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# **Tockwith Sportsfield Trust**

## **Tockwith Multi Use Games Area**

### **Noise Management Plan Policy**

A Multi-Use Games Area (MUGA) at Tockwith Sportsfield is operated by Tockwith Sportsfield Trust (SFT) and managed by a dedicated sub-committee (SC). A condition of use is to adopt a reasonable noise mitigation scheme.

#### **Noise Mitigation Scheme**

A Noise Assessment conducted by Chris Wood Acoustics has provided an indication that the Multi Use Games Area (MUGA) can operate without an unreasonable impact on residents in the local area.

It is recognised that meeting suggested noise level criteria, as suggested by Sport England, may not automatically rule out an occasional adverse impact or stem the possibility of complaints, as the perception of noise is somewhat subjective. As with any development, there is always the possibility that the SFT may receive complaints, though the suggested criteria provide a way of determining what is a 'valid' complaint.

Therefore, SFT is committed to further mitigating the noise impact within reasonable measures and maintaining engagement with the local community and local residents to keep good public relations that can benefit by partially offsetting any impact, keeping annoyance to a minimum.

SFT is committed to following a Noise Management Scheme.

The aim is that any noise impact that occurs from early use of the development can be investigated and responded to, ensuring that the impact from future events is mitigated well. This will be an ongoing improvement of review and control (to a reasonable degree, as the assessment has demonstrated that the development should not cause an unreasonable adverse impact compared to the other similar venues which follow the same guidelines and indeed existing sources of occasional noise such as the primary school). This should be considered to be a live document which may be revised to create an acceptable balance between the requirements for a successful recreation facility and the protection of local residents' amenity.

#### **Mitigation**

##### **Ball Impact Noise**

Noise generated by ball impacts on the metal ball stop fencing will be reduced by the use of fence mounting systems which employ resilient connections between the perimeter fencing and the supporting structural columns. The fence panels will be securely clamped together and to supporting posts with resilient fixings/neoprene isolators to minimise noises from ball impacts causing the fence to vibrate and rattle. The state of repair of the inner perimeter fence will be reviewed on an annual basis.

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Similar anti-vibration fixings will be applied to any other signs or structures in proximity to the playing surface. Any objects likely to rattle (such as sheet metal advertising signs) will be avoided or positioned where they cannot be hit by footballs – and if they cannot be repositioned, soft vinyl signs will instead be used.

Football goals consisting of a plastic frame and fabric net rather than a metal backing (which does not rattle when goals are scored) should be used.

If low-level perimeter boards are used around any of the MUGA, including behind goals, then these will be covered with impact-absorbing material (soft padding or rubber for example) to minimise noise from ball impacts.

#### Player Noise

The entrance to the MUGA and any areas where people may congregate will be located away from the direction of nearby housing where possible, i.e. on the west side of the pitch.

Any substitutes benches will also be positioned away from the residents where possible. Users will need to agree to a Code of Conduct when using the facilities (as detailed below).

#### Whistles

Whistles should only be used for competitive matches and to indicate the end of each allocated time slot. Alternatively, users may consider pea-less whistles or quieter ones such as the Acme tornado 622 RS.

#### Code of Conduct

All partner clubs and potential users of the pitch will need to formally agree to a document that includes a Code of Conduct that is expected of them in respect of the local residents, which will include:

- Avoiding the use of excessive noise, foul language, and anti-social or intimidating behaviour.
- The latest vacation times of the premises after evening use.
- That the use of whistles being only for competitive matches and to indicate the end of each allocated time slot.
- The maximum number of players allowed on the MUGA at any one time.
- Forbidding the use of the MUGA for sports such as hockey (as this can generate higher levels of impact noise when the ball hits a fence or backboard).
- The group leader must ensure proper use of the facility and is responsible for conduct of their group on and off the pitch.

The SFT website booking page will refer to the Code of Conduct and a copy can be viewed from there. Users booking the MUGA will need to tick a box to confirm they have read and understood it before being allowed to complete the booking.

This will be also be enforced by signage around the facility.

The operator will be vigilant that this Code of Conduct is adhered to.

Where it is discovered that the hirer is not adhering to the Code of Conduct, they will be warned and reminded of their obligations under the policy. If transgression is repeated within a reasonable period, the hirer will be suspended or banned from using the

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facility. If a user acts in an unreasonable manner resulting in higher noise levels, and/or if excessively raised voices and anti-social language is witnessed by the site manager then the use of the pitches may be stopped until the site management resolves the matter, with the offender removed from the site if the behaviour continues. Users will be informed that swearing and anti-social behaviour is unacceptable, and that the facility reserves the right to dismiss users from the pitch and ban future use if this is the case. User groups will be asked to nominate a lead person to take responsibility for the booking. This person would receive instructions on safe usage and sign a usage policy specifying the condition of use. This policy would include the Code of Conduct and users would risk their booking if these conditions are not met.

## **Opening Times**

The use of the MUGA shall be limited to the consent given between the following hours:

Monday-Friday:	09:00 to 20:00 hours
Saturday-Sunday:	10:00 to 18:00 hours
Public Holidays:	10:00 to 18:00 hours

## **Operator Responsibilities**

The operator will:

- Appoint a noise monitoring supervisor (the site manager) to regularly monitor activities on the MUGA and associated facilities.
- Ensure users follow the Code of Conduct policy. Where it is discovered that this policy is being broken by the hirer they will be warned and reminded of their obligations under the policy. If the policy is broken again within an agreed period, the hirer will be suspended or banned from using the pitch.
- Employ a maintenance regime that will ensure that all equipment is maintained so that it does not generate excessive noise. This includes tightening fixings to the mesh fencing, so they do not excessively rattle.
- Ensure the maximum user capacity of the sports pitch is not exceeded.
- Maintain a log of all received complaints and actions.
- Respond to all complaints within three working days via email or other suitable means.
- Provide a clear and reliable mechanism whereby noise complaints can be made and logged.
- If requested, provide the Local Authority with details of logged complaints and any actions taken.
- If requested, liaise with the Local Authority to ensure the noise management plan remains effective and
- revise the noise management plan accordingly
- Install relevant signage if appropriate around the MUGA and any associated parking facilities to encourage quiet and considerate behaviour.

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## Complaints Management

The Operator will implement a clear noise complaints management procedure. Neighbours will be given a clear route to report excessive noise or anti-social behaviour directly to the operator. This will be through the SFT website where the MUGA hiring page will give access to this policy and the complaint form. A link will also be added to signage at the MUGA entrance. This will allow any complaint to be investigated and addressed quickly. (See Complaints Form, Appendix 1.)

The operator will provide a telephone number and email address to on its website and on-site information boards so that any issues can be reported. Complaints records will (as a minimum) include the following:

- date, time, and the name and address of the complainant (if given);
- complainants contact details (phone number and email address)
- nature of the complaint;
- the locality of complaint; and
- a summary of the investigation into the complaint, the actions that were taken and the outcome.

The response to the complaint will have the objective of investigating the incident and preventing any continuing issue by putting in place additional control or management measures to prevent reoccurrence of the incident.

The investigation into the complaint will include but not be limited to:

- a visit by a representative of the MUGA operator or phone call/email correspondence with the complainant to verify the issue, including whether the complaint is made 'after' rather than 'during' a noise event;
- a review of activities at the time of the incident to investigate potential sources; and
- a review of noise control measures and management actions at the time of the incident;

The investigation will be accompanied by a written record detailing any failures, incidents and what mitigation was (at the time) employed or will be used in future. The operator shall keep records of all noise monitoring, investigations, and complaints and these shall be made available to the EHO to examine on request.

The complaints management form is attached below:

## Vexatious Complaints

The SFT is committed to dealing with all complaints equitably, consistently, comprehensibly and in a timely manner. However, the SFT also needs to ensure that other stakeholders, staff and volunteers do not suffer any detriment from a person making unacceptable or unreasonably persistent or vexatious complaints or behaving in a threatening or demanding way. Such complaints will be dealt with by the SFT Secretary in consultation with the Chair and Board as appropriate.

**Tockwith Sportsfield Trust  
Tockwith Multi Use Games Area  
Complaints Management Form**

In case of complaint about the MUGA, please contact Andrew Swires (07974 253891), complete the form below and return by email to [andrew swires@sky.com](mailto:andrew.swires@sky.com).

Complaint made by	Name *	
	Address *	
	Tel No: *	
Email: *		
Date of complaint *		
Complaint received by		
Time of occurrences		
Number of occurrences		
Details of complaint		
Action(s) taken:		
Review of action(s):		
Details of adjustment(s) made to the Noise Management Scheme if required		
Signed (Supervisor)		
Date:		

\*Required for consideration of a complaint.