

The Arc Centre for Outdoor Sport
West End Farm Avenue - Burgess Hill - West Sussex

Noise Management Plan – September 2025

1. Introduction

The 'Arc Centre for Outdoor Sport' is an outdoor facility situated on nine hectares of land to the west of Burgess Hill. It includes an Artificial Turf Rugby Pitch, Artificial Turf Football Pitch, Pavillion and Car Park. It also has grass pitches adjoined, this forms part of a separate management contract. This document outlines the noise management plan for the use of the facilities.

2. Noise Management Plan

The following sections outline the noise management plan at the 'Arc Centre for Outdoor Sport.' The plan, to be implemented by the operator, Places Leisure has the purpose of applying best practice on site whilst minimising the adverse impact on residential quality of life.

3. Site Layout

The site has been built to minimise the impact of noise; the car park is located close to the main road and will be the furthest point from any residential space. Trees and earth mounds are strategically placed to provide security and offer a level of sound protection from the site. In addition, sections of acoustic fencing are installed in accordance with approved plans.

4. Opening Hours & Hours of Use

The opening hours of the facilities (and therefore the available hours for pitch hire) will be restricted to:

9am to 10pm Weekdays; and 9am to 8pm Weekends

- This will minimise noise of players and balls hitting the fencing in unsociable hours

The utilisation of the site is not expected to reach capacity, with peak times typically being 4pm to 10pm Weekdays, and 9am – midday Weekends.

In addition, some use of the site will also be restricted within these opening times:

- Grass cutting, tractor use, drag brushing and other maintenance requiring machinery will be undertaken between the hours of 8am and 7pm Monday to Friday
- 95% of deliveries to the site will be kept within the hours of 9am to 5pm Monday - Sunday
- Bin collections will occur after 9am
- There is no PA system installed on site

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Outside of hiring hours, the site will be secured and / or closed to discourage use of pitches out of hours. The natural turf pitches to the south of the site are open for public use in a similar manner to other recreation spaces in the local area, which will require monitoring should noise complaints arise. If necessary, goalposts and other equipment should be removed outside of the intended hours of use specified in the submitted acoustic report. There is no public or pitch lighting to the natural turf pitches which will discourage use in hours of darkness.

5. Participants/Supporter noise/Car noise

Signage is to be used around the site to encourage visitors to refrain from using excessively loud, raised voices, and to refrain from using foul language. It will be a term of condition for pitch hire that foul language is prohibited. Signage should also be used in the car park to encourage users to avoid any noise due to loud stereos or revving of engines.

Staff are to be briefed/trained on the noise management plan and a record kept showing that they have, and when; and for them to assist the police on noise and anti-social behaviour matters if necessary. Staff should discourage the use of raised voices where reasonably practicable, and actively discourage use of foul language, with support from an anti-social behaviour policy.

If the facilities are to be hired out to external users, conditions should be put onto the hire agreements to ensure that the facilities are used in compliance with this noise management plan, and anti-social behaviour policy, and should complaints be received during their period of use, they may be refused a future hire of the facility as a disincentive.

During times when there are games with large support (+100) these should be kept within the following times to avoid unfair loud noise in off peak times:

Weekday between 9am-10pm and Weekends 9-5pm.

Booking times are staggered as best possible to avoid car park exceeding capacity and creating excessive car noise, and there is a separate Car Park Management plan to ensure this is implemented.

During times when large numbers of cars would be entering or leaving the site at the same time, for example during a match event; the car park should be manned so that the visitors can be redirected to the Triangle and walk back via the available pavement. Events ending in the evening (after 21.00), should also be manned to support safe and quick clearance of the car park whilst avoiding high noise levels associated with vehicles revving and horns sounding, when ambient noise levels are otherwise lower.

6. Pavillion

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The pavilion offers only changing rooms and the risk to loud noise in this area is low. As an informative note, mechanically assisted ventilation to the pavilion would remove the need to open the doors for cooling and ventilation purposes, thus allowing them to be kept closed. There is no other plant that causes any risk of heightened noise.

7. Continued upkeep

The facilities should be regularly checked for damage, particularly to any acoustic barriers which could lead to higher noise levels at the residential properties. All pitch fencing have noise suppression isolators installed to reduce noise from balls impacting fencing which will be checked on a regular basis. This includes the perimeter fencing mounds, and trees on the boundaries of each area, which if damaged, could result in raised noise levels (for example from impacts of balls on them).

A review of the noise management of the site operation will be undertaken every 6 months or following any justified complaints. If appropriate, the noise management plan will be updated, with assistance from a suitably qualified acoustic consultant if necessary.

8. Complaints

A formal complaints procedure is to be put in place, with a designated phone number and email address that can be contacted during periods of operations and made known to residents that live in the vicinity who may be affected by the noise from the facility during its operation. If a complaint is received, the operation should be checked that it is operating in accordance with the noise management plan, and the specific details of the complaint should be recorded and along with the steps taken to resolve or investigate the matter. At least an annual meeting/survey should be held with residents to see how things have been, and potentially more regularly if issues are identified.