

# Producing a Noise Management Plan



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# Producing a Noise Management Plan



Managing noise is essential to reduce impact from deliveries, collections and servicing, especially at quieter times of day. There are various measures that can be used to minimise noise, from the use of quiet vehicles and equipment to training, better awareness and behaviour. A Noise Management Plan (NMP) can be implemented and followed, detailing what methods will be taken to mitigate noise and reduce disruption from deliveries.

## What is a Noise Management Plan?

Noise Management Plans provide information on the noise issues likely to arise from deliveries and servicing, and details proposed methods of dealing with them. The aim of an NMP is to assist businesses, regulators and local residents to understand how noise impacts will be managed and controlled by setting out the procedures that will be adopted to demonstrate compliance.

An NMP can save time for both the regulator and a business when responding to problems.

## Why is one needed?

A plan demonstrates your commitment to ensuring customer service levels can be maintained and deliveries managed responsibly for the local community.

A well-prepared NMP can avoid noise-related issues for residents and others affected by showing the reasonable measures a business would employ to reduce the noise impact from its operations. By doing so, an NMP can save time for both the regulator and a business when responding to problems as it helps to provide effective, remedial measures should noise problems arise.

## Who is responsible for producing it?

The plan should be completed by businesses and their suppliers. It is important to ensure that operational requirements, noise impact risks and potential for change are discussed. A collaborative approach is necessary to do this.

## What should it contain?

An NMP will typically contain information detailing the measures being undertaken to minimise noise. This information is usually compiled as a document, with both written and electronic copies readily available. It should include:

- A statement of intent explaining why a change of delivery time is required (if necessary) and details of the environmental and commercial benefits
- Details on any baseline noise assessment undertaken
- A declaration or commitment to follow good practices to ensure minimal negative impact e.g. TfL Code of Practice for quieter deliveries (CoP)
- Reference to any other work practices or quiet equipment that will minimise noise
- Details of any mitigating actions to reduce noise
- Details of any due diligence to ensure noise impact is continuously minimised
- Stakeholder engagement and how complaints/correspondence from residents and local authorities will be addressed, recorded and actioned after the site is retimed
- Proposed monitoring periods to ensure deliveries are following the good practices

# How to use an NMP

For an NMP to be most effective it has to be implemented correctly. People responsible for deliveries must be made aware of its content, its importance and become familiar with its requirements. It is suggested that there is a custodian for the NMP. This individual can coordinate meetings with internal staff to raise awareness of the NMP and what must be done to follow its measures correctly.

If a company employs third party logistic operators to deliver to its premises, they too must comply with the noise minimisation measures. It will be the responsibility of the NMP owner to inform any operators and suppliers of its existence and what they must do to comply with it. Training staff and contractors on the methods and measures to be employed is most efficiently achieved if the plan has a custodian, such as the logistics manager.

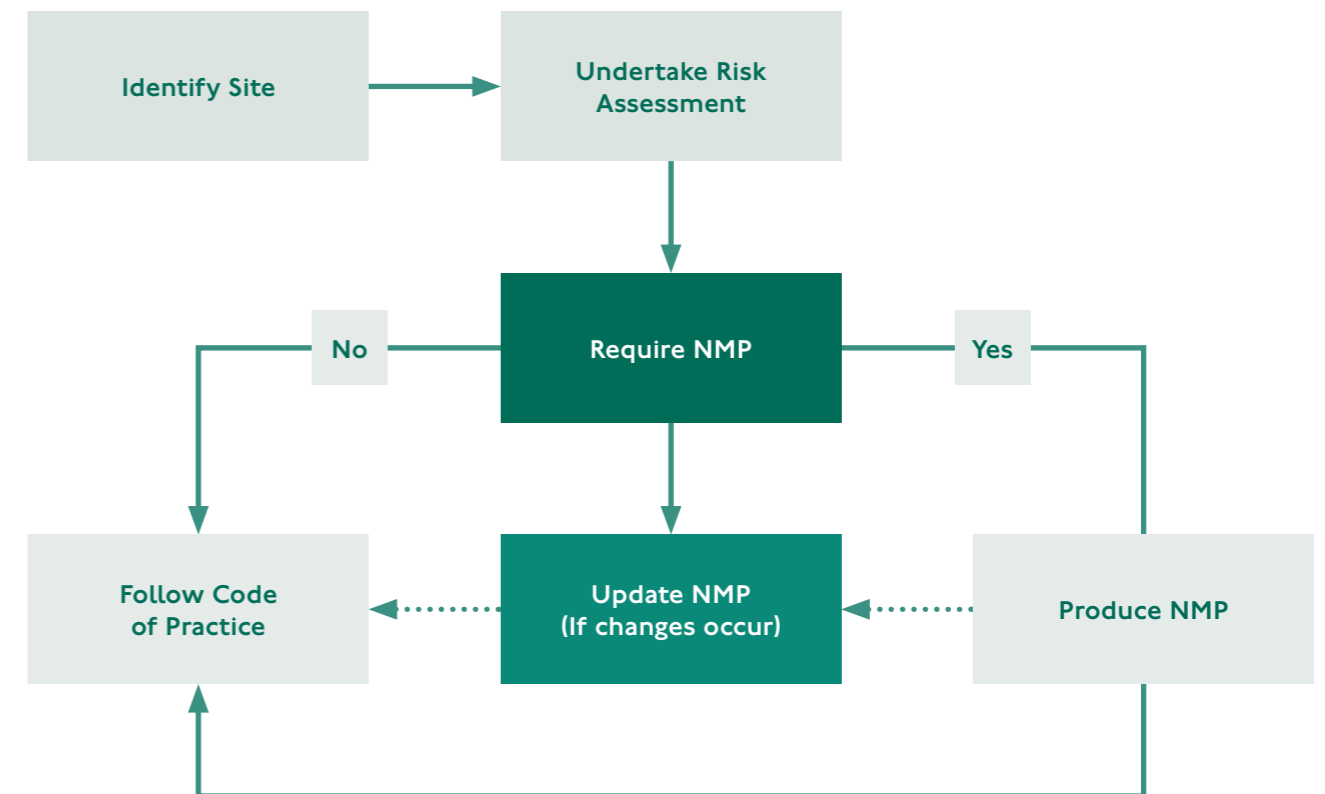
The NMP should detail the number of operational and delivery procedures that take place. Measures to reduce noise impacts are then based on these procedures. If procedures change, the NMP must reflect this so it remains up-to-date and accurate. NMPs must therefore be regularly audited and updated. This is central to demonstrating an ongoing commitment to preventing disturbance.



**Identify site:** An NMP is site-specific so identify where you wish to change delivery times. Produce an NMP for each site if circumstances are different at several locations.

**Undertake risk assessment:** Your risk score will determine the amount of information required in your NMP. The greater the risk of possible disturbance, the more detailed your NMP will need to be.

Flow chart showing the steps to create, implement and use an NMP



**Produce NMP:** The NMP should contain the information listed in this guidance.

**Follow Code of Practice:** Good practice measures set out in a Code of Practice or agreement must be followed whether an NMP is required or not.

**Update NMP:** If any issues or changes occur to the site, the delivery, or the measures used to mitigate noise impacts, the NMP must be updated.

# Template – Noise Management Plan

## Organisation details

Company name and head office address	Input company details even if different to site details
Time of assessment	Name: Email: Phone: Input details of contact who will oversee NMP

## Noise management measures

This section will contain the following NMP information:

- Statement of intent
- Details of any baseline noise assessment undertaken
- Declaration to follow TfL code of practice and which sections apply
- Details of any work practices or quiet equipment that will minimise noise
- Details of any due diligence to ensure noise impact is continuously minimised
- Details of how complaints/correspondence will be dealt with
- Details of monitoring to ensure CoP and other measures set out are being followed
- Details of stakeholder engagement, including residents

## Specific site information

Address	Input site address		
Current delivery time		Proposed time	
Attach plan and aerial photograph	Include site plan – this can be taken from google maps		
Attach details of land use planning condition	Attach details of Environmental Noise Abatement Notice	Attach details of local voluntary agreements in place	Attach details of other restrictions e.g. road/loading times, site access restriction
<input type="checkbox"/> Tick if applicable	<input type="checkbox"/> Tick if applicable	<input type="checkbox"/> Tick if applicable	<input type="checkbox"/> Tick if applicable
Attach further information	Any detailed processes or other supporting documents		

# Noise Management Plan (Basic Example)

## Organisation details

Company name and head office address	Company A, 101 Church Road, London
Contact details	Name: Email: Phone:

## Statement of Intent

More than 90% of freight in London is transported by road, and this is particularly evident in the morning peak in the Church Road area (07:00-11:00) where delivery and servicing vehicles add to local traffic.

By avoiding these times, our supplier's vehicles can avoid the most congested times and operate more efficiently. This will help to reduce the risk of collisions, particularly with commuting cyclists and pedestrians .

To ensure the quietest possible delivery operation we will follow the TfL Code of Practice for quieter deliveries to ensure there is minimal negative impact to our neighbours.

An independent noise assessment has been carried out and recommendations made. We have invested in quiet materials, equipment and technologies (including rubber matting and rubberised wheels) to assist with completing deliveries.

We will train our receiving staff and suppliers using the TfL quiet delivery training pilot.

We will not allow glass and waste collections at the most sensitive times.

We will instruct our suppliers to follow the TfL code of practice and work under the direction and supervision of the Usher team when on site.

A follow up assessment will be conducted at 6 & 12 month intervals.

## Specific site information

Address	101 Church Road		
Current delivery time	08:00-19:00	Proposed time	22:00-07:00
Attach plan and aerial photograph	PDF attached		
Attach details of land use planning condition	Attach details of Environmental Noise Abatement Notice	Attach details of local voluntary agreements in place	Attach details of other restrictions e.g. road/loading times, site access restriction
<input type="checkbox"/> Tick if applicable	<input type="checkbox"/> Tick if applicable	<input checked="" type="checkbox"/> Tick if applicable	<input type="checkbox"/> Tick if applicable
Attach further information	Attached noise assessment, training manual and signed copy of a Code of Practice		

# Site Risk Assessment Form (Example)

## Risk assessment (example)

Criteria	Risk Score	Site Score
<b>Proposed retiming hours</b>		
Night time hours (23:00 - 07:00)	6	6
Day time (07:00 - 23:00) Sundays and Public holidays	3	
Day time (07:00 - 23:00) Monday to Saturday	0	
<b>Number of deliveries during proposed retiming</b>		
More than three	6	6
Two to three	3	
One	0	
<b>Time taken for the delivery or deliveries</b>		
More than 30 mins	6	
20 - 30 mins	3	
Less than 20 mins	0	0
<b>Proximity of residents, dwellings, schools, hospitals etc</b>		
Structurally adjoining	6	
In close proximity	3	3
In the vicinity	0	
<b>Noise control measures</b>		
None / very few	6	
Suitable informal controls	3	
Noise management plan and use of quiet technology and equipment	0	0
<b>Existing delivery noise management</b>		
Low – no controls, poor compliance history, history of complaints	6	
Moderate – Informal controls, few complaints	3	
High – Well prepared NMP, no or very few noise complaints	0	0
<b>Total Score</b>		15

## Risk rating

Risk Rating	Suggested Action	Risk Score	Site Score
Low	Implement Change	< 10	
Medium	Implement Change with mitigating plan in place	10 - 20	✓
High	Formally apply for change to Local Authority	> 20	

## Further information and guidance

Visit [www.tfl.gov.uk/retime](http://www.tfl.gov.uk/retime) for more information and advice on changing delivery and servicing times.

### Note

This document is a good practice guide and is not intended to replace relevant professional and legal advice. Please consult the appropriate authority for specific situations.

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