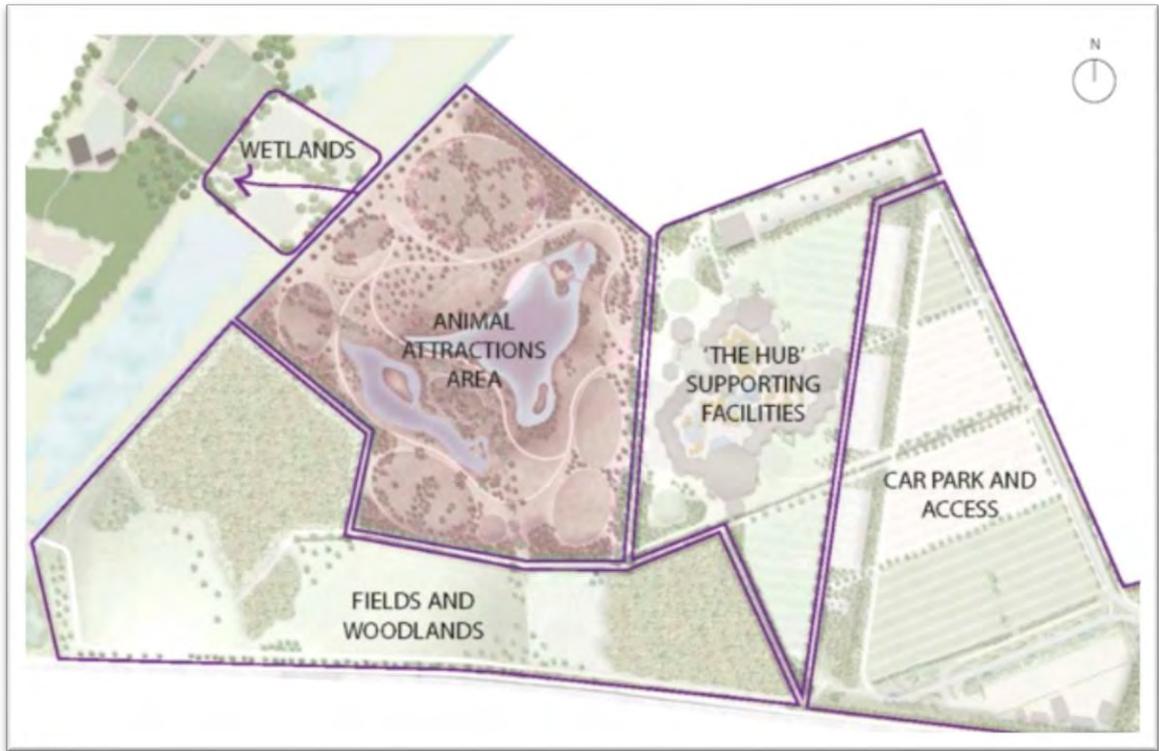
YWP and its advisors are committed to proactively manage noise. This Strategy therefore looks to consider the outline feasibility of the proposed new venues, outline mechanisms for the control of noise, ensure that the site can be operated in accordance with relevant guidance, does not cause a Public Nuisance and ensure that mechanisms are in place to manage complaints.

This strategy is therefore intended to support an application for a revised Premises License.

3. Site Context & History

Yorkshire Wildlife Park is situated in Branton, Doncaster and have successfully operated the existing facility for many years. Recently the facility was granted planning permission to expand onto adjacent land to improve facilities and increase the species of animals cared for at the park. This will include new animal reserves, lakes and landscaping and a visitor support hub at the new entrance with restaurants and a destination hotel. It includes a new access off Hurst Lane, where modelling has been undertaken to demonstrate capacity in the highway network.

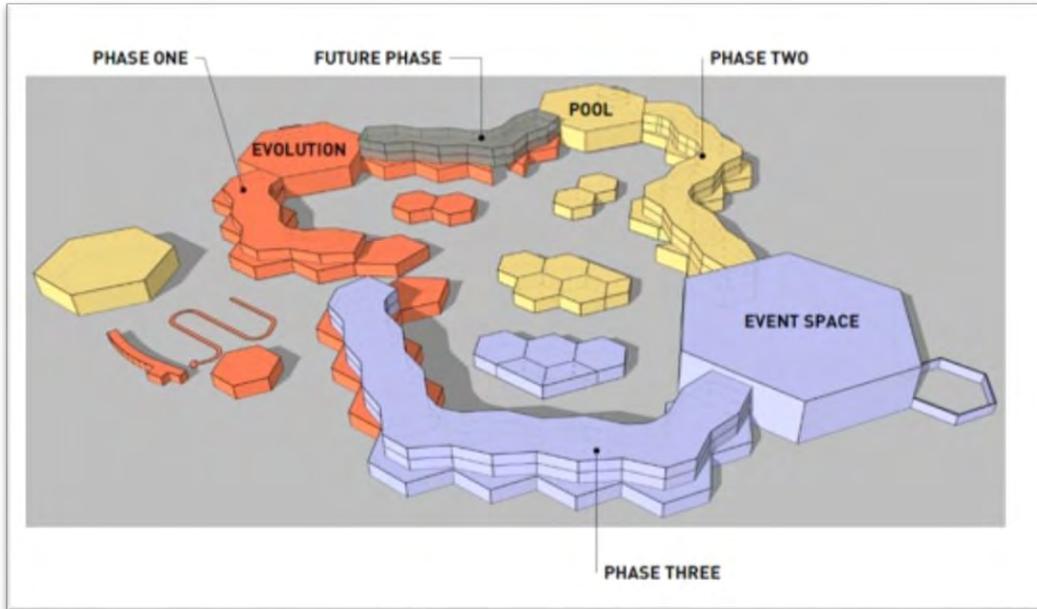




Because of its scale, whilst the site is largely rural there are residential premises in neighbouring villages and hamlets which may be impacted in terms of noise, including Warning Tongue Lane / Riding Close, Poppyfields Way, Willow Glen and Riverside Gardens. The expansion also brings the proposed facility closer to Auckley, Finningley and the residential properties situated around this area.

4. A Phased Development

It is proposed that the site will be developed over a period of time with the first phase opening in 2020 following final design work. At this time, it is believed that this will be three distinct phases.



Phase I

The first offering provides for a bistro, visitor information building, play barn, themed restaurant, amphitheatre, retail and security / back of house.

Phase II

Phase two looks to provide for a pool, additional gift shops, hotel and back of house facilities.

Phase III

The final phase looks to provide for further hotel provision, brasserie, retail and event space.

The space is orientated around a series of courtyards, enclosed spaces with buildings of varying heights. The intention behind the design not only provides a pleasant and welcoming environment consisting of multiple spaces but also provides additional benefits in terms of noise management, with many of the spaces been confined within buildings which themselves provide barriers.

In terms of the proposed uses of the spaces these are incredibly varied and the final end uses are not necessarily known at this time. Key spaces in terms of noise output include the bistro, themed restaurant, amphitheatre and during the latter phase the conference / event space. No doubt such final uses will come about as the site is brought into fruition and the Wildlife Park team look at all opportunities.

5. Premises Licences

The organisers are seeking a premises licence for the whole site, which does not include for the provision of outdoor live music concerts (referred to as Safari Nights), which typically occur in August and are covered by a separate premises license LN/201601265 (any changes to this license will be subject to a separate application). The use of the new premises will evolve year on year, as the new buildings are brought into use, lessons are learnt and feedback is received from both regulatory authorities and the local community.

It is therefore invited that a single condition relating to noise control is imposed on any license, requiring the submission of a Noise Management Strategy agreed by the Local Authority. This is done so to allow the appropriate flexibility for the site. In fact, any such document such as this submitted in support of the application will be subject to constant review and revision to allow for lessons to be learnt and continuous improvement by YWP in the management of the site. It will also allow for any changes arising from revisions to relevant national guidance and codes of practice.

6. The Licensing Act 2003

The Licensing Act 2003 introduced fundamental changes to the licensing of many premises serving alcohol and refreshments or providing entertainment. One of the four key licensing objectives is the prevention of public nuisance and whilst public nuisance is given a statutory meaning in many pieces of legislation it is, however, not narrowly defined in the Licensing Act 2003 and retains its broad common law meaning.

The Secretary of State has produced guidance on the application of the Act and case law is now shaping the interpretation and implementation of the Act.

7. General Considerations

The aim of this strategy is to put in place reasonable measures to reduce the noise impact associated with the proposals. One of the significant benefits of the proposal is its isolation from residential premises, this means that matters which typically present a risk of causing a noise nuisance, such as noise from patrons, background music, deliveries, car parking can be classed as low risk and do not require any detailed consideration. In contrast, the spaces being created have the potential to host a wide range of events and functions and it is these areas which each require detailed attention to reduce risk.

Likewise, it must be remembered that the site is unusual, in that it will eventually accommodate guests in the hotel and therefore, will need to manage noise output on the site itself to protect these individuals. This is likely to lead to greater controls being implemented than would be the case if local residents were solely being protected.

8. Risk Minimisation – General Operation of Yorkshire Wildlife Park

In terms of the general operation of the park the following controls are considered necessary:

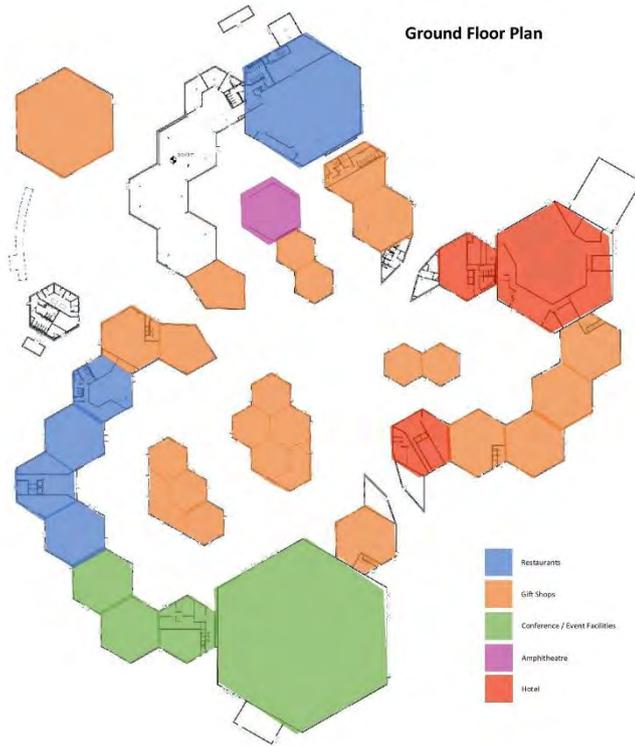
Source of Noise	Possible Effects & Impacts	Mitigation & Controls
Internal Music	Volume	Control – e.g. limiters, live or recorded and cooling down period.
	Doors and Windows	Keep closed at all or certain times / self closers
	Ventilation	Use of Acoustic Baffles
	Building Design	Sound insulation improvements and lobbies
	Location of Speakers	Away from doors, windows
	Bass Control	Limited as it can travel long distances
Outside Music	Hours	Ensure acceptable hours
	Volume	Ensure background level not audible at residential premises
	Direction of Speakers	Point away from residents
Deliveries	Times of Day	Restrict sensitive deliveries
	Days of the Week	Restrict where necessary
Customers and Car Parks	Misuse	Control Access
	Leaving Customers	Staff Monitoring
Refuse bins, bottles and stores, barrels	General Noise	Follow good working practices, appropriate times of days. Site refuse stores away from sensitive areas.
Complaints	Response and attitude	Policy including the recording date, time, name and action taken. Consider neighbour liaison approach.

This list is not exhaustive and will be updated in the policy on an ongoing basis.

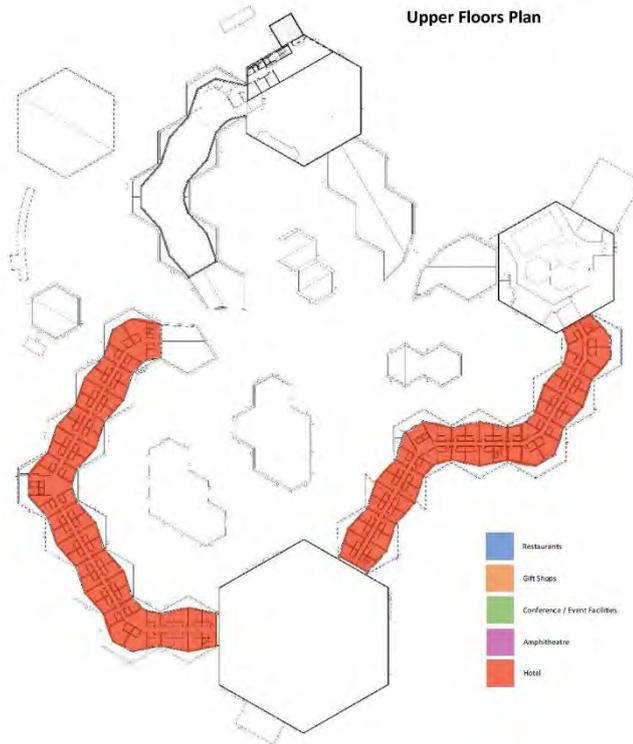
9. Detailed Consideration of Phase I Activities

The first offering provides for a bistro, visitor information building, play barn, themed restaurant, amphitheatre, retail and security / back of house. In fact, it is only the bistro, themed restaurant and amphitheatre which will offer activities which may give rise to public nuisance and require control. The relative positions within the development and specific controls are detailed below.

Ground Floor Plan



Upper Floors Plan



The Bistro

It is intended that this will be a restaurant, serving moderately priced simple meals in a modest setting with alcohol. It may involve the provision of amplified music, but this will be largely restricted to music which provides ambient background and incidental to the main offering. There may be opportunities for live and amplified music, but this is most likely to be again restricted to small scale performances by a limited number of performers, such as string quartets, jazz bands and vocalists etc.

Noise from such activities can be accommodated within the structure proposed, with basic management practices being implemented in order to control noise. In fact, the Bistro is likely to be dual aspect, with the large proportion of doors and windows facing east over the expanse of the wider park, rather than the closest residents to the west and indeed where the remainder of the development provides a form of barrier. The primary controls to be adopted will therefore be maintaining the integrity of the structure through keeping doors and windows shut and controlling noise levels internally through the use of a localised speaker system and appropriate limiters.

Themed restaurant Space

Named Themed restaurant, the space is intended to create a restaurant / dining space which explores the wider world, including for things such as waterfalls, aquariums, animatronic creatures with a focus on global food and family menus, much the same as concepts such as Rainforest Café in London.

Very much like the bistro, whilst offering an entertainment space, licensable activity are expected to be limited to background ambience and will allow guests to continue communicating. Once again noise from such activities can be accommodated within the structure proposed with basic management practices being implemented in order to control noise.

In fact, the space is largely single aspect, with the large proportion of doors and windows facing east over the internal courtyard of the complex and includes the provision of an acoustic lobby. The doors to the western façade are simply service doors which can be kept shut. The primary controls to be adopted will therefore once again be maintaining the integrity of the structure through keeping doors and windows shut and controlling noise levels internally through the use of a localised speaker system and appropriate limiters.

Amphitheatre

The proposed amphitheatre is located within one of the central courtyards of the complex, the buildings providing some significant barrier to any activities which may take. The proposal is also that the space is sunken against the natural landscape, allowing for speakers to be kept below ground level and reducing any noise propagation. In terms of its use the amphitheatre is intended to be used like the one at the existing park, where shows are educational and typically 20 minutes long taking place at various intervals throughout the day. Current shows include 'Big Bugs', and 'Deadly bugs'; interactive family shows that explore the fascinating world of giant insects.

In terms of impact it is not expected that the proposal will lead to any disturbance at residential units. This is largely because the current similar operation does not despite its location. Likewise the proposed location in the courtyard will assist in controlling noise through barrier effects offered and any sound system deployed within this area will be localised so as not to interfere with neighboring land uses at the park, and be fitted with appropriate controls and limiters to manage.

10. Noise from Additional Phases

Given the scale of the project it is largely impracticable at this time to define any control measures albeit discussions between Yorkshire Wildlife Park and its advisors continue to take place to develop and the proposals. At suitable times this Noise Management Strategy will therefore be updated.

11. Noise Management Process

In using the venue for a wide variety of events, the challenge has been to provide a robust and flexible way to manage noise both proactively and cost effectively. The approach is used and proven to be effective is to categorise potential events based on the likelihood of disturbance.

Noise Impact Categorisation		Example Events
Category 1 High Risk of Noise Impact		Events where live or recorded music is a major component Outdoor Events Cinemas Food Festivals (where music is not incidental) Parties (Indoors & Outdoors) after 18.00hrs Music Events (Indoors & Outdoors) after 18.00hrs
Category 2 Medium Risk of Noise Impact		Promotions involving an element of music up to 18.00hrs Exhibitions Product Launches (music element) Food Festivals (low key music element) Outdoor events where live or recorded music is incidental
Category 3 Low Risk of Noise Impact		Trade Shows Fashion Shows Farmers Markets Community Engagement Events Sporting Activities Product Launches (no music element) Conferences Formal Dinners Awards Ceremonies

Table 2: Indicative list of categorised events

The categorisation is awarded to each planned event as a result of an initial review by those responsible for the venue. On the basis of the categorisation those responsible carry out varying

degrees of assessment work in preparation for noise control associated with the event. The generic requirements for each category are set out below:

Category 1 Events – For such events a specialist noise contractor will be in attendance to offer advice and support. The consultant will remain in attendance throughout the duration of the event and maintain overall control. It must be noted that it is likely to be proven that for some repeat events for example that the risk of impact is minimal and in such instances, consultants may not need to be in attendance at future events.

Category 2 Events – refer to those events where there is a limited risk of impact at receptors and for the most part it is expected that music noise shall not exceed the ambient background when observed from residential and other noise sensitive premises. It is not expected that technical specialist will need to be in attendance, but it is largely expected that checks will be conducted throughout the event for due diligence purposes.

Category 3 Events – are considered low impact and not requiring any form of noise management. Due diligence checks by those responsible are encouraged and for the most part the requirement is to simply comply with the Specific Noise Management Plan detailed in Appendix D.

Those responsible at YWP will make the ultimate decision, as to whether the nature of the event is likely to be critical in terms of noise impact and/or whether there is overriding risk factors which require that the event is monitored for due diligence purposes. However, in all cases specialist contractors following receipt of a justified complaint or enquiry will be appointed to assist.

12. Procedure for Responding to and Dealing with complaints

Good Public relations is a key pre-requisite of any work conducted by either Joynes Nash or YWP, as it has been repeatedly proven that prior awareness of an events is important in managing resident's expectations and allaying concerns. Government research supports the fact that as prior awareness of events increases, the likelihood of being annoyed by noise falls.

YWP would therefore ensure that an appropriate form of communication will be made with local residents ahead of the park opening, directing them towards YWP's website where a list of upcoming events and details of community engagement will be displayed. A dedicated number for noise enquiries will also be published and manned during opening hours of the site.

Should any noise enquiries be received, the YWP team would investigate and if noise levels are deemed unacceptable, immediate action would be taken to reduce the levels of the noise source.

A complaints log would be maintained, detailing addresses of complaints, times and actions. Such would also be available to the Local Authority on request along with actions taken, etc.

Should it become apparent that specific incidents are being repeated then YWP will appoint appropriate consultants to investigate the matter on their behalf and make necessary recommendations.

13. Noise Monitoring Procedure

Throughout events where monitoring is identified as necessary, competent persons will remain responsible for proactively monitoring noise. This is done through conducting subjective / objective measurements at predetermined locations both internally and externally of the site. Such positions are dependent on final site layout, findings of sound checks, weather etc.

It is not expected that professional acoustic consultants will need to be in regular attendance and therefore checks will be typically conducted by The YWP Management Team. These will depend on the nature of the activities taking place and consist of checks internally around the boundary. Should these observations note any form of impact then additional checks are conducted externally of the venue as appropriate.

14. Record Management and Reporting

Those responsible manage records to enable them to be reported in a timely manner to relevant bodies and authorities. These can also be requested from the venue management team.

15. Strategy Review Procedure

In order to ensure that the strategy continues to fulfil its aims and objectives it is reviewed and updated regularly. Whilst this is a continual exercise, a formal review and report is conducted at least annually for the venue. This includes an assessment of compliance of noise and time limits, review of complaints data and any community or regulatory feedback. The results of which are made available to the various stakeholders as necessary.

With respect to the involvement of Doncaster Council, specific consultation and agreements will be sought with the Licensing Team where there are any proposed amendments to limits, monitoring arrangements and following any significant amendments following the annual review. Likewise, those responsible will consider any formal comments received from Doncaster Council and make any necessary changes to the strategy as deemed necessary.

16. Conclusion

The implementation of this Core Noise Management Strategy will continue to provide a robust but flexible way to manage noise and proactively prevent public nuisance being caused. The

strategy builds on existing principles and practices and the review mechanism continues to be used successfully to learn and develop the strategy to minimise any impact and disturbance.

Any events are under the direct control of those responsible for the venue and any third-party hirer are contractually obliged to observe and implement any instructions of either them or their technical advisors. It is accepted by YWP that in its initial operating Phase that professional consultants will be required to assist in the setting of limits and indeed influencing the design of individual elements of the expansion programme and this work remains ongoing. Likewise, professional assistance may be required following the receipt of justified complaints / enquiries.

This document is a 'working document' that will be updated as required and reviewed at least annually with input from the regulatory authorities. It is the intention of our client to implement improved procedures year on year for the control and management of noise.