Attachment 7
Social Impact Reports and Management Plans

Licensed premises development – social impact reports and management plans

To help assess the effects of proposed licensed premises development, a social impact report or management plan may be required. What these documents are, when they are required and what they should include is provided below.

Social impact reports for licensed premises

What is a social impact report?

A social impact report outlines what impacts will result from a proposed licensed premises development and how they have been addressed by the applicant. These impacts can be positive as well as negative. A positive impact can be the opportunity for people to access entertainment provided in hotels and clubs. A negative impact could be anti-social behaviour of the patrons of licensed premises.

When is it required?

Chapter F3 Licensed Premises of the Woollahra DCP requires a Social Impact Report to accompany:

▶ DAs for licensed premises

▶ applications to extend trading hours or increase the maximum number of persons permitted in a building

▶ applications to review conditions to extend trading hours or increase the maximum number of persons permitted in a building

Information to be included in Social Impact Reports

A Social Impact Report must include:

▶ details of nearby community buildings, facilities or areas

▶ details of any consultation undertaken prior to the application being made with:
  − the occupiers of surrounding land
  − relevant community and business groups
  − Eastern Suburbs Police Area Command
  − NSW Health

and details of who was consulted, the method of consultation and any issues raised

▶ the outcome of consultation, i.e. were you able to resolve issues, concerns or objections raised and any intended future consultation

▶ the proximity of nearby licensed premises, their trading hours and capacity

▶ the positive social impacts of the development

▶ measures proposed to mitigate negative social impacts

Management plan guidelines for licensed premises

What is a management plan?

A management plan is a written commitment by an applicant involving licensed premises. It contains measures to control the external effects of the operation of licensed premises on the community on a day to day basis. The measures included in the plan are aimed at:

▶ protecting the amenity of surrounding residential and other sensitive uses, and

▶ protecting the wellbeing of patrons and staff

When is a management plan required?

Management Plans are to be submitted for DAs (and other related applications) for applications involving licensed premises with a 'high risk rating'. The risk rating of licensed premises is shown in the following table:

Risk Rating of Licensed Premises		
Type of licence	**Location/zone**	**Risk rating**
Hotel or General Bar, packaged liquor, clubs irrespective of their capacity	Anywhere	**HIGH**
On-premises, producer/wholesaler, limited with a capacity of 100 or more patrons.		
Any licensed premises	R2 and R3 zones	**HIGH**
On-premises /small bars	B1	**HIGH**
	B2, B4, SP3 and RE1	**LOW**
Small bars, on-premises, packaged liquor, producer/wholesaler, limited with a capacity of less than 100 patrons	B2	**LOW**
Note: Outdoor seating is included in calculating patron capacity		

Management Plans need to be reviewed as part of the review of consent conditions which:

► provide for an extension of trading hours
► permit an increase in the number of persons permitted in a building (including outdoor areas)

The preparation of management plans may be imposed as a condition of development consent for licensed premises irrespective of its risk rating.

Information to be included in a management plan

The following information is to be included in a management plan:

Venue details

► the type of licence under the *Liquor Act 2007* in respect of the premises, details of the licensee and the terms applying to the licence and to the development consent
► details of the maximum number of patrons to be permitted on the premises, including consideration of patron capacity to each specific area
► consideration given to address patron capacity in each specific area and patron ingress and egress likely to have a greater impact on the amenity of the surrounding community.

Music and noise attenuation

► details of the provision of music including the frequency and hours of entertainment of live bands, live music (DJ), amplified music and any other forms of entertainment
► noise attenuation measures (if applicable) – see also the Noise Attenuation – Checklist below
► details of staff closing procedures designed to minimise the risk of noise or disturbance being caused to residents including consideration of patron ingress and egress to reduce impact on the amenity of the surrounding community
► surveillance of smoking areas to avoid the excessive emission of noise, and to facilitate the responsible disposal of cigarette butts
► appropriate signage requesting patrons be mindful of the neighbourhood in leaving the premises and area quietly.

Other amenity considerations

► lighting within the boundaries of the site and lighting in external areas to discourage loitering when patrons leave the premises
► general rubbish storage and removal arrangements including hours of pick up
► bottle storage and removal arrangements including hours of pick up
► to prevent the disturbance of the amenity in the area deliveries are to be regulated to occur during approved operational hours only
► details of the management of patrons who are smoking.

Security, safety and crowd management

► details on how the number of patrons entering and exiting the premises will be monitored and recorded. This is to be done on an hourly basis when more than 100 patrons are present in the venue. For example, patron numbers may be recorded using a hand held tally/population counter (commonly referred to as clicker). Recordings of patron numbers will be kept at the premises for Council or Police checking compliance as required
► security arrangements – number of security staff, frequency of patrols and electronic surveillance systems inside and outside the premises

- handling large groups of people during peak trading periods, e.g. queuing of people wanting to access the premises
- details of the House Policy on how violence, anti-social behaviour and crime will be dealt with through the responsible service of alcohol and the promotion of the House Policy to patrons and staff
- the monitoring/control of patron behaviour within and outside the premises particularly at closing time
- availability of parking, public transport and any courtesy transportation and the means of increasing the awareness of patrons of transportation options in order to assist with the efficient and orderly movement of people away from the premises

Handling of complaints and incidents

- a complaints/incidents handling system to record complaints/incidents and the response to such complaints/incidents
- response to such complaints/incidents.

Other

- staff training and Noise Management Plan updates. Increase and maintain staff awareness relating to noise management issues by inclusion in their regular training
- details of proposed special events.

Noise Attenuation - Checklist

For a licensed premises involving a:

1. Pub or registered club or other type of licensed premises with
   a) a capacity of 100 or more patrons and/or
   b) live or amplified music
2. "High risk" premises

the acoustic report must include responses to the following questions:

Noise Mitigation Measures	Applicant Response
1. What specialist sound insulation and other changes to the building structure have been incorporated to sufficiently control noise?	
Ventilation and access	
2. Which windows are opening and which are non-opening?	
3. What seals and glazing have been implemented?	

Noise Mitigation Measures	Applicant Response
4. Are there requirements for artificial ventilation?	
5. Have the entrance doors been fitted with self-closers?	
6. How will entrance doors, windows and other openings be closed to minimise noise disturbance?	
7. Will the venue use soundlocks? *Note: to be effective, the distance between the opposing sets of doors must be sufficient to enable one set of doors to be closed at all times.*	
8. How will management regulate the use of outside areas, and how will patrons be prevented from accessing these areas outside of approved hours?	
Amplification (if relevant)	
9. Where are the speakers located which will amplify music and other noise?	
10. How will speakers be mounted to reduce transmission through the building structure?	
11. Has a noise limiting device been installed to control amplified noise levels?	
12. What monitoring system has been established to demonstrate compliance with noise conditions? e.g. after 10pm an hourly check of music noise levels at specified locations	

Noise Mitigation Measures	Applicant Response
Rubbish, bottle and glass storage and removal	
13. **What arrangements are there for general rubbish storage and removal including hours of pick up consistent with the SWMMP? And what arrangements will be put in place to prevent the disturbance of the amenity in the area?**	
14. **What arrangements are there for bottle and glass storage and removal including hours of pick up consistent with the SWMMP? And what arrangements will be put in place to prevent the disturbance of the amenity in the area?**	