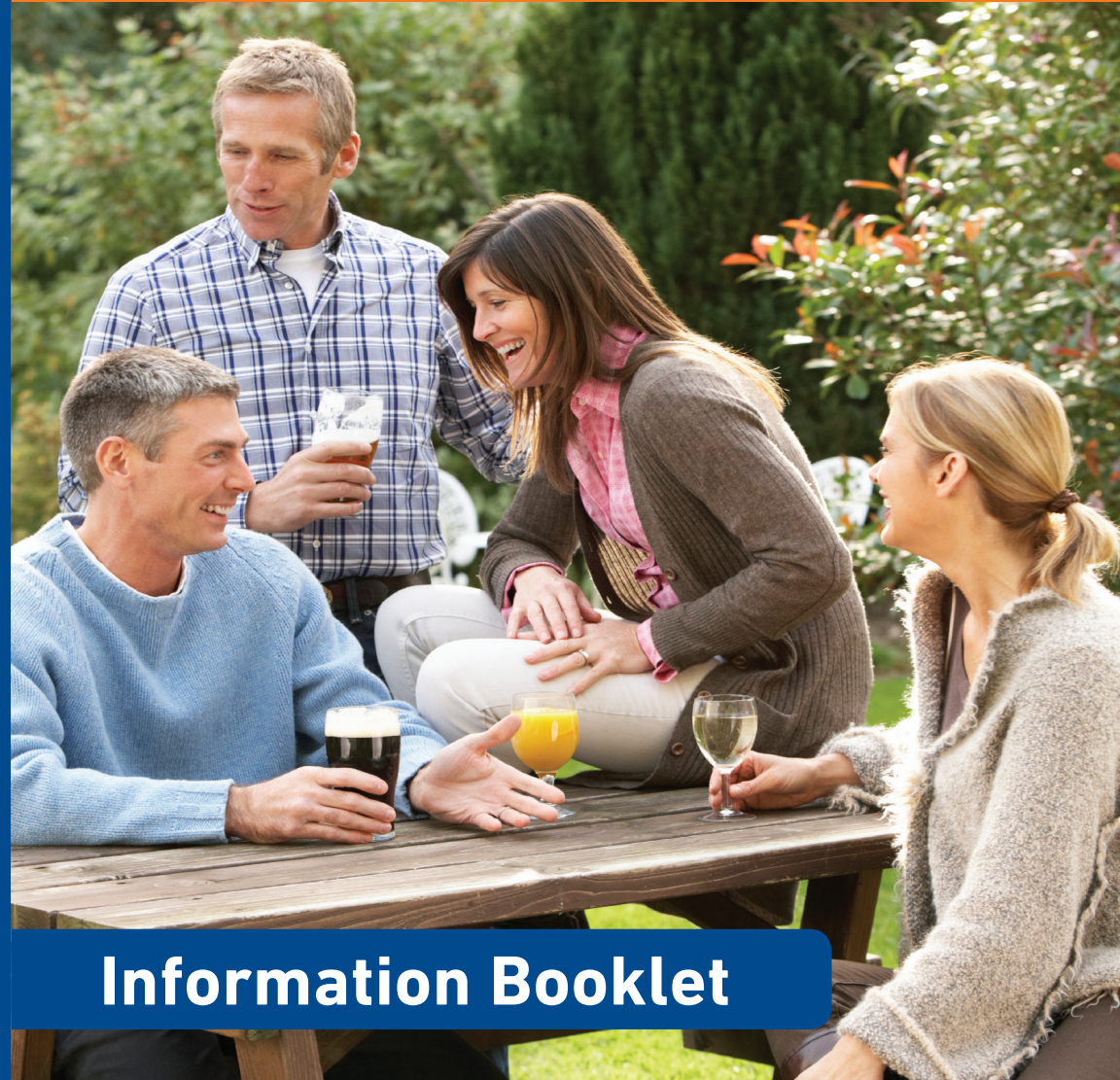




Maidstone Borough Council

# CARES: Community Aware Responsible Establishment Scheme



## Information Booklet

01622 602202

[www.maidstone.gov.uk](http://www.maidstone.gov.uk)



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## CARES - Information Leaflet

### Introduction

Thank you for supporting the Community Aware Responsible Establishments Scheme (CARES).

The scheme has been introduced to help licensed establishments reduce the risk of the public being impacted by noise. This in turn keeps the establishment responsible and neighbourly.

**CARES consists of an easy to use management toolkit that includes the following:**

- Blank Noise Management Plan
- Examples of letters you can send to neighbouring properties at risk of being effected by music events
- Guidance on reducing the risk of complaints
- CARES window sticker to advertise your involvement/commitment to the scheme
- CARES certificate that you can display within your establishment to advertise your participation in the scheme
- Complaints Log

CARES is a voluntary scheme for Licensees to sign up to. Maidstone Borough Council has produced this scheme to provide Licensees with the tools to manage their establishments in a responsible way and to improve their image within the community. The window sticker and certificate will show the public that the establishment is not just thinking about the business but also the community.

CARES aim is to provide establishments with the means to regulate themselves, to avoid any unnecessary visits from the local authority and to positively enhance their presence within the community.



## Noise Management Plan (NMP) Guidance

Included in this toolkit is a blank NMP for you to complete for your establishment. Please complete each appropriate section. It's important to identify every possible source of noise and to think of how to reduce the impact it will have on the community and also to make it work for your business. You will find further guidance and an example NMP in the toolkit.

### Complaints Log

A record of any complaint that you receive is to be added to the complaints log. This will help you to identify the areas that

need to be improved with regard to noise emitting from your premises. It is also helpful if Maidstone Borough Council receive any complaints as it shows good practices are being kept.

### Example – Letter to Neighbour

Also included in the pack is a blank letter to inform neighbours of up and coming music events. The blank spaces can be filled in or you can create your own letter and use this to assist you. If you require an electronic copy please email [enforcementoperations@maidstone.gov.uk](mailto:enforcementoperations@maidstone.gov.uk)

### Contact Information

If you require electronic versions of the documents or would just like to discuss the CARES pack, please contact [01622 602202](tel:01622602202) or [enforcementoperations@maidstone.gov.uk](mailto:enforcementoperations@maidstone.gov.uk) and a member of the Environmental Enforcement Team will be more than happy to help.

We hope this pack is helpful and easy to use. Maidstone Borough Council appreciates your efforts to reduce the risk of the public being affected by noise within the Borough.

