

NOISE MANAGEMENT PLAN

Proposed Coffee Shop with Drive-Thru

Waterloo Road Waterloo Huddersfield HD5 0AH

Prepared for: Cubic Expression UK Ltd
Planning Condition Discharge Document

August 2026
Page

Document Control

Item	Details
Document	Noise Management Plan
Development	Coffee shop with 68 internal seating, drive-thru and 19 parking spaces
Site	Waterloo Road/ Wakefield Road (A642), West Yorkshire
Client	Cubic Expression UK Ltd
Status	Planning Condition No4 Discharge
Date	August 2026
Revision	Rev 01

1. Introduction

This Noise Management Plan (NMP) has been prepared to address the planning condition requiring a site-specific scheme to control noise arising from the premises and to prevent adverse effects on nearby residents. The plan applies to the operation of the proposed coffee shop, drive-thru, customer parking, external areas, deliveries and waste activities.

The NMP is intended to provide a practical management framework rather than rely solely on fixed acoustic measures. It establishes operating procedures, staff responsibilities, delivery and waste controls, customer-noise controls and a complaint-response procedure.

2. Planning Condition

The planning condition requires that a Noise Management Plan be submitted to and approved in writing by the Local Planning Authority. The plan is required to detail measures to effectively control noise from all likely sources, including loud music and customer voices, customers using outside areas and leaving the premises, disposal of glass bottles, removal of waste and deliveries. The approved plan is to be fully implemented before use commences and operated in accordance with the approved plan thereafter.

3. Development and Noise Sources

The development comprises a 68-seat coffee shop with a drive-thru and 19 parking spaces. The site is positioned on/adjacent to the A642 Wakefield Road, an established highway environment. The main potential operational noise sources are:

- Customers arriving, parking, using the premises and departing.
- Vehicle engines, doors and normal vehicle movements within the car park.
- Drive-thru vehicle movements and customer interaction at the order/pick-up points.
- Customer voices in external areas, including any designated smoking area.
- Music or amplified sound from vehicles or customers.
- Delivery vehicles, unloading and associated handling.
- Movement of waste bins and waste collection vehicles.
- Glass bottle disposal.
- Fixed plant and building services, including refrigeration, ventilation and air-conditioning equipment.

4. Noise Management Principles

The operator will apply the following principles:

Noise will be managed at source wherever reasonably practicable.

External amplified music will not be permitted.

Staff will actively manage unreasonable customer noise.

Delivery and waste activities will be undertaken within controlled hours.

Equipment will be maintained so that abnormal or unnecessary noise is avoided.

Complaints will be recorded, investigated and used to improve operational controls.

The Site Manager will be responsible for day-to-day compliance with this NMP.

5. Customer Noise and External Areas

5.1 General customer behaviour

Customers will be asked to respect neighbouring properties, particularly during evening periods. Management and staff will intervene where customers are behaving in a manner likely to cause unreasonable disturbance.

The following controls will apply:

Clear signage requesting customers to keep noise to a minimum.

No external loudspeakers or amplified music.

Doors serving customer areas to be kept closed where practical when internal music is operating.

Staff to discourage shouting, excessive group noise and unnecessary vehicle revving.

Customers congregating outside for extended periods will be asked politely to disperse quietly.

Furniture in external areas will be managed so that it is not dragged across hard surfaces.

5.2 Smoking area / external customer area

Any designated smoking or external customer area will be managed as a controlled customer area. No external music will be provided. Management will monitor the area during operating periods and will respond to excessive voices or prolonged congregation.

5.3 Customer departure

During closing periods, staff will encourage customers to leave the premises quietly. Closing procedures will not involve external announcements, music or other unnecessary noise. Staff will monitor the car park where necessary, particularly during later operating periods.

6. Vehicles, Parking and Drive-Thru

Vehicle circulation will follow the approved site layout.

No customer queuing will be permitted on the A642 Wakefield Road as this access will be closed off.

Drivers will be requested to avoid unnecessary engine revving and excessive horn use.

Drivers will be encouraged to switch off engines where vehicles are stationary for an extended period and it is safe to do so.

Staff will monitor the site for unreasonable vehicle-related noise.

The drive-thru order system will be operated at the lowest practical volume consistent with reliable communication.

Drive-thru equipment will be maintained to prevent rattling, distortion or other abnormal noise.

7. Deliveries and Servicing

Deliveries will be undertaken using the designated servicing arrangements shown on the approved site layout. Delivery activity will be managed to minimise noise from vehicle manoeuvring, unloading and staff handling.

7.1 Delivery controls

Routine deliveries will be scheduled between 08:00 and 18:00 Monday to Saturday, unless otherwise agreed in writing with the Local Planning Authority.

No routine deliveries are proposed on Sundays or Bank Holidays.

Drivers will be instructed to switch engines off during unloading where practicable.

Drivers and delivery staff will be requested not to shout or use unnecessary vehicle horns.

Unloading will be carried out promptly and within the designated servicing area.

Where practicable, delivery cages/trolleys will use suitable routes and be handled without dropping or dragging goods. Any delivery vehicle generating abnormal noise will be reported to the operator and corrective action sought.

8. Waste and Glass Disposal

Waste handling is recognised as a potentially significant intermittent source of noise. The operator will therefore manage waste storage, internal movement and collection to reduce disturbance.

External bins will be stored within the designated waste storage area and kept closed.

Glass will be collected internally in suitable containers and handled carefully.

Glass will not be deliberately smashed or tipped from height.

External glass disposal will only take place during controlled daytime hours.

Waste bins will not be dragged unnecessarily across hard surfaces.

Waste collection vehicles will use the designated servicing arrangement.

Routine waste collections will be scheduled between 08:00 and 18:00 Monday to Saturday, with no routine Sunday or Bank Holiday collections unless agreed otherwise.

Staff will report damaged bins, loose lids or other sources of avoidable noise.

9. Fixed Plant and Building Services

Mechanical plant, including refrigeration, ventilation, air-conditioning and extract equipment, will be selected, installed and maintained to minimise noise. Where acoustic treatment is required by the detailed design or acoustic assessment, it will be incorporated before operation.

Plant will be maintained in accordance with manufacturers' recommendations.

Vibration isolation will be used where appropriate.

Loose panels, guards and components will be repaired promptly.

Plant will not be operated unnecessarily outside normal operating requirements.

Any abnormal increase in plant noise will be investigated promptly.

10. Internal Music

Music, if provided, will be background music appropriate to a coffee shop environment.

No external speakers will be installed unless specifically approved.

Music will be kept at a level that does not result in unreasonable breakout through doors, windows or the building envelope.

Management will reduce or switch off music if it is contributing to a complaint or disturbance.

11. Staff Responsibilities and Training

The Site Manager will have overall responsibility for implementation of this NMP. All relevant staff will receive instruction on the procedures before commencing duties.

Role	Responsibility	Frequency
Site Manager	Overall implementation, complaints, monitoring and corrective action	Ongoing
Duty Manager	Daily checks and staff supervision	Each shift
All staff	Follow noise-control procedures and report issues	Each shift

Delivery staff/contractors	Follow delivery and unloading controls	Each delivery
Waste contractor	Follow agreed collection and handling procedures	Each collection

12. Noise Complaint Procedure

Any noise complaint received by the operator will be treated seriously and recorded in a Noise Complaint Register.

Record the date, time, source of complaint, contact details where provided and nature of the alleged noise.

Establish whether the premises was operating at the reported time and identify the likely source.

Undertake an on-site check where practicable.

Take immediate reasonable action to reduce the noise if it is attributable to the premises.

Record the action taken and outcome.

Repeated or substantiated complaints will trigger a management review of the relevant control measure.

13. Monitoring and Review

The Site Manager will undertake periodic checks of external customer areas, car park behaviour, drive-thru operation, delivery activities and waste handling. The NMP will be reviewed following any significant operational change, repeated complaint, change in servicing arrangements or introduction of new noise-generating equipment.

14. Noise Management Checklist

- ☐ External areas free from unreasonable customer noise.
- ☐ No external amplified music in use.
- ☐ Customer-facing noise signage in place and legible.
- ☐ Drive-thru equipment operating normally and at appropriate volume.
- ☐ No unnecessary vehicle revving or horn use observed.
- ☐ Delivery activity undertaken within approved hours.
- ☐ Waste and glass handled without avoidable impact noise.
- ☐ Bins stored securely and lids closed.
- ☐ No abnormal plant noise identified.
- ☐ Noise complaints, if any, recorded and actioned.

15. Management Commitment

Cubic Expression UK Ltd and the operator of the premises will implement this Noise Management Plan in full before the use commences and will operate the premises in accordance with the approved plan thereafter. The operator will ensure that staff and relevant contractors understand the requirements and that appropriate records are maintained.

16. Conclusion

This Noise Management Plan provides a structured approach to controlling the principal noise sources associated with the proposed coffee shop and drive-thru. The combination of controlled delivery and waste hours, customer management, drive-thru controls, restrictions on external amplified music, plant maintenance and a formal complaint-response procedure is intended to ensure that the development operates without causing an adverse impact on nearby residents.

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