

**How The Light Gets In Festival**

**APPLICATION FOR GRANT OF PREMISES LICENCE**

**HEREFORDSHIRE COUNCIL**

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**MH8 – Noise Management Plan**

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# Noise Management Plan

## How The Light Gets In Hay on Wye 2024

Version	Dated	Notes
1.0	12/02/2024	Initial draft for review
1.1	23/04/2024	EHO conditions added Updated residents engagement letter

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## 1. Introduction

As professional operators we acknowledge that we have a primary responsibility to ensure that our premises do not generate excessive noise disturbance. The purpose of this Noise Management Plan is to detail the procedures we aim to adopt to ensure, as far as possible, the minimisation of disturbance to local residents by activities of our event

A balance of needs must be achieved by ensuring social activity is not marred whilst controlling potential adverse noise effects. Our aim is to adopt the best practicable options. The purpose of this document is to predict the noise levels produced from the event, provide an assessment of the offsite noise levels and describe the noise monitoring and management scheme that will be put in place to manage the music noise levels throughout the event. The main focus of the event is debates and discussions and especially during the day music levels are kept low to enable talks and debates to operate.

Our 2023 post event report shows any complaints received and our response to these.

For 2024 the times of operation with music ceasing are at 1am on Friday, Saturday and Sunday nights and 5pm on Monday. These are designed to reduce the impact on the local community.

## 2. Key aims of this plan:

This plan seeks to:

- Minimise impact to local residents
- Satisfy the Licensing Authority
- Identify the range of potential noise sources relating to the premises and the acceptable levels of noise arising from all specified events
- Show a list of steps taken to manage noise pollution
- Outline a defined programme of noise measurement to check that compliance has been achieved through monitoring and testing
- Establish a Complaints Procedure for local residents

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### 3. National Guidance on Noise Control at Concerts

The established guidance for noise from outdoor music events is contained in the Noise Council's Code of Practice on Environmental Noise Control at Concerts (1995), known colloquially as the Pop Code.

Since its publication in 1995, there have been a number of recommended modifications to the Code. One of the criticisms of the Pop Code is that the difference in the Laeq criterion between urban stadia or arenas and 'other venues' is too large and that a limit of 75 dB(A) is recommended for stadia and arenas whilst a limit of 65 dB(A) is recommended for some other urban and rural venues. Furthermore, it is recognised that the range in the number of events with the same Laeq noise criterion is too large. For example, one event day per year has a different impact on the local community than three events per year.

Therefore, given the location and our desire to minimise impact on the local community, the suggested criteria is that the Music Noise Level (MNL) would be a maximum of 60 dB Laeq, 5min, measured at the façade of the nearest residential property to reflect the rural venue on the edge of an urban area.

### 4. Licensing Act

In 2003 existing licensing provisions in England and Wales were revised. The Licensing Act 2003 took a more liberal and de-regulatory approach to the previous licensing system. As part of their new responsibilities, local authorities are encouraged to promote cultural activity in their communities.

The Code of Practice on environmental noise control at concerts places emphasis on the need to minimise disturbance and annoyance to the local community. The Licensing Act 2003 introduced the concept of the "Promotion of the Prevention of Public Nuisance" which sets the threshold at a different level. This distinction must now be considered when setting licence conditions for a music event.

### 5. Competent advice

This plan has been compiled by Calvin Hanks, MSc, MSc, PgC, CMIOSH, FHRSM, MICEH, TechIOA who has been working in event safety including noise management for over 20 years and is highly experienced in preparing noise management plans, liaison with local authority noise nuisance teams, live event noise management and post event reporting. His experience in noise management includes large scale fireworks displays, including those set to music, concerts, festivals and more.

He holds both an MSc in Environmental Health as well as the Institute of Acoustics Certificate in Environmental Noise Management and is a Technician member of the Institute of Acoustics.

#### 5.1. Methodology and Monitoring

The main sound level meter used will be a class 1 meter (Cirrus Optimus). Details of the precise meter will be provided on the record forms and all meters and calibrators will be within required calibration timescales of 1 year for calibrators and 2 years for Sound level meters. The Sound level meter will be set up and calibrated using the systems specific calibrator prior to commencement of monitoring to confirm accuracy of meter.

The operative will use the same point every time a location is visited.

## How The Light Gets In - Noise Management Plan

If the noise is audible from the event the operative will set up meter facing towards the event, the meter will be approximately 1.2-1.5m from the floor and parallel to the floor.

Operative will initialise meter and start monitoring. Readings are recorded on the meter, the operative will also record on written record as per appendix two.

If the operative sees that levels are above those stated at the time in this document, they will radio through to control with a description of the sound and how many dBs need to be reduced/or at what frequency. Repeat readings will then be taken at the same point to determine if the levels are within parameters.

This process will be repeated as needed until levels are within agreed limits for the time of day.

## 6. Background

To enable:

- Identification of suitable criteria for the control of music and dispersal noise impact from our event
- Measurement of noise levels at the perimeter of the site and at neighbouring residential premises
- Set threshold levels of music noise & ensure stage managers will be aware of the levels set

Fixed points will be allocated to enable readings at the event both internally and externally.

The event management team have run this event for 12 years and have extensive experience in event management. The event is focussed on philosophy and debate during the day and music is part of this activity but not the sole reason for public attendance. The current schedule is appended to this plan which shows the focus. Due to the nature of debates and discussion, great care is taken internally on site to ensure that noise emitting from one venue does not disturb another on site. The benefit of this then is that there is limited volume emitting from venues during talks.

The live events take place at: Riverside, for which Dwr Cymru Welsh Water have given their permission for access routes. It is noted that the Riverside site is adjoined by mainly Industrial premises with residential properties on the other side of the main road. In addition, there is camping in the fields off Newport street

The profile of the attendees is focussed in the 30-60 age range and reflects in the priority given to debates and discussion, with music being secondary to this. These are also recorded for IAI TV and thus noise emitting from other onsite venues must be minimised to facilitate sound capture on this footage. Live and amplified music will also reflect the profile of attendees in its nature.

## 7. Noise origins

Aside from the day-to-day bustle and movement of people, it is noted that key types of noise can cause disturbances to neighbours. This plan aims to control these to balance event enjoyment and social aspects with neighbour comfort. Key sources are:

- Vehicle deliveries early in the morning or late at night

## How The Light Gets In - Noise Management Plan

- Emptying of rubbish bins especially glass, outside of day time hours
- Amplified music especially bass ranges and repetitive beats
- Amplified voice especially repetitive words, phrases or “hying”
- Large numbers of public leaving site late at night

### 7.1. Site/Sound System Design

The appointed sound system suppliers will be informed of the requirements of noise control and the location/ orientation of their systems. Their contract of hire should also specify that the overall control of sound levels will be set by the event Promoter and/or their appointed agent. The noise advisor will review sound systems installed and meet each operator to ensure they are aware of the requirements of the event and noise management procedures.

The sound systems for each stage will be set up in such a way as to minimise the noise impact at noise sensitive properties. Where possible, sound systems should be 'line-arrays' which provide improved sound coverage and reduced overspill to intended coverage areas. It is recommended that the sound system is hung as low as possible in order to take advantage of any barriers provided around the event arena and minimise the distance between the sound sources and audience areas. The loudspeakers should have as narrow horizontal dispersion as possible and be directed inwards to reduce overspill from the intended coverage area. Sub- bass loudspeaker units will be set up and configured in a cardioid arrangement in order to take advantage of phase cancellation at the backs and sides of the loudspeaker stacks. An example of a cardioid sub bass speaker arrangement is to stack them three units high and turn the middle unit around 180 degrees and invert the phase. In addition, multi-band compression and graphic equalizer units should be included as part of every sound system in order to control and limit the output from the sound systems. Careful and detailed alignment of the system will be ensured to optimise the coverage throughout the audience areas and balance this against the off-site environmental noise impact.

### 8. Steps taken to manage noise pollution

- Generally, the overriding requirement is for control of noise “at source” by considering:
- the event location, orientation and design
- the specification, selection, and operation of equipment
- the specification, selection and operation of amplified music equipment
- managing operations on site
- barriers to control or reduce noise (insulation, acoustic baffles, trees/vegetation. Geography & topography) make customers aware of the consequences of late-night noise and to be proactive in dealing with the problem via internal and external signage, e mail etc
- Stewards & Security on exit route to remind those leaving late at night to keep volume levels low.

## 9. Controls

We have placed the following controls in place to reduce the risk of disturbance as much as possible:

Noise source	Control
Amplified music	<p>Amplification systems used are designed to give directional amplification and will be directed into the site rather than towards the perimeters.</p> <p>The nature of the event is such that debates and discussion are the main activity.</p> <p>Bass levels will be monitored within the main site. Audio visual (AV) technicians will be instructed to reduce levels if determined to be of nuisance or concern.</p> <p>Regardless of any pre-event noise level setting, AV technicians will be briefed that they are to turn down bass or other levels if instructed by the event manager, venue manager, noise consultant, or an environmental health representative from the local authority.</p> <p>In addition to electronic monitoring of octave bands, the noise consultant will use "ear" monitoring to determine if bass levels are potentially a disturbance, even if within the agreed dB limits as it is recognised that bass frequencies are a particular concern.</p> <p>Where needed, instruction will be given to AV technicians to reduce levels to be acceptable, even if this takes them below agreed measurement limits</p> <p>The Noise advisor will meet with each technician to explain and ensure the technicians understand the process and that noise reductions must be made immediately when instructed.</p> <p>1/3 octave bands will be measured and reductions made on lower frequency if required.</p>
Emptying of rubbish	<p>All rubbish will be emptied into large containers on the venue site away from main venue perimeter, thus making it unlikely noise will be audible at or beyond the site boundary</p>
Public leaving site	<p>Signage will be displayed on exit routes to request those leaving keep their voices low and respect local residents.</p> <p>Prominent, clear and legible signage (in not less than 32 point font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.</p> <p>Stewards will be briefed and placed on the exit routes to speak with anyone who is particularly noisy to ask them to keep the to a reasonable level.</p>

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Deliveries	<p>No contractor or vendor is permitted to have a delivery after 23.00 hours and before 06.00 hours.</p> <p>Due to the nature of the event, supplies will generally arrive during standard working hours. The only exceptions, which will be bound by and operate within the timings above would be toilet cleaning and rubbish removal.</p> <p>Additionally, vehicles will enter the main site and unload within the site not at the boundary.</p>
Vehicle noise	<p>A 10mph site speed limit will be in force and engines must be turned off when stationary (unless powering equipment such as cranes or hiab)</p>
Repetitive words, phrases, "hyping" etc	<p>All those using PA systems will be instructed to avoid these types of verbal potential nuisances.</p> <p>Regardless of any pre-event noise level setting, AV technicians will be briefed that they are to turn down levels if instructed by the event manager, venue manager, noise consultant, or an environmental health representative from the local authority.</p> <p>In addition to electronic monitoring, the noise consultant will use "ear" monitoring to determine if voice levels are potentially a disturbance, even if within the agreed dB limits as it is recognised that voice noises are a particular concern.</p> <p>Where needed, instruction will be given to AV technicians to reduce levels to be acceptable, even if this takes them below agreed measurement limits</p>
Generators	<p>There are generators on site that supply the event. One will operate throughout the night to keep food safely in providing power for kitchen fridges and is a "low noise" generator.</p>
Complaints	<p>A dedicated complaints number will be made available that is attended throughout the opening hours of the event. This number will be available on information given to local residents on a specific letter prior to the event commencement to the addresses agreed with the local authority.</p> <p>The Premises License Holder will maintain a noise log which will be available at all times for inspection by Herefordshire Council.</p> <p>The dedicated number will map to a mobile telephone that will be held in the production office and will be identified as "NOISE HOTLINE" solely for this purpose. The production office is manned constantly whilst the event is in operation. Those manning this office will be briefed that this telephone must be answered and details taken of the complaint (using the complaints log form shown in appendix one) and have a training briefing with the noise advisor on what data to record, how to use the form and action to be taken. As soon as the call is finished, the CH noise advisor must be contacted and given details of</p>

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	<p>the complaint for them to follow up and take action. CH noise advisor will log details of all complaints in their noise management log including action taken.</p> <p>A schedule of production office duty roster will be provided in appendix</p> <p>After main arena close at 1am, the noise complaint telephone will be passed to the night duty staff at the campsite who will be available to answer throughout the night and to attend to any complaints about noise from the campsite.</p>
Geography and Topography	<p>The site is on field next to the river, and is lower than the surrounding roads and bordered by trees and bushes. We are aware that sound will travel distances depending also on weather conditions.</p>
Customer car parking	<p>The only public car parking on site is limited and for blue badge holders only and is within the site grounds. Therefore noise from this is expected to be minimal</p>
Noise level monitoring	<p>Background noise levels will be taken prior to the event using LA90 readings and across 1/3 octave bands.</p> <p>During the event, readings will be taken at key locations identified in section 10.3</p> <p>Records will be kept of checks &amp; adjustment made to system sound levels if needed. Action taken will be immediate by sound technicians when instructed.</p> <p>A reading of LAeq (5) will be taken each hour varied across the monitoring points on 10.3 on a rotational basis</p> <p>Noise or vibration shall not emanate from the festival site so as to cause a nuisance.</p>
Noise consultant	<p>The person responsible for noise management (or noise consultant) shall be available for daily meetings with Environmental Health Officers from Herefordshire Council, if required at times to be agreed. A consultant is retained for noise monitoring on Thursday, Friday &amp; Saturday 19.00 to 01.30 hours and Sunday until event close at 20.00 hours, and will undertake monitoring at identified points each hour during this time using a class 1 meter (Cirrus Optimus). Details of the precise meter with serial number and calibration date will be provided on the record forms and all meters and calibrators will be within required calibration timescales of 1 year for calibrators and 2 years for Sound level meters.</p> <p>Measurements will include LAeq and 1/3 Octave bands, enabling identification of any bass or other frequency issues. Measurements will be taken throughout this time on a rolling basis with focus on any key issue areas or to respond to complaints.</p>

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Authorised Person	The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.
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## 10. Monitoring Process

### 10.1. Noise Levels.

The Music Noise Level shall be measured at a distance of 1 metre or as close as possible from the façade of any noise sensitive premises reflecting the non-city location of the event.

Noise level when measured as above shall not exceed:

1. 60db(A) between 09.00 and 23.00 hours
2. 45db(A) between 23.00 hours and event close when measured as Leq (A) 5 minutes

The licensee shall ensure that the promoter, sound system supplier and all individual sound engineers are informed in writing of the noise control limits and that any instruction from the approved consultant or local authority environmental health representative regarding noise levels shall be implemented immediately.

Sound technicians will bring with them appropriate means to measure and keep a record of noise levels at their sound desks along with a diagram of positioning of sound desk and sound system within the structure

The approved consultant shall monitor the noise from the event at various locations surrounding the event as per plan in section 10.3 and shall advise the sound engineers accordingly to ensure that the noise limits are not exceeded. The Local Authority shall have access to the results of noise monitoring at any time during the event and will be provided with the final data records within 14 days of the event finish.

Noise levels will also be monitored by ear to facilitate review of noise that whilst within the agreed dB limits, may be considered a nuisance, such as bass frequencies or voice. Where the consultant or approved Environmental Health representative of the Local authority deems the levels to be a potential nuisance, instruction will be given to reduce levels, regardless of whether or not they are within agreed dB parameters

Records will be kept and available on request for up to 90 days from the last day of the event. Where the reading taken is more than 1 metre from the building façade a 3dB correction will be added to the reading

Notes: \*The Music Noise Level is defined as Leq (A) of the music noise measured at a particular occasion, defined as the continuous equivalent noise level which at a given location and over a given time period contains the same A-weighted sound energy as the fluctuating noise at the same location over the same time period.

## **10.2. Background noise tests before the festival begins**

We will undertake sound monitoring at the agreed points in section 10.3 to measure the background noise without entertainment noise and prior to the start of the festival. (Subject to receiving permission from property owner). All background noise monitoring data gathered will be available if requested. This will be conducted between midday and event commencement on Friday

dB(A) L90 readings will be used for background noise level data and will records of these readings will be kept on file and available to an authorised representative of the local authority on request during the event and will be provided within 7 working days of the event close.

Sound Checks and system alignment before the festival begins: The house sound engineers will provide their own equipment (or be provided with suitable equipment) to monitor noise levels at the desk position to prevent creeping noise levels. Tests will be run – a stage at a time and then an accumulative test across all the noise sources at once based on requirements of the event programme to reflect the maximum number of stages playing at any time. Sound propagation tests will be carried out prior to the start of the event. These tests will involve playing music similar to the proposed programme through the various sound systems and measuring the sound levels at the front of house mixer position whilst simultaneously measuring sound levels at areas located outside the venue as per plan in section 9.3. This will enable an appropriate sound level to be set for the stages that will ensure the Music Noise Level is not exceeded.

The conditions of the Noise Management plan will be made clear in writing to all on site operators and a production meeting held with the Production supplier in advance to discuss any potential artist related problems. Thus all other parties, including artists, production managers and sound engineers will be instructed not to increase the sound level from the agreed level following the sound propagation tests unless specifically agreed by the approved consultant's staff.

Guidance information giving details of the sound restrictions in place on site, timings during which music is permitted to be played on site and the approved consultant's role on site will be sent to operators of all ancillary sound systems on site in advance of the event – this will include caterers, traders, funfair and sponsors.

All entertainment parties operating (DJs, musicians, sound engineers etc) within the festival will be required to provide contact details for the member of their team with overall responsibility for operating and controlling their sound system and will act as a point of contact throughout the festival with members of the approved consultant's team. The designated person in charge of the sound system is required to remain on site during all times covered by the Noise Management Plan and must respond to any requests made by the approved consultant in relation to sound levels of their system. This information will be circulated by The Festival Management Team prior to the event and a full list of noise sources on site will be supplied to the consultant.

Any testing of sound equipment will not take place before 09.00hrs and will last for no more than 2 hours on any one day.

### 10.3. Monitoring Points

- 1: Bookers Edge HR3 5FF
- 2: Nantyglassdwr Lane HR3 5EN
- 3: Boatside Farm. HR3 5RS.
- 4: HR3 5BJ (last property on the right when accessing from Newport Street)
- 5: Bookers Edge, HR3 5FF

These points have been agreed with the Local Authority Environmental Health liaison.  
If additional monitoring points are required, we can amend the plan to account for these.



Bookers Edge monitoring points below (point 5 is to help ensure traffic noise is not affecting readings)



#### **10.4. Meter Measurements**

The main sound level meter used will be a class 1 meter (Cirrus Optimus) Details of the precise meter will be provided on the record forms and all meters and calibrators will be within required calibration timescales of 1 year for calibrators and 2 years for Sound level meters.

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## 11. Complaints Procedure

There will be a dedicated handset and mobile phone number for raising noise complaints. This will be published to all local residents on the letter that is delivered by no less than 7 days before the festival.

This number will be attended the whole time the event is operational. The production manager on duty will answer the phone, the phone will be kept fully charged at all times. The phone will have priority answering over all other activity (Unless in the case of an emergency).

A noise hotline will be installed and publicised so that local residents can report any noise issues directly to the Festival. All calls will be logged by time, location and contact number and address will be requested. The log will be kept on site and be readily available at the request of a duly authorised Council officer. The noise hotline number will be operational throughout the hours of regulated entertainment. If requested by a duly authorised Council officer, all calls received by the noise hotline will be reported immediately to the on-duty representative from the Council. The complaints log in Appendix one will be used for this.

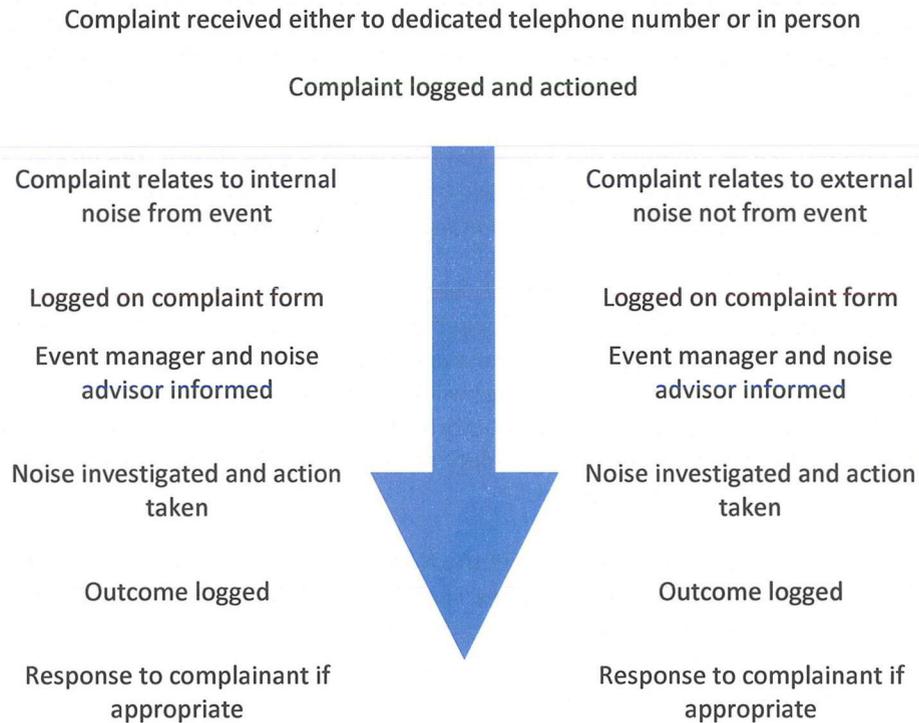
Irrespective of noise levels prescribed in the Noise Management Strategy, The Premises Licence Holder or DPS or any person who has been nominated as their deputy must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003). This person is Mandy Houghton 07854 724789 who can also be contacted for any noise complaints.

When a complaint is received, the provided process (Action protocol 11.1) will be used and records kept on Complaint log (Appendix one) along with actions taken. Additionally the noise advisor will use their noise monitoring log (Appendix two) to record actions taken (using the comment column) and any monitoring undertaken as result of the complaint that has been received.

If an authorised person instructs a reduction in noise levels, this will be undertaken immediately and a record made in the noise logs. Any instruction, whoever it is received by, must be conveyed to the noise consultant to ensure that their log is updated and records kept.

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**11.1. Action protocol:**



Notes to complaints procedure:

- Any noise complaint off site will be investigated and readings taken even if not one of the agreed monitoring points in 10.3
- A log will be kept of all complaints, investigation and outcome and any action taken. This will be available for inspection on request and will be submitted to the local authority within 14 days of the event end. A record will be made of all the calls received to the Noise Line and the record form kept in the Production office. The noise advisor will keep record of all concerns notified to them and action taken on their event noise log.

**11.2. Pre-Event Information**

A letter will be circulated to local residents no less than 7 days prior to the event, informing them of the details of the event, including start and finish times of both the event and any sound-checks. This will also include a dedicated telephone number for noise complaints. The information contained in the letter and the addresses of residential areas to receive the information will be agreed in writing prior to distribution with the local authority. A copy of the final letter will be attached to this plan.

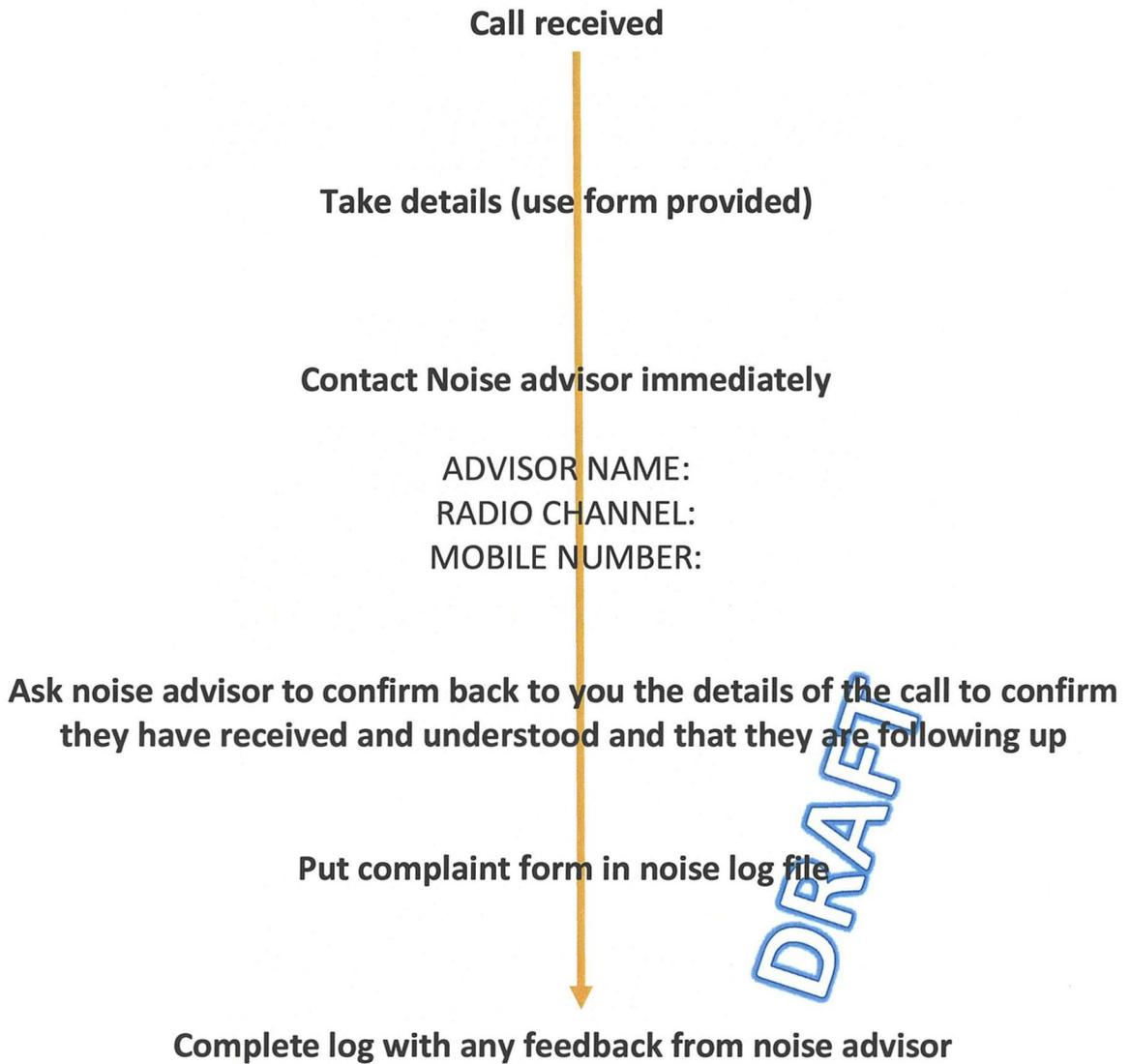
**Appendix One – Noise Complaint form**

Date of call (dd/mm/yy)	
Time of call (24h clock)	
Name of person receiving call	
Name of caller	
Location calling from	
Details of complaint	
Caller's number (if happy to give for any follow up)	
Any advice/guidance/response advised to caller	
Time noise advisor contacted to advise of complaint (24h clock)	
Method of communication with Noise advisor (circle appropriate)	Mobile telephone / Walkie-talkie / In person
Feedback from noise advisor (if relevant) and action taken (noise advisor will also record on monitoring log and note action take under "comments" field.	

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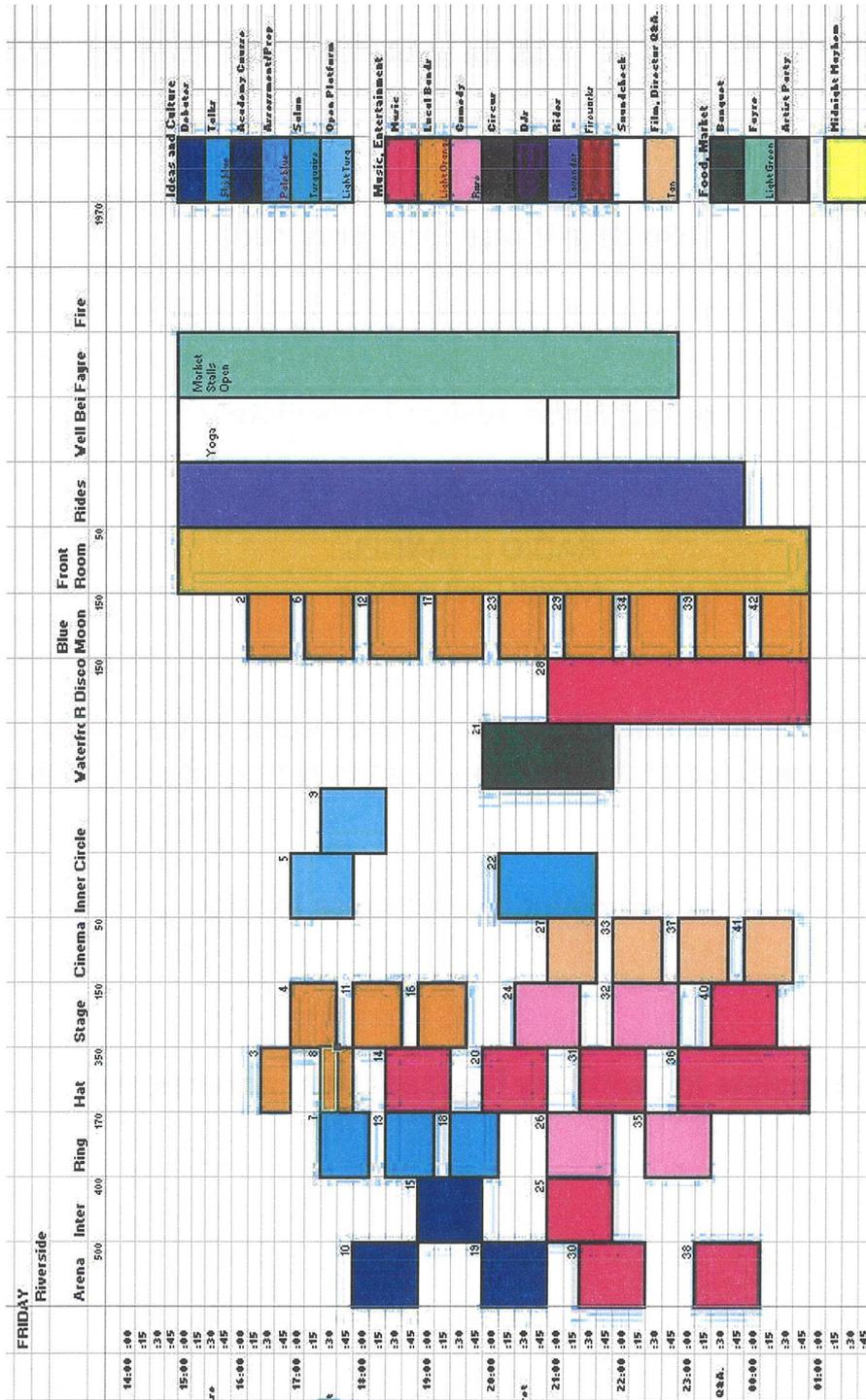
**Appendix Three – Noise management action flow on receipt of complaint to Hotline**



Appendix Four – Schedule of Locations and Times by Genre

This is all stages, events and activities. These are not all amplified music sources.

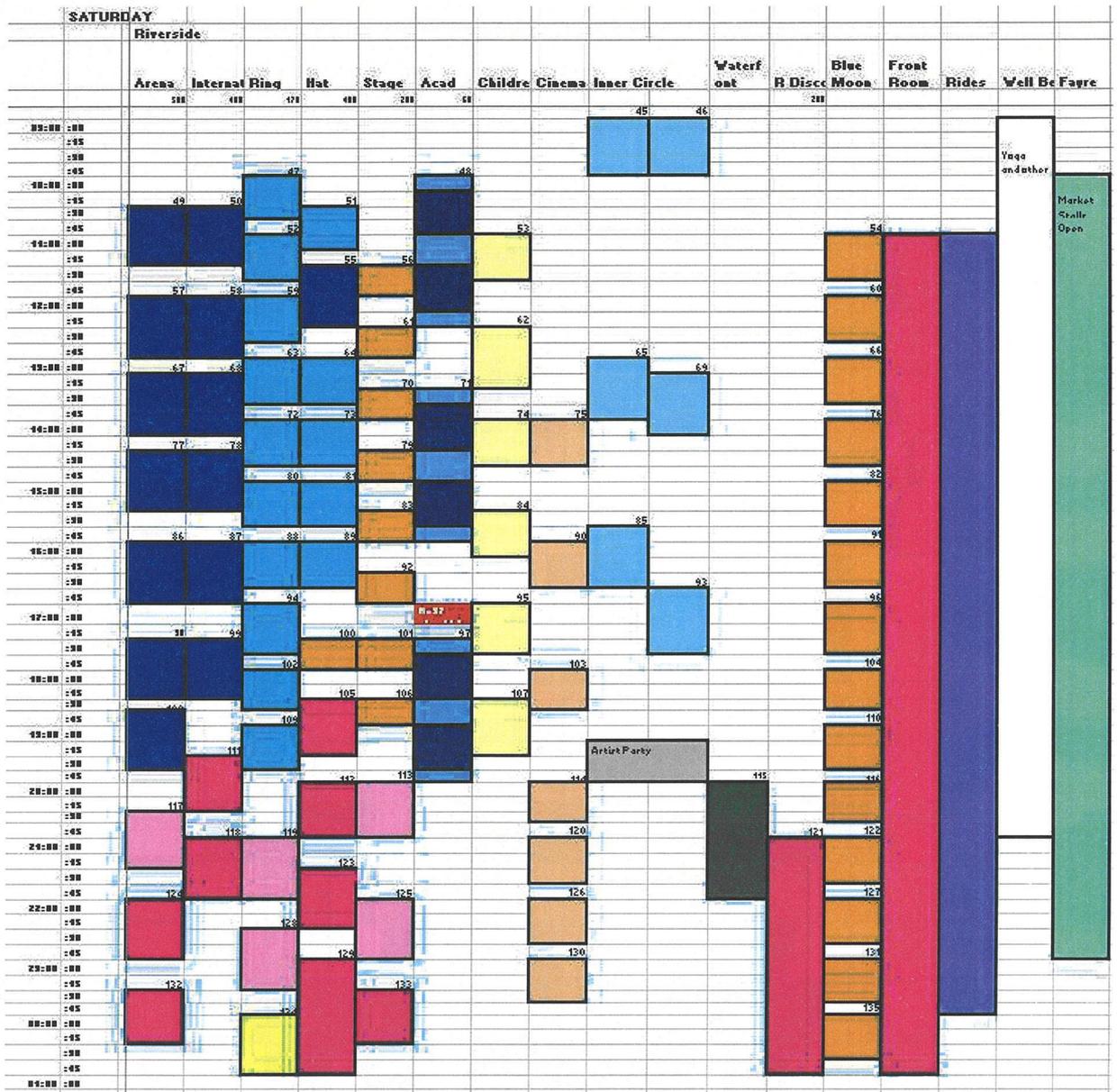
FRIDAY



D-20

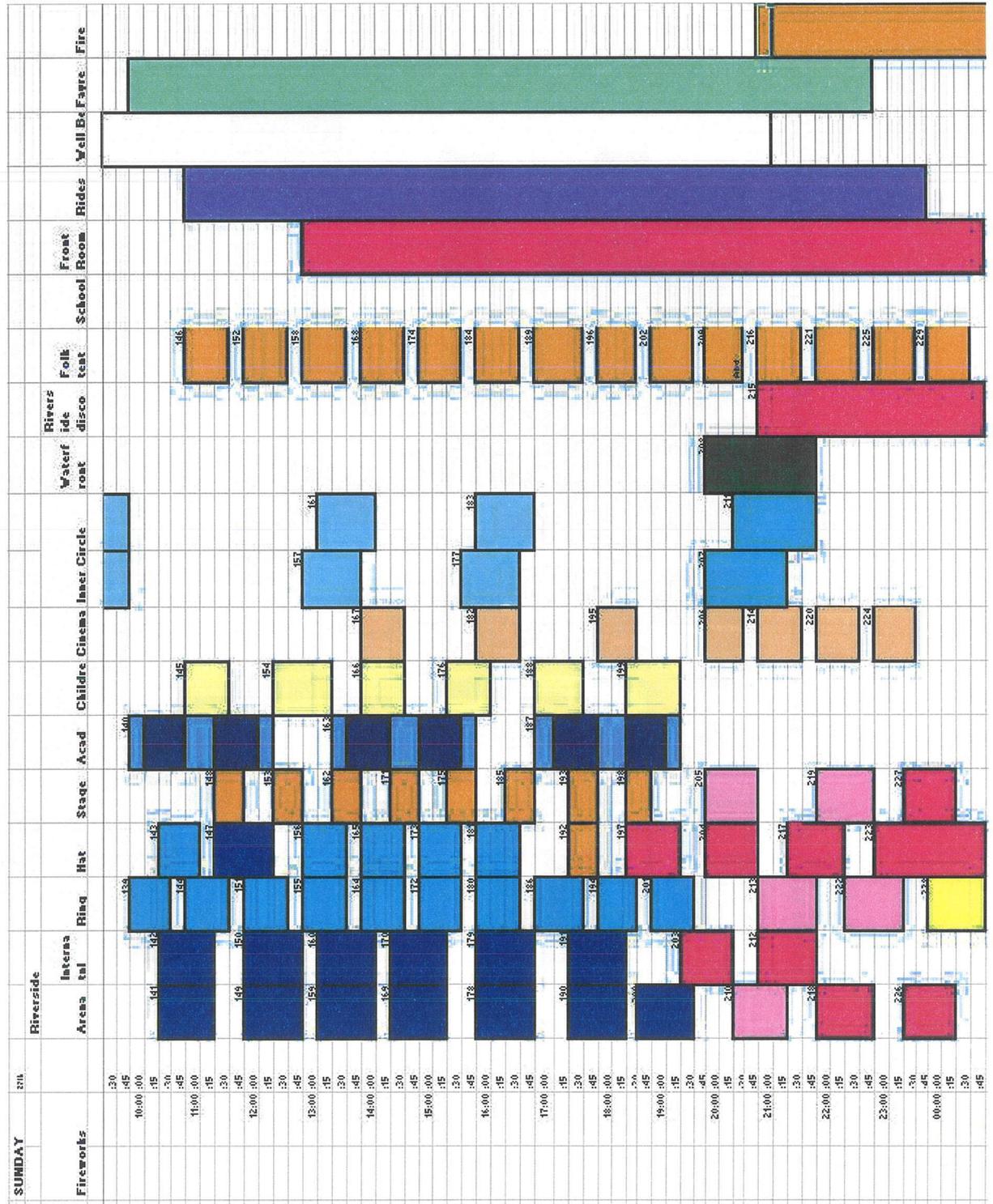
SATURDAY

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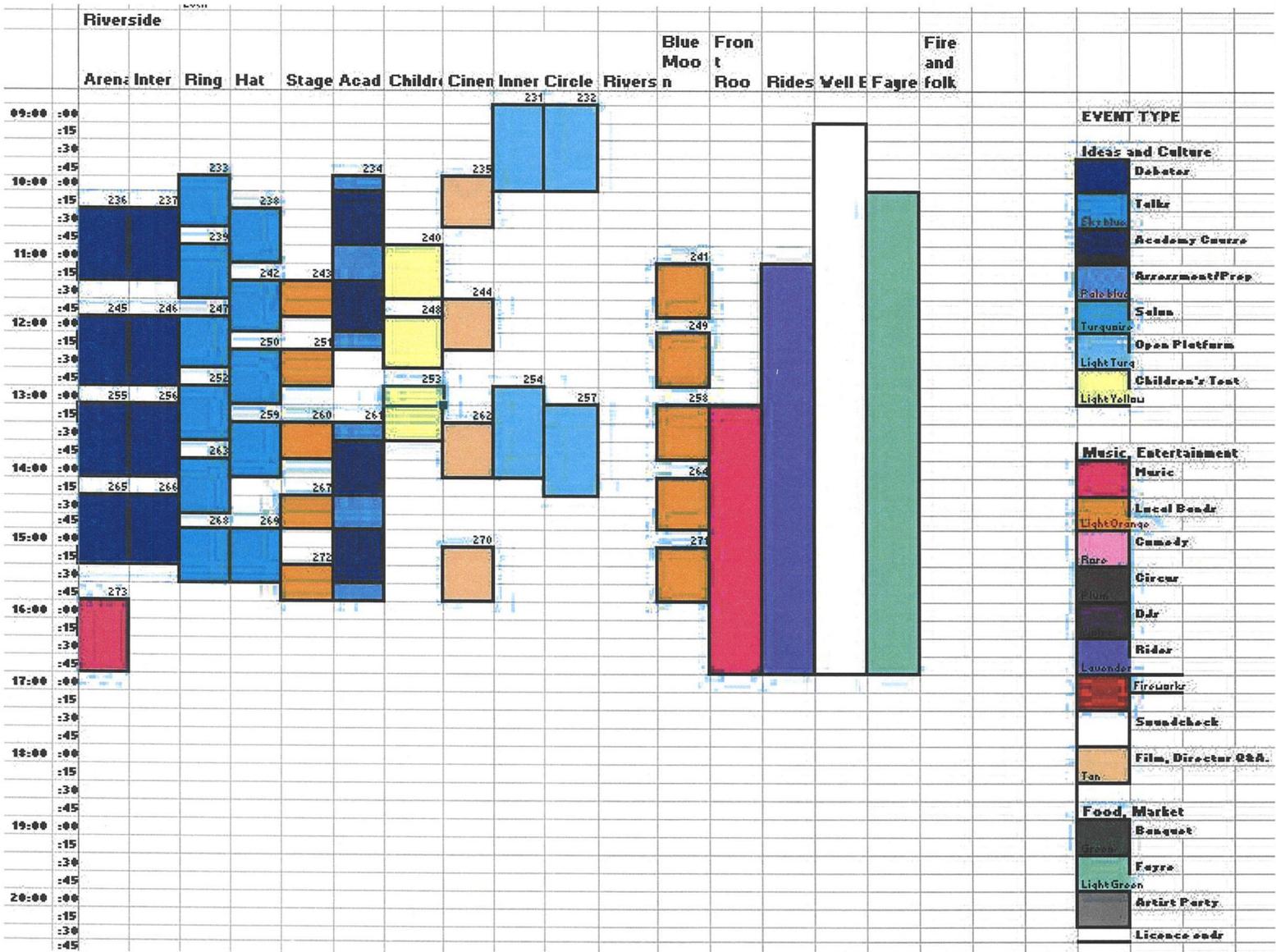


# How The Light Gets In - Noise Management Plan

## SUNDAY



MONDAY

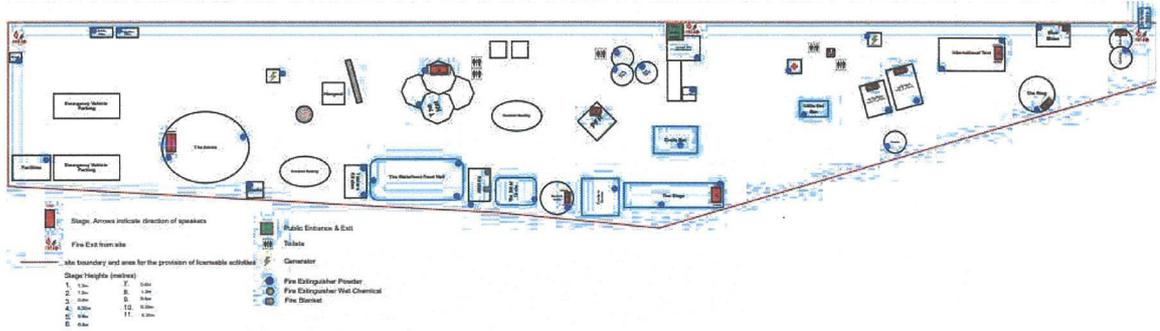


## How The Light Gets In - Noise Management Plan

### Appendix five

Duty production office roster (to be added once crewing is finalised)

### Appendix six Site layout plan



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## Appendix Seven - 1<sup>st</sup> Residential engagement letter



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### HowTheLightGetsIn 2024

#### Local Stakeholder Letter

<b>Proposed Event</b>	<b>HowTheLightGetsIn (HTLGI)</b>
<b>Dates</b>	<b>24<sup>th</sup> to the 27<sup>th</sup> of May 2024</b>
<b>Location</b>	<b>Greenfield site, Newport Street HR3 5EW</b>

#### Introduction

**The Institute of Art and Ideas (IAI)** will again shortly be applying for a premises licence to hold this year's HTLGI Festival.

We wanted to contact local businesses and residents to inform them of this application in advance and to provide you with details of the proposed event. After the successful consultation process last year we wanted to ensure that we again gave this opportunity for feedback.

In line with the feedback last year we have made some alterations to our site plan and hope these new arrangements will have a positive impact on the hosting of this years event.

We have secured the site for 5 years and will be applying for a licence for 5 years, to host 1 event (lasting no more than 4 days) over the course of the next 5 years.

#### About the event

This year's event is due to take place over the late May bank holiday starting on Friday 24 May at 12 noon, and running through to the bank holiday Monday, 27 May when the festival will close at 1700

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The event will be follow the now well-established combination of speakers, cabaret, comedy and performance

There will be the same 8 performance areas across the site. Each performance area will be within a tented structure

There will be 4 bars across the site and a wide selection of food outlets

The planned maximum capacity of the event is 3500

Over the course of the weekend the operating hours of the site will be:

Friday	1200 to 0130
Saturday and Sunday	0800 to 0130
Monday	0800 to 1700

The proposed hours for the sale of alcohol are

Friday	1300 to 0045
Saturday and Sunday	1100 to 0045
Monday	1100 to 1645

Entertainment will be provided during the following hours

Friday	1300 to 0100
Saturday and Sunday	0900 to 0100
Monday	0900 to 1700

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Late night refreshment (the sale of hot food and drink) will be provided Friday – Sunday from 2300 to 0100

The area around the site will be fenced off to provide a safe and secure environment for those who wish to attend the event.

It is anticipated that the build of the site will take place on 12th to 23<sup>rd</sup> May and the take down will occur on the 28<sup>th</sup> of May to the 3<sup>rd</sup> June

## How The Light Gets In - Noise Management Plan

We will again operate a noise hotline as outlined in our Noise Management Plan last year and details of this will be circulated to the local community in due course. The accompanying Event Management Plan will also be submitted to Herefordshire Licensing Authority.

Full details of the event can be found on our website –

<https://howthelightgetsin.org/festivals/hay>

### **How to contact the Event Organiser**

You can contact the Event Organiser by emailing [mandy.houghton@globeathay.co.uk](mailto:mandy.houghton@globeathay.co.uk) with any questions you may have about the event.

This email is monitored by the event team who will respond directly to any questions asked.

### **Local residents' ticket**

Local tickets are again available to anyone living within 5 miles of the globe and offered at 50% discount.

These tickets can be purchased directly from the globe. ID confirming your address is all that is needed.

### **Email updates**

We will be providing a further update on the planning for the event, including details of the noise hotline, shortly before the event starts but, in the meantime, if you would like to be kept updated about the festival, then please email [Emily.baker@artandides.org](mailto:Emily.baker@artandides.org) and we can arrange for you to be added to the mailing list

Mandy Houghton

Manager

globe at hay and HowTheLightGetsIn Festival

## Appendix Eight - 2<sup>nd</sup> Residential Engagement letter (and distribution list)



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EC1V 1NB  
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F: +44 (0)20 7833 2185  
E: emily.baker@artandideas.org  
W: howthelightgetsin.org

### Hay 2024

#### Local Stakeholder Letter

#### Event

HowTheLightGetsIn (HTLGI)

#### Dates

24 to the 27 May 2024

#### Location

Greenfield site, Newport Street HR3 5EW

### Update

The purpose of this letter is to update you in relation to HTLGI which is due to take place on the 24 to 27 May 2024

This letter contains details about

- The Premises licence
- The Noise Complaints Hotline
- Local residents' tickets

### The Premises Licence

The Premises licence for this years' festival was granted following a hearing of the Herefordshire Licensing Sub Committee on the 3 May 2024. The days and hours permitted for licensable activities under the licence are as follows:

Dates of Festival - Friday 26 May 2023 to Monday 29 May 2023

Films (Indoors), Live Music (Indoors), Recorded Music (Indoors), Performance of Dance (Indoors), Anything Similar (Indoors)

Friday 13:00 – 01:00

Saturday & Sunday 09:00 – 01:00

Monday 09:00 – 17:00

Late Night Refreshment (Indoors/Outdoors)

Friday – Sunday 23:00 – 01:00

Sale/Supply of Alcohol (consumption on and off the premises)

## How The Light Gets In - Noise Management Plan

Friday 13:00 – 00:45

Saturday & Sunday 11:00 – 00:45

Monday 11:00 – 16:45

### **The Noise Complaints Hotline**

During the course of the event, HTLGI will be maintaining a Noise Complaints Hotline.

The number of the hotline is **insert number**

The Hotline will be manned throughout the duration of the event by a member of festival staff. When the festival site is closed the hotline will be manned by a member of the festival campsite team.

Staff manning the Hotline will receive a training briefing with the Festival Noise Consultant on what data to record, how to use the complaints form and what action to take when a complaint is received.

As soon as the call is finished, the onsite Festival Noise Consultant will be contacted by the site office and given details of the complaint. The Festival Noise Consultant will then investigate the complaint and take whatever remedial action is required. A record of any remedial action taken will be made.

A record of the complaint and remedial action taken will then be provided to the licensing authority at the conclusion of the festival.

### **Local residents' ticket**

Local tickets are still available to anyone living within 5 miles of the globe and offered at 50% discount.

These tickets can be purchased directly from the globe. ID confirming your address is all that is needed.

### **Further information**

If you require further information about any aspect of the festival, please contact Mandy Houghton by email at [mandy.houghton@globeathay.co.uk](mailto:mandy.houghton@globeathay.co.uk)

Mandy Houghton

Manager globe at hay and HowTheLightGetsIn Festival

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## Appendix Nine - Authors Biography

This plan has been prepared by Calvin Hanks, MSc, MSc, PgC, CMIOSH, FIIRSM, MCIEH, TechIOA. Calvin's registrations and qualifications include:

- Chartered Safety & Health Practitioner
- Master of Science in Environmental Health (with Distinction)
- Institute of Acoustics Certificate of Competence in Environmental Noise measurement (Via Southampton University)
- Technician member of the Institute of Acoustics
- Fellow of the International Institute of Risk and Safety Management
- Postgraduate certificate in Infection Control (with Distinction)
- Member of the Chartered Institute of Environmental Health

Calvin has extensive experience in events and festivals and teaches in event safety alongside his work with live events. Calvin has been involved in the safe management, including noise management, of many events including:

- How The Light Gets In, Hay on Wye since 2017
- How The Light Gets In, London since inception in 2018. This involves management of safety and noise at an English Heritage Historic building, where effective noise management is critical to safeguard the integrity of the property. Additionally, the event is in a London Borough surrounded by residential properties and effective noise management is required to ensure a balance between enjoyment of the event and needs of local residents.
- Medicine Festival, initially looking after Noise Management and infection control since 2020 but since 2022 brief was extended to include all aspects of Health & Safety. This site is in Berkshire of a private estate surrounded by residential properties. Since our appointment we have worked with event and residents and reduced complaints to single figures, with our proactive "at time of complaint" response.
- Kaya festival, Port talbot, responsible for all aspects of health & safety and noise management resulting in no noise management issues arising
- Tour de moon, Hackney- a government funded event where we oversaw all Health & safety and noise management for a street festival in East London for many thousands.
- Great events, Cambridge who hold Christmas parties in marquees in the fields adjacent to a hotel in a residential area of Cambridgeshire. Providing all noise management, we helped successfully secure the event license after a hearing due to noise concerns, and provide on and offsite noise management for their events every year. This location is especially challenging as there is a large housing estate within 100 yards of the event location.
- East London mela, a cultural event for many thousands with multiple sound stages and more, in a public park in a residential area of East London. For this we provided noise management including multiple noise advisors on and off site on the live event to ensure compliance and responding to any concerns.
- University of Surrey Students' Union, where we provide ongoing support of noise management and monitoring to ensure that local residents needs are accounted for and balanced with event enjoyment.
- Ride the night, a series of overnight charity bike rides and walks, overseeing all health & safety. This includes noise management especially at the Kings Cross, London venue.

## How The Light Gets In - Noise Management Plan

- Firework champions, a series of events across the UK involving firework displays set to music with 4 separate displays in a competition. Since 2020 providing on site health and safety and noise management services
- Spooktacular, an annual event for 8000 people on the town's edge involving funfair and fireworks set to music, and since 2021 overseeing all onsite safety and on and off site noise management
- Deebday, a festival for 1500 but within a quiet village location, overseeing all health & safety and noise management.
- Lighthouse Gospels festivals, overseeing health & safety and noise management of festivals in town park locations.
- Love Wycombe, a religious event in the town centre on a Sunday morning with large sound stage and live music, overseeing all health and safety and noise management.
- Springfield events, a series of 9 festivals over a 14 week period, for 1000 to 5000 attendance composed mainly of Dance music by DJs. Overseeing all health & safety and off and on site noise management to ensure licensing conditions are adhered to. This event required being available for immediate response to any complaints including visiting affected properties and liaison with residents.
- Transitions Beach Festival, a DJ led Dance music festival for 3000 alongside a residential area in surrey. Looking after all health & safety and noise management.
- Matts BBQ, a DJ dance music festival for 5000 in South London park, looking after all health & safety and noise management.
- Beyond Festival in public park in Leicester for 9999 people of live and amplified music, looking after all event health and safety and noise management.
- Sladefest 2023, a 2 day event for up to 5000 in a country location in the South East near villages and residential areas.
- Chesford Bridge House events, a village location in Warwickshire of multiple events

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