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Proposed Starbucks Drive-thru
Burrows Yard, Afan Way, Aberavon, Port Talbot. SA12 6LL

Date: 25 February 2026
Our Reference: 11897/NMP/JA/BL
Planning Reference: P2024/0339

Dear Robin,

Starbucks Drive-thru:

Afan Way, Burrows Yard, Port Talbot, SA12 6LL

We provide the following noise management plan (NMP) in relation to the granted Planning Application P2024/0339 for the Starbuck Drive-thru unit to be located at Burrows Yard, Afan Way, Port Talbot, SA12 6LL.

Condition 25 of the granted application states:

"Prior to the Drive Thru provisions at the A3 Use Class Unit hereby permitted being brought into beneficial use, a Noise Management Plan specifying noise control measures on how noise from the night time drive-thru operations (outside of the agreed store trading hours, as per condition 27) will be managed and details of how any noise complaints received by the Drive-Thru Operator will be recorded, investigated and responded to, shall be submitted to and approved in writing by the Local Planning Authority. The approved Noise Management Plan shall be fully implemented for the duration of the use of the site."

Condition 27 of the granted application states:

"The operation of the food store (Use Class A1) and a separate coffee shop with drive thru (Use Class A3), hereby permitted shall be limited to:

- (i) Store trading hours of: 0700 to 2300 hours;*
- (ii) Servicing: 0700 to 2300 hours; and*
- (ii) Drive-thru: Unrestricted.*

Reason: To protect the residential amenity of the locality, especially for people living and/or working nearby, in accordance with Policy EN8 and BE1 of the Neath Port Talbot County Borough Council Local Development Plan (2011-2026) Adopted January 2016."

Based on the above information the NMP presented within this document address the Drive-thru unit only, and the granted unrestricted hours of use.

The presented information is not intended to provide an assessment of noise impact. This has been previously undertaken by a separate consultancy (reference Sharps Redmore, Project Number 2321696).



Noise Management Plan

1. All staff and/or volunteers will receive appropriate training in the operation and processes of the unrestricted use of the Starbucks Drive-thru on at Burrows Yard, Afan Way, Port Talbot, SA12 6LL.
2. All staff will be issued with and follow the noise management plan. This is to be included in the Induction Pack of any new staff. The policy will be reviewed if/when required.
3. A complaint phone number and email address should be publicly displayed on the site and monitored by staff.
4. Where a noise complaint is received from the community, it should be directed to the store Manager or designated responsible person(s).
5. On receipt of a noise complaint, the Manager or other trained staff should investigate the cause in a professional and constructive manner. A log of all complaints must be kept by management for any review deemed necessary. When considered necessary, measures should be put in place to reduce the likelihood of the complaints reoccurring.
6. The store Manager or other trained staff should ensure that the complaint is investigated, and a response provided to the complainant within 10 working days. The response should include information on the investigations conducted and any actions taken as appropriate to minimise the impact. The response will be issued via email or letter, along with an accompanying phone call to ensure site and community relationships are upheld. The complaint and response will be logged appropriately within a complaints log form.
7. All permitted hours of use, noted in Condition 27, must be adhered to.
8. All staff will ensure that no levels of noise from customers visiting, Starbucks employees working, Starbucks contractors working, or any other similar site attendee will cause significant impact at the nearby dwellings.
9. All staff will ensure that no customer must exit their vehicle during the drive-thru operation. This is to ensure that the source of vehicle doors closing does not impact upon the noise climate during sensitive hours of use.
10. The talk-back speaker at the order point of the drive-thru could present levels of noise that have the potential to be audible across the area. If a complaint of this arises, appropriate parties should be contacted to reduce the level of noise emitted from the speaker system to an acceptable level. This would need to include the manufacturer/supplier of the talk-back system.
11. All staff should ensure that customers are served in a timely manner to reduce the time any vehicle is required to idle on the Drive-thru access route.
12. All staff should report any defect in any site equipment (external/internal) that may cause a noise impact at the nearby dwellings. Defective equipment can lead to noise that should not typically occur in equipment and must be reported to site management as soon as possible for servicing.
13. Any anti-social behaviour of customers is out of the scope of the site operations NMP. However, any anti-social behaviour that has potential to cause noise disturbance should be reported to the Police as soon as possible. This is to avoid any impact of noise at the nearby dwellings.