

Premises: The Playa

Address: The Leas, Minster-on-Sea, Isle of Sheppey, Kent ME12 2NL

Premises Licence Holder: Rachel Webb **Manager:** Salih Saruhan

Date: March 2026

Review Frequency: Annually, or following any material change in operations, complaints, or licence conditions.

Purpose and Scope

This Noise Management Plan outlines reasonable and proportionate measures to prevent public nuisance from noise associated with The Playa, in line with the Licensing Act 2003 objective to prevent public nuisance. It applies to all licensable activities (e.g., sale of alcohol, regulated entertainment including amplified music indoor/outdoor, late-night refreshment) and covers seasonal increases in activity during summer holiday periods.

The plan identifies potential noise sources, implements controls/mitigations, details monitoring, staff responsibilities, complaints procedures, and review processes. It aims to balance providing a welcoming seafront holiday experience with responsibilities to nearby residential properties.

Premises Description and Context

- Seafront pub overlooking the Thames estuary, popular with holidaymakers and locals.
- Residential properties nearby, particularly to the rear and sides of the The Playa.
- Seasonal peak: Summer (higher patron numbers, open doors/windows for ventilation, potential outdoor use).
- No regular large outdoor amplified events proposed unless specified in the variation; focus on indoor music with occasional patio use.

Identification of Noise Sources

Potential sources include:

- Amplified music (indoor DJ/live bands, recorded playback).
- Patron noise (conversation, laughter, dispersal at closing; smoking area chatter).
- Staff/operational activities (setting up/packing away equipment, deliveries/collections).
- Doors/windows open in summer allowing internal noise egress.
- Any occasional outdoor music or events.

Mitigation Measures and Controls

Mitigations are proportionate to the premises size and risk.

Amplified Music (Indoor)

- Hours: Regulated entertainment (music) to cease by proposed licence timings. Music to “wind down” (reduce volume gradually) 30 minutes before end time.

- **Volume Control:** Sound system fitted with limiter set to not exceed (85–95 dB(A) at 1m from speakers or agreed level with EHO). Volume adjusted during events to avoid nuisance.
- **Speaker Placement:** Speakers directed inwards/away from residential boundaries; positioned to minimize direct line to noise-sensitive properties.
- **Doors/Windows Policy:** During amplified music, external doors/windows kept closed where practicable (especially after 22:00); self-closing mechanisms maintained. In summer, open only as needed for ventilation/safety, with monitoring.
- **Bass Control:** Limit low-frequency output to reduce travel through structures.

Outdoor/Amplified Music

- Limited frequency
- Speakers directed away from residences; positioned as far as possible from boundaries.
- Stricter controls: Earlier cutoff, volume limits

Patron Behaviour and Dispersal

- **Smoking/Outdoor Areas:** Designated areas away from residential boundaries; staff supervision to discourage loud groups/congregation.
- **Dispersal:** At closing, designated staff member oversees quiet dispersal—no encouragement of external lingering. Patrons reminded via announcements/signage. Liaison with local taxi firms for prompt collection.
- **Crowd Control:** No tolerance for unruly behaviour; incident log maintained. “Problem patrons” or repeat offenders may face exclusion.

Other Sources

- **Deliveries/Collections:** Restricted to 08:00–18:00 weekdays; no amplified music during.
- **Staff Activities:** Setup/pack-down supervised; equipment handled quietly.

Monitoring and Checks

- **Nominated Person:** The Duty Manager who lives on site will be responsible for noise control. We will train the DM in basic noise awareness (e.g., via online courses or in-house).
- **Staff Training:** All staff briefed annually on NMP, patron management, complaints handling. Records kept.
- **On-Site Checks:** During events, regular patrols and spot-checks using handheld sound meter/app (as guide only; not calibrated enforcement tool). Checks at boundary/perimeter if needed.
- **Frequency:** At least [e.g., hourly] during amplified events; more during peak summer.

Complaints Procedure

- All complaints logged (date, time, complainant details if provided, description, action taken).
- Investigate promptly (e.g., within 24–48 hours); contact complainant if details given. Immediate steps if ongoing (e.g., reduce volume).
- If unresolved, refer to licence holder/manager; involve Mid Kent EHT if needed.
- Kept for at least 12 months, available for inspection.

Review and Continuous Improvement

- Annual review or after complaints/incidents.
- Open to consulting qualified acoustics expert if recommended by EHT.
- Updates shared with Mid Kent Environmental Health.

Commitment

We commit to implementing and complying with this NMP. It will be displayed/staff-accessible and form part of induction/training.