

## Representation from Environment Health

I am aware that a review of the Premise Licence 15/01127/LQN (Land between Northcroft Leisure Centre & Newbury Cricket Club, Northcroft Lane) has been made by a resident. Environmental Health as a responsible authority would also like to make a representation due to the failure of the event to prevent a public nuisance from occurring as a result of elevated noise levels being emitted from the site as witnessed by an Officer from Environmental Health.

The Newbury Real Ale Festival (NRAF) occurred on Saturday 11<sup>th</sup> September 2021 with live and recorded music being permitted from 12 midday to 10pm as per the Premise Licence.

The Premise Licence contains conditions (requested by EH) which are designed to limit noise and prevent disturbance to nearby residential properties.

On Friday 10<sup>th</sup> September 2021 I met with the DPS Sara Duffield and Richard Milner (*Livewire*) on site to discuss the noise limits, monitoring arrangements, stage set-up, sound system and music type. I noticed that the stage this year was facing Newbury town centre which was different to the previous event in 2019 and different to what was detailed in the previously submitted and accepted 2021 Noise Management Plan (NMP) which I had reviewed (**Attached in Appendix 1**).

I was then introduced to James Hollamby. Richard Milner advised that this year the sound and stage arrangements had been contracted to UK Stage Events, with James Hollamby in overall responsibility for the sound compliance and monitoring requirements during the event. This was again different to what had been previously specified in the NMP (*Livewire are responsible for the supply, maintenance and management of the sound stage and broadcast equipment. Furthermore, they are responsible for managing the sound balance of the music acts*).

A noise limit of 65dB (A) Leq 15 minutes was agreed with James Hollamby with the compliance point being the façade of a block of flats known as Bewicks Reach, Northcroft Lane, around 238 m opposite the main stage (see map below). James Hollamby advised that someone from his staff would be monitoring the noise levels from the rear boundary of the event site.



The agreed noise limit of 65 dB(A) Leq 15mins comes from the Music Noise Levels specified in The Noise Councils Code of Practice on Environmental Noise Control at Concerts (see table below).

The Music Noise Levels (MNL) when assessed at the prediction stage or measured during sound checks or concerts should not exceed the guidelines shown in Table 1 at 1 metre from the façade of any noise sensitive premises for events held between the hours of 09.00 and 23.00.

TABLE 1

Concert days per calendar year, per venue	Venue Category	Guideline
1 to 3	Urban Stadia or Arenas	The MNL should not exceed 75 dB(A) over a 15 minute period
1 to 3	Other Urban and Rural Venues	The MNL should not exceed 65 dB(A) over a 15 minute period
4 to 12	All Venues	The MNL should not exceed the background noise level by more than 15 dB(A) over a 15 minute period

Telephone numbers were exchanged with James Hollamby so that any noise monitoring issues during the event could be quickly rectified.

On the day of the event noise monitoring was undertaken at the agreed compliance point from around 6.30pm to 10pm using a calibrated Class 1 Sound Level Meter. The weather was bright, sunny with little wind. No other noise sources were audible during the monitoring.

I commenced monitoring at the compliance point at around 6.30pm when an AC/DC tribute band known as *Hells Bells* started their set which lasted around 50 minutes. During this time the noise level was continuously above the agreed noise limit with a maximum noise level of 71 dB(A) Leq being monitored. 2 text messages were sent to James Hollamby during this period in order to try and reduce the noise levels. Although a reduction in levels was achieved the noise limit was not reached. I found the noise levels being monitored surprising given that this was now the evening and I would have expected the correct noise levels to have been achieved during the initial sound checking and testing which according to the NMP would have been undertaken at 9.30am on the day of the event.

Due to the elevated noise levels being monitored a site visit was therefore made in order to speak directly with James Hollamby. James Hollamby and the other sound technicians were then strongly spoken to regarding this and again reminded of the agreed noise limit, to which they acknowledged.

After a long delay, the final act *Reef* commenced their set around 9pm.

Noise monitoring at the compliance point indicated a Leq level of 77dB(A). A text message was therefore sent to James Hollamby and a site visit made at around 9.15pm in order to speak with Sara Duffield, the DPS. Rather than contacting her by telephone I asked the security guards at the site entrance to contact her urgently by radio, as I thought this to be a more reliable and quicker method of contacting her as I was concerned that a mobile phone ring might not be heard. After a few minutes I was told by security that Sara Duffield was too busy and that I was not allowed to enter the site.

Noise monitoring therefore continued at the compliance point until the set finished at 10pm. This was again different to what was detailed in the NMP which had specified that although the Premise Licence permits music to 10pm a target finish time of 9.15pm, latest 9.30pm was given.

Again the noise level was continuously above the agreed noise limit with noise levels being measured at 9.35pm of 73 dB(A) Leq15mins and at 9.50pm of 69.6 dB(A) Leq15mins.

During this final monitoring period contact was made with a colleague from the Council who was attending the event and who was in contact with Sara Duffield. I was advised that Sara Duffield did not get the message from security and that I had permission to enter the site. I decided at this point that there was insufficient time left in order to arrange for the sound level to be reduced given that the event was due to finish at 10pm and continued with noise monitoring.

Following the event 5 complaints were received by EH regarding the elevated noise levels from the event. See map below showing the locations of the noise complaints in green. The furthest complaint was 2.7Km away.



*Red dot – location of the event*

*Green dots – location of the complaints*

On the 14<sup>th</sup> September 2021 I wrote to Sara Dutfield outlining my concerns with the noise levels monitored during the event (Attached in Appendix 1). I also requested to see the on-site monitoring logs. A reply was received on 17<sup>th</sup> September 2021 (Attached in Appendix 1). The response detailed that the noise levels were reduced following my communications and also that the delay in the last act was due to technical issues. The logs detailed elevated on-site noise levels monitored at the rear of the site reducing over time to a level of 65 dB towards the end of each set. It is unclear whether these noise levels were averaged over a 15minute period, as was the agreed noise level parameter, or instantaneous noise levels, however they did not correspond to the noise levels I was monitoring a further 60m beyond this point. As they were monitoring closer to the event I would have expected to see higher noise levels.

Historically very few noise complaints have been received by EH since the event gained a Premise Licence for its current location:

2015 – 2 noise complaints

2016 – 0

2017 - 0

2018 – 0

2019 - 0

2020 – no event

According to our records noise monitoring was only undertaken by an Officer in 2019. Elevated noise levels were again recorded before the levels were reduced to the agreed noise limit.

In conclusion, the Premise Licence contains sufficient conditions in order to control the noise emitted from this site during the event. However on this occasion a failure by the contracted sound technicians/engineers to control the level of noise being emitted during this event led to excessive noise levels being recorded, and noise complaints to the Council being received.

**Russell Davidson**

**Senior Scientific Officer**

**Public Protection Partnership**

**Public Protection Partnership** | Bracknell Forest  
West Berkshire  
Wokingham

A shared service provided by  
Bracknell Forest Council,  
West Berkshire Council and  
Wokingham Borough Council



Appendix 1:

1. Newbury Real Ale Festival Noise Management Plan 2021
2. Letter dated 14<sup>th</sup> September sent to Sara Dutfield
3. Letter received dated 17<sup>th</sup> September from Sara Dutfield

## 1. Newbury Real Ale Festival Noise Management Plan 2021

The Newbury Real Ale Festival exists for the local community. It is the sole intention of all organisers and musicians to provide an event that is enjoyable and safe for all the residents of Newbury and the surrounding area.

This Noise Management Plan contains the methodology which shall be employed to control sound produced on the premises, in order to comply with the premises licence. It includes all of the arrangements for preventing public nuisance and consultation with the local community and shall include the sections specified by the license recommendations, as agreed with the Environmental Health Dept., West Berkshire Council.

The event takes great pride in setting a serious target of zero complaints and proactively looks to achieve this target every year through a combination of excessive noise prevention measures, having a dedicated noise assessment team and working in partnership with all relevant statutory and community organisations.

The date of the event is Saturday 11<sup>th</sup> September 2021.

**2 a) Inventory of all sound systems to be used on the site.**

**Main stage (used between noon-22:00 latest – target finish 21:15)**

12 x FBT Muse 210a Line Array Mid/Hi Element

8 x FBT Mitus 218 Dual Subwoofer

2 x Flying Frames WF3082

2 x 32A to 4 x 16A Distro

2 x 16A to 32A powercon

4 x 16A to 20A powercon

2 x 8pole 4mm 8core to 4 x 2pole 4mm 2core

1 x Soundcraft SI Impact Mixing desk

2 x QSC GX5 Monitor amplifiers

4 x HK Audio Pro 15 Monitors

PA Tower

2 x Alspaw 6.5m 750kg Line Array Tower

**Accoustic Monitoring**

VLIKE Digital Audio Sound Level Meter (30dB to 130dB range, accurate to 0.1dB)

**2 b) A schedule of contact details for those who are responsible for the sound systems.**

Richard Milner – *Livewire*

telephone: +44 (0)7824 496119

e-mail: [Richmilnero@yahoo.co.uk](mailto:Richmilnero@yahoo.co.uk)

Martin Burton – *Livewire*

telephone: +44 (0)7876 394868

e-mail: [martin.burton@vodafone.com](mailto:martin.burton@vodafone.com)

*Livewire* are responsible for the supply, maintenance and management of the sound stage and broadcast equipment. Furthermore, they are responsible for managing the sound balance of the music acts.



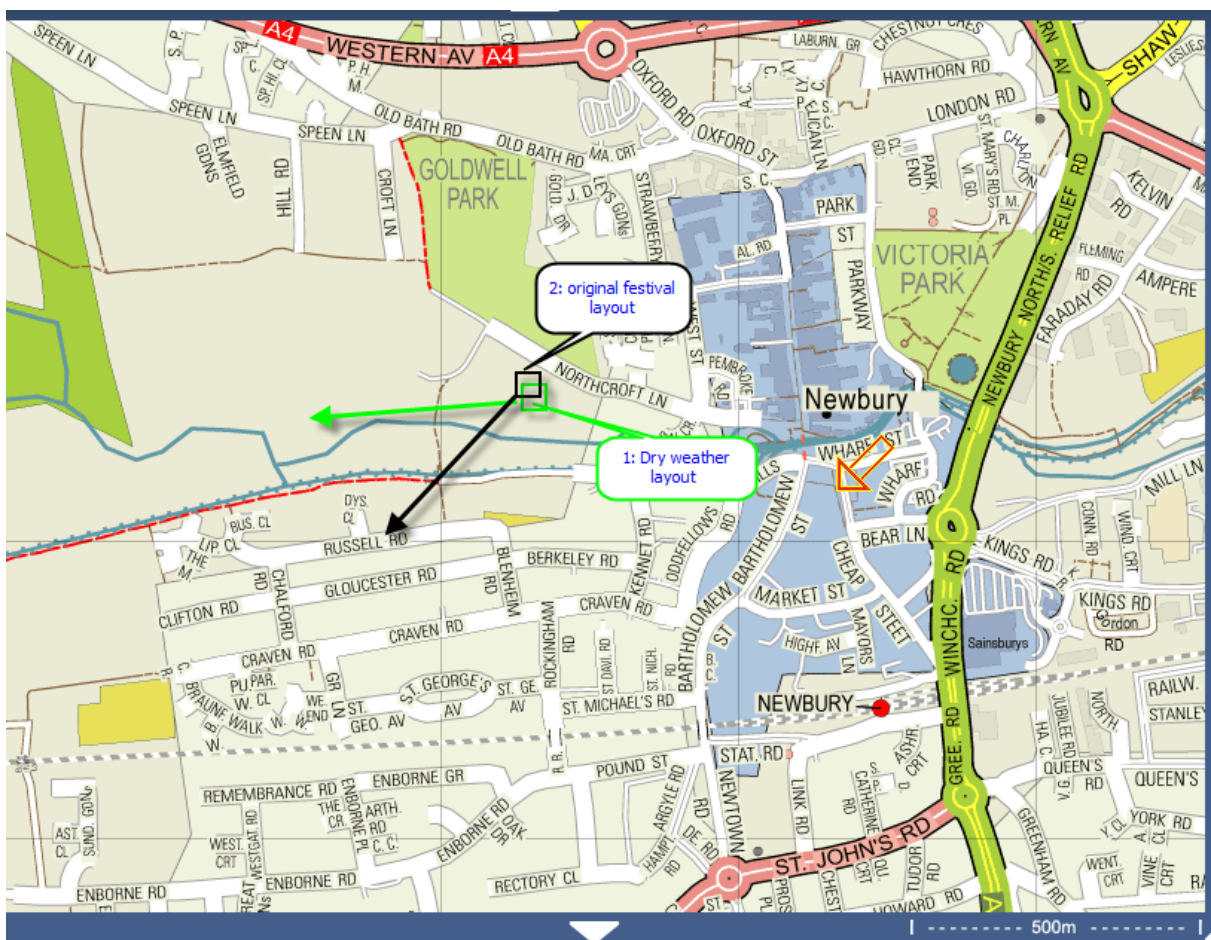
**2 c) A list of stages together with, a schedule of their location, orientation & shut down times.**

2 sound systems will be used:

1- Open air main stage                      Start: 12:00      Finish time: Target 21:15, latest **21:30**

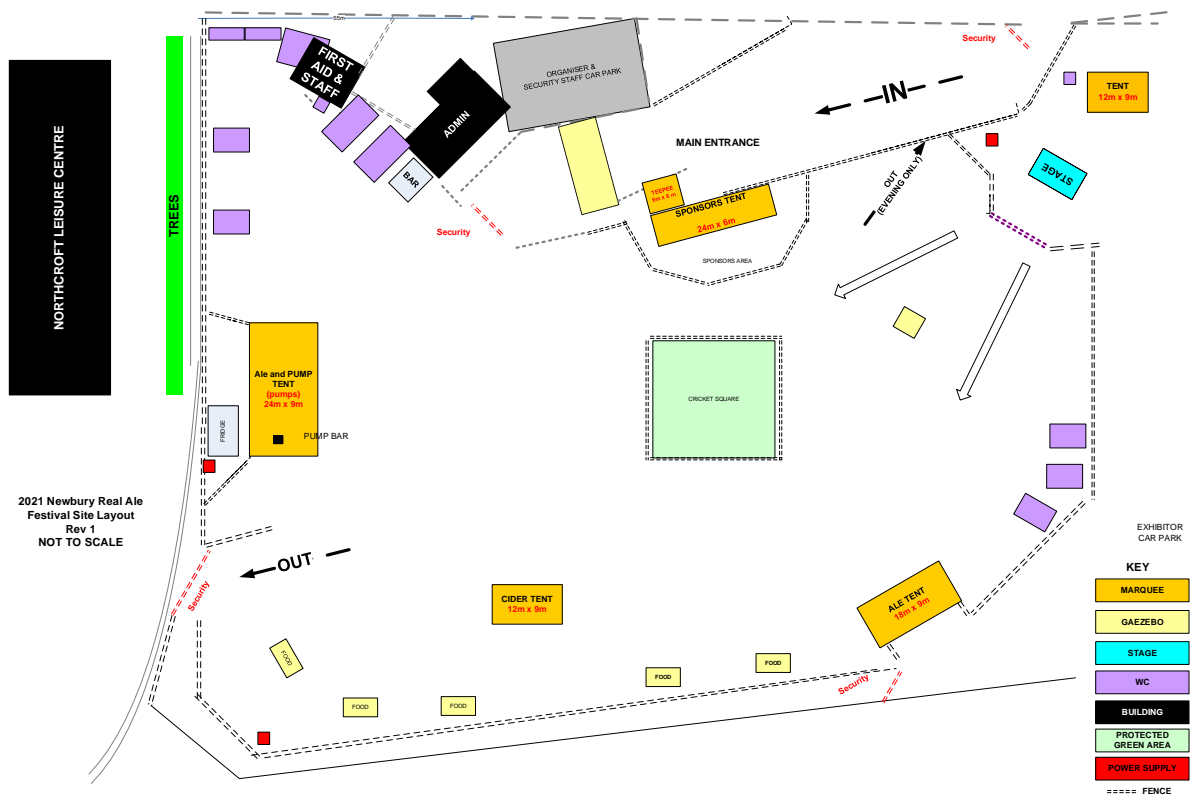
The licence for recorded and live music has been set at 22:00. Note: the last live music act will commence by 20:00 and it is fully intended to cease all music by 21:30 at the latest.

There will be 2 possible layouts used, selected on the day of set up according to weather conditions during set up and the weather and wind direction forecast for the weekend.



*Layout / Orientation 1:* This provides the most effective sound dispersion, broadcasting into open space and using the trees and the Northcroft Leisure Centre building to absorb sound.

The stage is deliberately positioned to project towards the middle of the Northcroft pitch, with the aim of using the natural environmental features of the local area to ensure “self-regulation”. The target noise level is to be able to hold a normal conversation at the marquees (marked in yellow)



As shown in the following schematic, the directional sound system shall be positioned so that the sound shall project towards Northcroft Leisure Centre. The selection of this layout, together with an improved sound system shall significantly improve noise dissipation:

- 1) If the sound is too loud or has projected too far, the acoustic soundwaves made by the drum beat will ricochet off the Northcroft Leisure Centre wall. This causes an echo effect, making it impossible for the bands to play. This method has been used for 5 years and has proven successful in providing immediate feedback to the sound crew during the sound check process, allowing suitable adjustments to be made to ensure clear sound quality and acceptable noise levels.
- 2) There is a small stage located in the marquee in front of the leisure centre, suitable for playing acoustic music. If the sound from the main stage is too loud, then it overwhelms the sound from this stage and makes it impossible for those acts to perform. Immediate feedback is then given by the marquee sound team to the main stage in order to ensure minimised sound conflict for customers.

The location of sound assessment will be tailored to the source of noise. This is detailed in the following pages.

**2 e) Management command and communication structure /methods for ensuring that permitted noise levels and finish times are not exceeded.**

The regulations agreed with West Berkshire Council have been included in the document Newbury Real Ale Festival 2021 - Power Staging and Music Requirements. This document is referred to in a legal contract for sound equipment and professional services provided by *Livewire*.

Please refer to the Licence application for full details of the organisational chart. In summary, the chain of authority is as follows, in descending order:

1. Sara Dutfield – General Manager / DPS

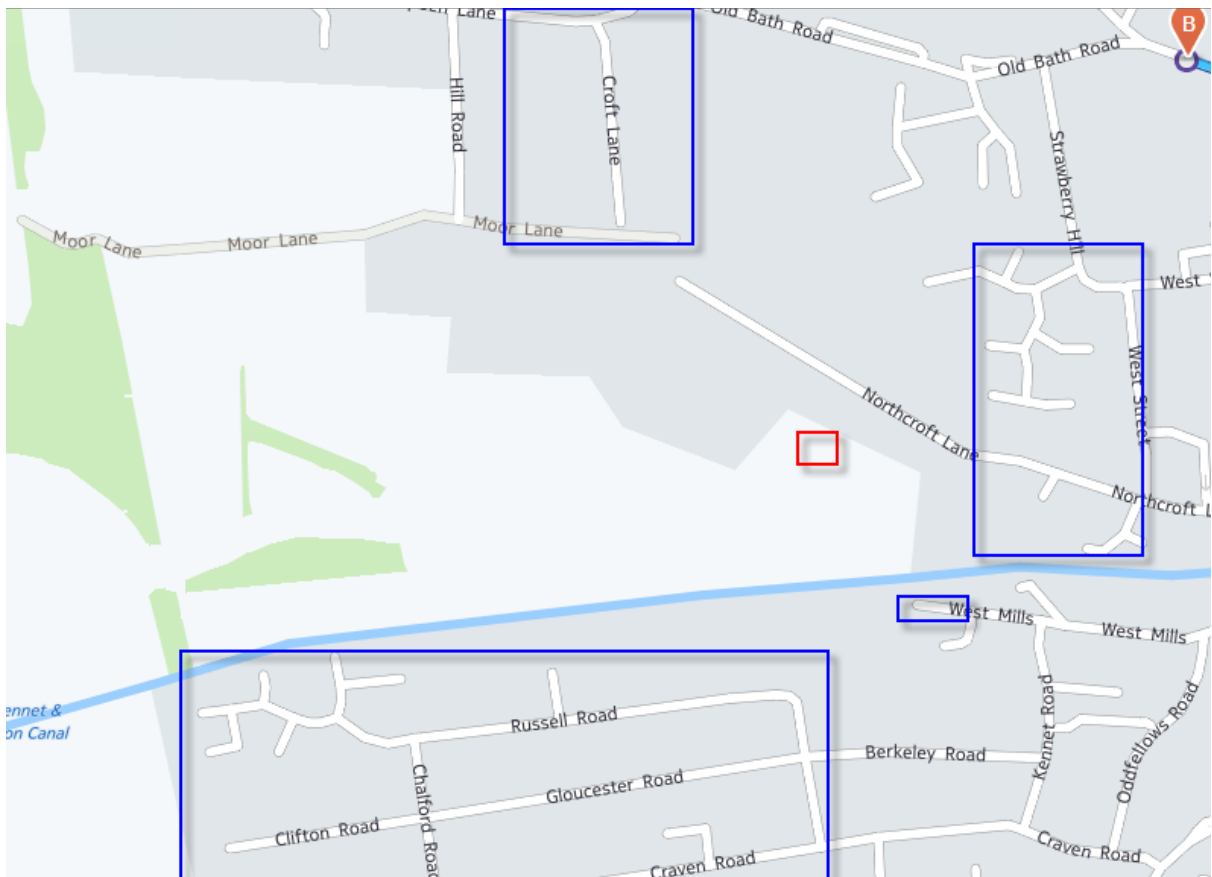
The instruction / decision of the DPS is final.

2. Mike Burge – Head of Risk and Public Safety
3. Vincent Butler – Site Manager
4. Richard Milner – *Livewire*

## 2 f) Publication and dissemination of information to the public and arrangements for provision and staffing of a hotline number for dealing with complaints

A letter drop will be performed within 7 days of the event, where access is possible. This will be the same geographical area, irrespective of the site orientation used.

The following map illustrates the locations of this communication. The area includes Swan Court (off Northcroft Lane), Mallard Court and West Mills Island, Blenheim Road to its junction with Craven Road.



The communication will contain the following details

- Times of music for the event
- Contact email address.
- Contact telephone number from Thurs 6<sup>th</sup> Sept through to Sunday 9<sup>th</sup> Sept. This is manned at all times. This telephone will be held by one of the senior members of the organising team at all times throughout the event, where the phone can be heard.

**2 g) Action to be taken by the Event Organiser following complaints.**

1. A complaints and feedback telephone line is manned at all times, from Thursday 9<sup>th</sup> Sept to Sunday 12<sup>th</sup> Sept.
2. All feedback and complaints will be discussed in a courteous manner
3. All complaints will be taken seriously and formally recorded, as to the nature of complaint and location and time (name and address or contact number will not be requested, unless provided)
4. A cross reference will be made of the location against the last previous check
5. If considered appropriate one of the organising team will visit the area of complaint
6. If the complaint is considered to be valid, the appropriate the site manager and the head of the sound team will personally visit the area complaint and make a decision as to the adjustment necessary
7. An instruction will then be sent to the sound stage to adjust the sound level and the attendees will only return to site once rectification has been made.
8. In the event of a complaint being considered unfounded, then the will attempt to make contact with the complainant and provide appropriate reasons. This will be added to the complaint log.

**4. Contact Details for the Premises Licence Holder or a nominated representative during the course of an event.**

Vincent Butler – Site Manager	telephone:	+44 (0)7884 181 336
	e-mail:	vbutler2007@hotmail.com
Sara Dutfield – DPS	telephone:	+44 (0)7786 260897
	e-mail:	sara.dutfield@gmail.com

**5. Noise levels from music and assessment methods shall be agreed in writing with the Licensing Authority no later than 14 days in advance of the event.**

*Defined as: 'sound systems shall be operated so residents nearby can use and enjoy their properties without being disturbed by excessive noise'.*

“Disturbance” by music can be subjective, according to preference for music style. Therefore, the criteria for assessment has previously been agreed with West Berkshire Council Environmental Health, as follows:

- Sound volume
- Clarity of sound
- Clarity of lyrical tune
- Bass / beat

The genre of music is not considered to be applicable in the assessment, unless the sound is distorted or the playing of such music causes offence.

- Swearing is not permitted or tolerated at any time. Any act will receive a single, final warning in the event of inappropriate language being used and if that warning is not respected, the act will be immediately terminated by the sound crew.

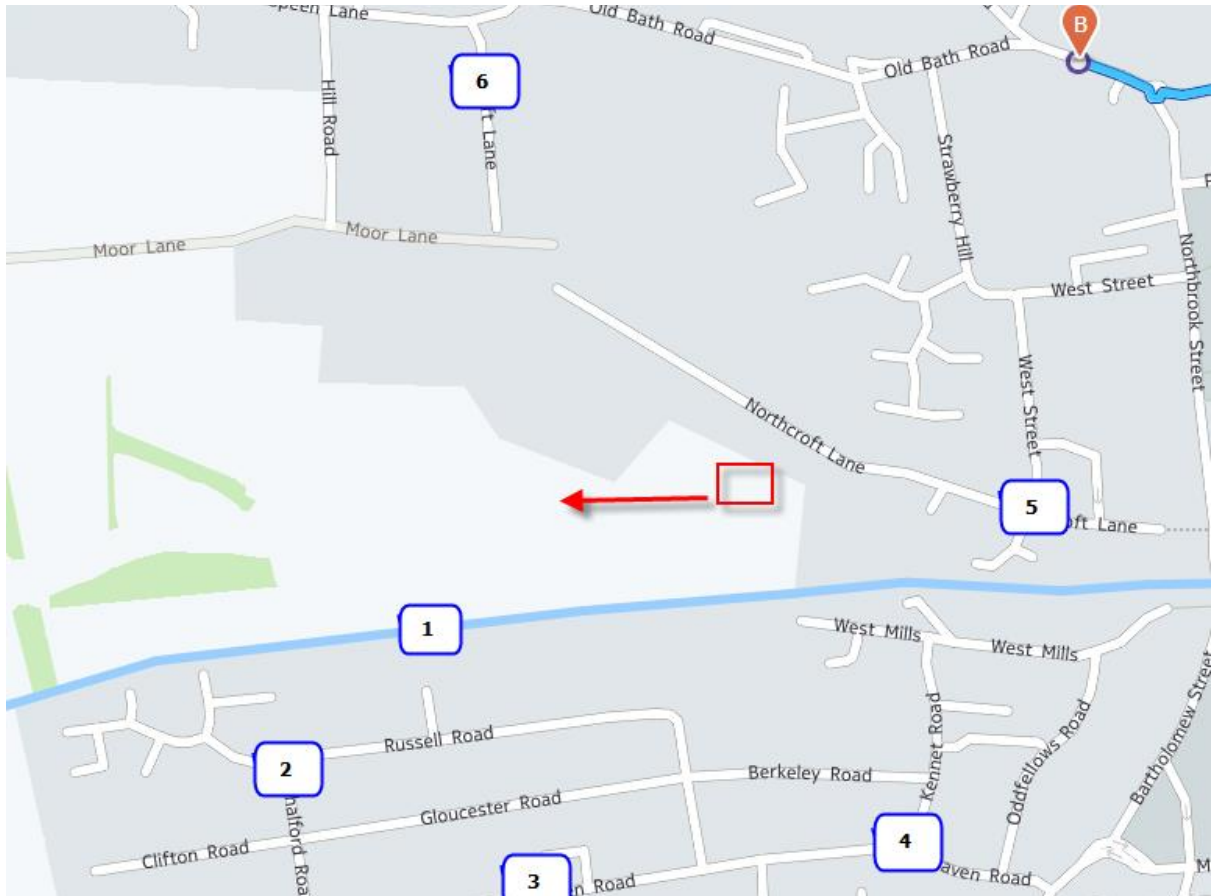
The check list on the final page of this document will be used to record the assessment of the sound at each location, according to the required frequency of check.

The DPS and Site Manager shall appoint a responsible person to assess and record details of assessments made, to ensure compliance. Each check will be signed and retained for review during and after the event.

6. Noise levels from music shall be assessed at locations to be agreed in writing with the Licensing Authority no later than 14 days in advance of the event.

The noise assessment locations will be tailored to the orientation selected during set up.

*Noise / Assessment Locations - Layout / Orientation 1: (Dry weather only)*



#### *Assessment Points*

- 1: Monkey Bridge*
- 2: Russell Road / Lipscombe Close*
- 3: Craven Road / Green Lane*
- 4: Intersection of West Street / Northcroft Lane*
- 5: Intersection of Craven Road / Kennet Road*
- 6: Croft Lane*



### **Action to be taken by the Event Organiser to monitor environmental sound disturbance.**

1. The monitoring of sound levels will commence from the commencement of sound checks at approximately 9.30am on the day of the event. During that time, the sound crew will check a range of sound types and also each piece of noise-producing equipment, including drums. Some of these tests are deliberately designed to check for ricochet effects from the surrounding buildings, as outlined in Section 2c. The noise assessor will guide the sound crew in order to ensure that these checks do not last for an unnecessary duration and are proportionate to the time of day.
2. During the event a periodic audit will be performed by the designated noise assessor within 30 mins of the specified check times, at the specified locations according to the plan
3. The assessor will listen to the emitted sound in the vicinity of the area and also check with local residents as to their interpretation of the sound levels
4. The assessor will also record the noise levels, using the portable acoustic monitoring device.
5. Based on the assessment, a decision will be taken whether to adjust the sound levels at that time.
6. Should there be any discrepancy in the interpretation of the sound levels or environmental feedback, the DPS or his/here delegate will make the final decision. The protocol will be to reduce the sound levels.
7. A recheck will be performed in order to ensure that this actions have been successful in mitigating the environmental disturbance.

**In the unlikely event that the DPS considers it necessary to suspend the event or stop the music from either the sound stage or the acoustic music marquee, the execution of this action will be supported by the security team and logged accordingly.**

### 5. Newbury Real Ale Festival Noise Check list

Date: 14<sup>th</sup> Sept 2019

	<i>Location 1</i>	<i>Location 2</i>	<i>Location 3</i>	<i>Location 4</i>	<i>Location 5</i>	<i>Location 6</i>
<i>Street Name Name of Reviewer Assessment</i>						
<i>11:00 Sound check</i>						
<i>Prior to event / 1<sup>st</sup> act</i>						
<i>Act 3</i>						
<i>16:30pm / New Act</i>						
<i>18:00 / New Act</i>						
<i>20:00 / New Act</i>						
<i>21:00</i>						

**Assessment Key: OK – acceptable  
Taken**

**? – Questioned**

**X – Action Requested**

**V – Action**

2. 14th September 2021

Sara Duffield

**Public Protection Partnership  
Environmental Health and Licensing**  
West Berkshire District Council  
Council Offices  
Market Street Newbury  
Berkshire RG14 5LD

**Our Ref:** 21/02257/EP\_A2

**Your Ref:** \*

**Please ask for:** Russell Davidson

**Direct Line:** 01635 503242

**Fax:** 01635 519172

**e-mail:**

Russell.Davidson@westberks.gov.uk

Dear Sara,

**Re: Noise From Newbury Real Ale Festival  
Land Between Northcroft Leisure Centre & Newbury Cricket Club, Northcroft  
Lane, Newbury, Berkshire, RG14 1RS**

I write to express my concern with the recent running of the above event.

As you are aware a site meeting was held with your sound technicians (Richard Milner – who advised that all the noise management was contracted to another Company – of whom James Hollamby was responsible for) on the day before the event to run through the monitoring and noise level requirements. A noise level of 65 dB LAeq 15mins at the flats towards the rear of the site was agreed. The sound technicians would also undertake their own monitoring and this would be logged. We exchanged telephone numbers so any problems that occurred during the event could be quickly rectified. These are all requirements in your Premise Licence.

On the day of the event I met with James at around 6pm and had a look through the log which looked fine. I then proceeded to undertake monitoring in the agreed position. The band 'Hells Bells' were playing. After 10 minutes I stopped recording as the level was 71 dB A. I then contacted James in order to get the levels reduced. Although a reduction in noise levels was eventually achieved the compliance level of 65dB A was never reached.

Following this I entered the site again at around 7.30pm and went to speak with James and the rest of the sound technicians. I expressed my concerns and frustrations sternly to them and again told them the noise limit that must be achieved. They apologised and agreed with my request.

A gap of around one and half hours then occurred before the final band started just after 9pm. I did contact James to find out what was happening but did not receive a reply. Various instruments were tested during this time, although short in duration it was extremely loud.

The final band 'Reef' started playing just after 9pm. Monitoring showed a level of 77dB LAeq after 10 minutes. This level was totally unacceptable especially after having spoken to the technicians beforehand. I contacted James to advise this and

no reply was received. I then decided to go to the site to speak with yourself as the general manager/DPS. I spoke with security at the entrance advising that I needed to speak with yourself regarding the excessive noise levels. They advised that they would get in contact with you via the radio. I received a message back from them explaining that you were busy and that I was not allowed onto the site.

I then returned to the monitoring position and recorded the noise levels until the event finished just after 10pm. Recordings show the noise levels were between 70 to 76 dBA.

5 noise complaints have been received following the event, one of which was over 2km away from the site. Could you advise whether any complaints were received to the event directly and what action was taken? Please could you also submit the written logs of the noise checks undertaken by your sound technicians.

Your Premise Licence contains conditions which must be complied with and the Council are now investigating all the various enforcement options.

I would appreciate any comments you may have regarding the above points.

Yours faithfully

*Russell Davidson*

Russell Davidson  
Senior Scientific  
Officer

**PUBLIC PROTECTION PARTNERSHIP**

**A SHARED SERVICE PROVIDED BY BRACKNELL FOREST COUNCIL, WEST BERKSHIRE DISTRICT COUNCIL AND WOKINGHAM BOROUGH COUNCIL**

3. 17th September 2021

Russell Davidson Senior Scientific Officer

Public Protection Partnership Environmental Health and Licensing West Berkshire District Council Council Offices

Market Street Newbury RG14 5LD

RE: NEWBURY REAL ALE FESTIVAL 2021

Newbury Real Ale Festival Northcroft Lane

Newbury Berkshire RG14 1RS

Dear Russell

I write in response to your letter dated 14th September 2021 and in respect of the recently held Newbury Real Ale Festival and specifically dealing with noise matters. The event organisers take the details extremely seriously and apologise unreservedly for any inconvenience that may have been experienced by the residents of the local community.

As you are aware for the 2021 event, the organisers contracted the sound and stage arrangements to UK Stage Events and James Hollamby was responsible for sound monitoring on the day itself. You met with James on the Friday (as you note) and the means and location of monitoring, as well as the noise levels were agreed. UK Stage Events had suitable qualified people on site to undertake that monitoring and this was undertaken through the event. I have attached the noise monitoring logs undertaken, including actions taken.

It has been independently confirmed to me that reductions to sound levels were made on several occasions as a result of your feedback, including during Hells Bells. The sound was reduced over the course of a song to ensure there wasn't a sudden significant adverse change to the sound quality.

The gap between the final two bands was a result of a power issue on site, which took a significant time to overcome. It is acknowledged that 'Reef' therefore started at 9pm. This did unfortunately mean that some people had left the event and the amount of people in the crowds was less than expected. It also meant that Reef's set was truncated extensively to comply with the 10pm curfew of the festival, as specified by the license. Both Vince Butler (one of my fellow organisers) and I separately monitored the progress of set and were in radio contact with each other and the sound crew to make sure this happened. Both of our watches indicated that all music stopped completely at 21:57.

It is fully accepted that during Reef's set up some bursts of loud noise were emitted for a very short time, this was done whilst the gain on each of the channels was reset and stopped as quickly as possible. During the performance, the sound crew made every reasonable effort to keep within the agreed boundaries. These actions were witnessed by Vince who can testify to the actions performed by James and the team and can be shown on the monitoring logs. They even tried to bring the sound further below agreed levels to compensate for the reduction of spectator body mass and cloud cover which would normally absorb environmental noise. The delay to the final act also caused an extended period of silence and this may have given reasonable expectations to those not at the event that all noise had ceased.

During Reef's set up and performance The UK StageEvents crew were battling against unforeseen serious technical issues and they adjusted the main sound system as far down as it possibly could go without causing the sound system to collapse. You will see from the logs that this was a continuous process throughout their set and resulted in the agreed levels being reached prior to their set ending.

I was not made aware at any point that you had tried to come onto the site whilst Reef were playing, nor that you had asked to speak to me. I can confirm that at no point were the security team instructed that you should be refused entry. To the contrary, I had instructed them when I saw you earlier in the day that, as a statutory body representative, you must be allowed entry at any point. The message you received about me being "busy" was not one that came from me

or any of my team and I will be contacting them accordingly to ask for an explanation. Furthermore, in the Noise Management Plan submitted to WBC, the personal phone numbers of myself, Vince Butler and Richard Milner, were all specified in order to provide a mechanism of direct contact at any time.

I do understand that you had sent a text message to an employee of the Council who was on site as a customer and that she replied to you at around 21:40 asking if you wanted one of the organiser team to come and tell security to let you in, which you declined. I saw her shortly afterwards and she told me you had tried to enter earlier to speak to me but that you had subsequently left. This was the first time I was aware of any noise problems.

In terms of complaints we received no calls or text messages to the hotline phone held on site and have had nothing since via that means.

We did receive a single email from a resident in Greenham which arrived after the music had finished. The email complaint related to the noise levels and also the use of fireworks in the local Greenham area by another event. I replied to the individual on Sunday morning apologising for any disturbance, explaining the final band has started slightly late due to technical difficulties but that we had turned all music off by 10pm and clarifying that we did not have any fireworks. I thanked her for her email and the feedback and said we would be speaking to the Council's EHO team and looking to make improvements for next year.

Whilst it is undisputed that the Council has received noise complaints we would like it noted that there were other noise sources in the local vicinity on Saturday evening. Once the crowds had left the team were clearing up and rock music could be heard from the market place. The email we received from the resident in Greenham also confirms that there were other sources of noise and fireworks continuing beyond the time we had closed.

My fellow organisers and I volunteer to organise the Newbury Real Ale Festival for the benefit of the local community and were delighted that we were able to resurrect the event and make 4500 people smile throughout the day. We are acutely aware of the requirements of our licence and have sought to bring in competent and suitable qualified experts to ensure that we meet those requirements.

The resumption of music after a prolong period may have caused inconvenience in its own right and, in hindsight, a lower level could have been set by our team for the short period beyond our originally planned completion time.

At no point did the organising team or any of its staff deliberately seek cause any nuisance as a result of the event and the noise levels were, at all times, adjusted to meet the agreed levels.

We are disappointed and upset that the expectations of WBC have not been met on this occasion and are already looking at ways in which improvements can be made in 2022.

We would like to work with you and your team to ensure this does not happen in the future and would request a meeting to discuss further the measures we can put in place to do that.

Yours sincerely,

Sara Dutfield

On behalf of Newbury Real Ale Festival

Noise Level Record: - Newbury Real Ale Festival – 11/09/2021

Time:	Position in field:	Level:	Actions:
12:27	Front Of House	78db	None Required
12:36	Back of Field	42db	None Required
1:20pm	Front Of House	80db	None Required
1:25pm	Back of Field	43db	None Required
2:15pm	Front Of House	82db	None Required
2:25pm	Back of Field	45db	None Required
2:48pm	Back of Field	48db	None Required
3:18pm	Front Of House	91db	None Required
3:32pm	Back of Field	55db	None Required
4:05pm	Front Of House	93db	None Required
4:12pm	Back of Field	57db	None Required
5:05pm	Front Of House	95db	None Required
5:12pm	Back of Field	60db	None Required
5:38pm	Back of Field	63db	None Required
6:20pm	Front Of House	98db	None Required
6:38pm	Back of Field	68db	Sound Levels reduced by FOH Engineer
Levels to be re-checked during performance.			
6:51pm	Back of Field	66db	New sound level reported to FOH Engineer for a further reduction.
7:08pm	Back of Field	65db	None Required
9:15pm	Back of Field	74db	Sound Levels reported to "Reef Guest Engineer" and asked to reduce levels and further tests to be carried out.
9:28pm	Back of Field	69db	Stage guitar/bass amps and "on stage levels" requested to be lowered to allow further reduction of FOH Sound system
9:42pm	Back of Field	65db	None Required.
10:01pm	-----	-----	----- END OF ENCORE & SHOW -----

Operative Name: Chloe Johnson . Position: Volunteer . Sound Level Meter: AZ  
 Instrument AZ8922 S/N 3125507 .

**Images From Notes on the Day:**

Newbury 11/9/21

Time	Position	level
12:27	FoH	78db
12:36	BACK	42db
1:20	FoH	80db
1:25	BACK	43db
2:15	FoH	82db
2:28	BACK	45db
2:48	BACK	48db
3:18	FoH	91db
3:32	BACK	55db
16:05	FoH	93db
4:12	BACK	57db
5:05	FoH	95db
5:12	BACK	60db
5:38	BACK	65db
6:20	FoH	98db
6:38	BACK	68db
6:51	BACK	60db
7:08	BACK	65db

11/9/21

Time	Position	level
9:15	BACK	72db
9:28	BACK	69db
9:42	BACK	65db
<hr/>		
10:01	GND inc	
	ENCORE	



