

BCSA Noise Management Plan

The nominated Noise Monitoring Officer for the site will be: BCSA Health and Safety Officer

Contact details: info@thisisbcsa.co.uk

The noise management plan is considered to be a live document which may be revised during the operation of the artificial pitch, in order to create an acceptable balance between the requirement for a successful sports and recreation facility and the protection of local residents' amenity.

Details of Noise Management Policy:

1. The site will be attended by operator staff regularly when the pitch is in use and will regularly observe the pitch to ensure unacceptable behaviour does not take place.
2. The nominated Noise Monitoring Officer to regularly monitor activities on the artificial pitch.
3. Health and Safety Officer will be responsible for dealing with all complaints.
4. All members of the artificial pitch Advisory Committee will be fully aware and conversant with the noise management plan.
5. Limit use of the artificial pitch between the following hours:
 - 17:00 hours to 21:00 hours Monday to Friday
 - 09:00 hours to 17:00 hours Saturday and Sunday
6. Only pre-booked lettings under a signed lettings agreement will be permitted to use the artificial pitch.
7. All clients as part of the lettings agreement will sign up to the Code of Conduct which includes expected conduct when arriving and leaving the site plus expectations whilst on site.
8. Liaise with pitch users to ensure noise management policies and the Code of Conduct are adhered to.
9. Provide a clear and reliable mechanism whereby noise complaints can be made and logged.

10. Neighbours are given a facility to report excessive noise or anti-social behaviour directly to the operator. This will allow any complaint to be investigated and addressed within a reasonable time period.
11. All contact with neighbours will be responded to within five working days with information on what the operator has done to address the noise issue.
12. The operator will maintain a log of all received complaints and actions.
13. The operator will have a behaviour policy for all users. Where it is discovered that this policy is being broken by the user they will be warned and reminded of their obligations under the policy. If the policy is broken again within an agreed period the user will be suspended or banned from using the pitch.
14. Lighting (where applicable) will only be provided for the pitch and no surrounding grass areas to ensure other areas of the site cannot be used for training or sport.
15. Users of the pitch will not be permitted to use any other part of the site for pre or post session exercise.
16. Follow the complaints procedure set out below.
17. When requested, provide the Local Authority with details of logged complaints and any actions taken.
18. Liaise with the Local Authority to ensure the noise management plan remains effective and revise the noise management plan accordingly.
19. Carry out maintenance work to a regular schedule as agreed.
20. Foul language and anti-social behaviour on the AGP is unacceptable and will not be permitted by the operator. This will be stated in signage on site and within the terms of rental which users are to sign prior to use.

Noise Complaints Procedure:

1. COMPLAINT RECEIVED
2. COMPLAINT LOGGED AND RECORDED
3. VERIFY COMPLAINT RELATES TO ARTIFICIAL PITCH
4. NOMINATED NOISE MONITORING OFFICER INFORMED
5. ACTION TAKEN TO REMEDY SITUATION AND REDUCE RISK OF REOCCURENCE
6. ACTION RECORDED AND LOGGED
7. RESPONSE BACK TO COMPLAINANT IF REQUESTED

Complaints Reporting/ Action Plan:

Complaint made by		
Date of complaint		
Amount of occurrence/s		
Time of occurrence/s		
Complaint received by		
Date complaint received		
Action/s taken		
Action authorised by		
Review of action details		
Review of action date		
Date complainant informed of progress if requested		
Adjustment to noise management plan required?	Yes	No
Adjustment date		

Code of Conduct:

The Code of Conduct is for the benefit of all site users, staff, teams, spectators and residents.

- Aggressive and violent behaviour towards staff, officials, residents or players will not be tolerated.
- Swearing or foul language and anti-social behaviour on or off the pitch is unacceptable. The centre reserves the right to dismiss users from the pitch and may lead to the cancellation of pitch hire agreements. Any decision taken by the site in this respect will be final.
- All pitch users should behave in a responsible and considerate manner so that disturbance to local residents is kept to an absolute minimum.
- Smoking is not permitted on the artificial pitch and surrounds. Any team/group found smoking will be suspended from using these facilities.
- Abuse of the facilities will not be tolerated and will result that team/group being suspended from use of the artificial pitch.
- Any damage caused to facilities will be charged to the team/group/Club responsible.
- Teams/groups/Clubs who do not pay fees by the required date will not be allowed to continue to use the facility.
- Players and supporters will be expected to dispose of their litter responsibly. Any litter found on and around the artificial pitch is the responsibility of the hirer to collect. A charge will be made should they fail to do so.
- Any regulated activity which involves working directly with children and young people under the age of 18 - such as managers and coaches and volunteers - must be aware of the safeguarding policy and procedure. Staff and volunteers must also undertake safeguarding training appropriate to their role and level of responsibility. The organisation is also responsible for ensuring that appropriate disclosure and barring service checks are carried out for staff and volunteers.
- Consideration must be given to residents when parking vehicles outside the designated car parking areas:
 - Do not obstruct driveways
 - Do not park on pavements
 - Refrain from parking vehicles in such a manner that would cause obstruction to Residents or emergency vehicles.

Failure to observe these guidelines may result in enforcement action.