

To receive a report on the town loud speakers and consider any actions and associated expenditure.

Report to: Services Committee

Date of Report: 27/08/2026

Officer Writing the Report: Development and Engagement Manager (DEM)

Purpose of the report: To inform members of a scheduled system check of the Fore Street loud speaker system, including the proposed installation of an audio patch point on post RO10 outside Superdrug.

It also seeks members' consideration of the Christmas Lights 2026 Working Group's request to reconnect one of the disconnected speakers.

Pursuant Minute: Services Committee held on Thursday 30 April, Minute Number 15/26/27.

Officer's Recommendations:

Members are asked to consider the following:

1. To note the updates regarding servicing the Fore Street speaker system; and
2. To consider whether the previously disconnected speaker identified in Appendix A should be reconnected.

Report Summary:

At the previous Services Committee meeting, held on Thursday 30 April 2026, the Christmas Lights 2026 Working Group presented the Christmas Light Switch-On event specification.

The specification noted that a sound check/trial would be arranged with the loudspeaker system supplier, together with the resolution of any issues identified.

Subsequently, the DEM, working with the Christmas Lights 2026 Working Group, met with the supplier.

During this meeting, the supplier identified the need for an additional patch point at the top of Fore Street and recommended it's installation to improve the efficiency and flexibility of the system in preparation for the event.

The new patch point will be located on post R010, outside Superdrug. This will provide an easily accessible audio connection for events taking place towards the middle of the high street. It will also support the future delivery of the Christmas Light Switch-On events should the stage be located on Belle Vue Road in future years.

A further meeting with the supplier is scheduled for Wednesday 14 October 2026.

This will include a full sound check and the installation of the additional patch point. Subject to approval from members, the supplier will also re-attach the disconnected speaker.

The associated costs are working within the allocated budget set for the Christmas Light Switch On, 6591-6591 SE EMF Tree Maintenance.

For members consideration

Members are requested to consider the reconnection of a previously disconnected speaker located approximately midway along Fore Street. Details of the speaker's location are shown in **Appendix A**.

Please note that the timeline and reason for the disconnection of the speaker are as follows:

1. A complaint regarding noise from the speaker was received from a resident to the admin team in 2022. This was resolved by disconnecting the speaker on 21 December 2022.
2. The Services Committee received a request from Town Team to reconnect the speaker at its meeting held on 8 February 2024. The request was declined on the basis that residents had previously complained about the speaker.
3. The resident who initially complained became aware of the Town Team's proposal and emailed again to confirm that the speaker was not being reconnected. The resident also raised a further concern that they believed work had been undertaken to reconnect the speaker when the Christmas Lights were installed. This matter was investigated and resolved, with the resident being advised that this was not the case in 2024.
4. On Monday 21 September, 2026, the same resident emailed Saltash Town Council to re-iterate their strong objection to the speaker being re-instated.

Members are also asked to note the following provisions contained within the Town Council's Public Loudspeaker System Policy 2025/26, which are relevant to the use of the Fore Street speaker system and the potential impact on nearby residents.

Public Loudspeaker System Policy Extracts

<i>(Public Loudspeaker System Policy, Conditions of Hire – Planning, p. 2)</i>	“Users of the loudspeaker system should be aware when planning their event that there is residential accommodation in close proximity to Fore Street. Not everyone will enjoy musical entertainment and there may be a negative impact, which may lead to complaints. The event organizer is responsible for appropriate and effective noise management and control.” The policy states that the restrictions on loudspeaker operating times apply under the Town Council's Premises Licence, Appendix 2, Clause 2.4.3, relating to: “Prevention of public nuisance.” The loudspeakers may not be operated between 9.00pm and 8.00am.
<i>(Public Loudspeaker System Policy, Conditions of Hire – Planning, p. 4)</i>	“During the event users may be asked to reduce volume levels. If you are asked to reduce volume levels you should immediately comply with the request.” “The Town Council reserves the right to terminate a hire of the loudspeakers where conditions are not complied with and/or numerous complaints are received.” “Amplified live music should not be played continuously for more than an hour in a built up area.” The policy further states: “Users are asked to be mindful of this and ensure a break of a minimum of 15 minutes is applied.”
<i>(Public Loudspeaker System Policy, Conditions of Hire – Planning, p. 4)</i>	“Where future applications are received, consideration will be given to compliance with conditions, the number of complaints received and the applicants ability and co-operation in controlling noise levels from the event.”

In considering the proposal to reconnect the previously disconnected speaker, Members may wish to take into account both the intended operational benefits to the sound system and the policy provisions relating to the potential impact of amplified sound on nearby residential properties.

The Town Council's Communications Policy provides that consultation with residents may be undertaken where appropriate and, where possible and practicable, provides for multiple means of participation. The Public Loudspeaker System Policy also recognises the proximity of residential accommodation in Fore Street and the potential for noise-related complaints.

Signature of Officer:

Development and Engagement Manager

Appendix A



