

Appendix 4

Wigtox Lounge

33 SOUTH STREET, RAWMARSH, ROTHERHAM. S62 5RF

NOISE MANAGEMENT PLAN

Approved by Rotherham Metropolitan Council on 15th October 2025

Appendix 4

The Wigtox Lounge

The Wigtox Lounge is situated in Rawmarsh a suburb of Rotherham at 33 South Street.

The premises has the benefit of a Premises Licence numbered P1225 issued by Rotherham Metropolitan Borough Council.

The premises has operated in the past as a Working Mens Club but is now a Lounge Bar which runs ancillary to the provision of other activities, principally beauty therapies, coffee shop and ice cream parlour.

However the premises is surrounded by residential accommodation and many of the residents remember the adverse impact of the former use of the premises.

The Premises Licence permits supply of alcohol Sunday to Thursday 12:00 until 23:00 hours and Friday and Saturday 12:00 until 00:30 hours. The premises also has the benefit of licensable activities of films, live music, recorded music, performance of dance and late night refreshment. The premises owns an area to the front of the premises, but this is currently outside the Planning Permission Consent.

As the new operators we wish to ensure that we do not adversely impact the residents of the area or replicate the disruption they experienced via the previous operators.

The Noise Management Plan deals with potential noise nuisance arising on separate aspects of the premises operation and the restrictions with which it must comply.

Premises Licence

The Premises Licence contains a number of conditions which have to be adhered to, failure to do so will constitute an unlawful activity as prescribed by Section 136 of the Licensing Act 2003. The conditions are as follows:

Annex 2

1. Subject to condition 2, no person shall be admitted to the premises after 23:00hrs.

Appendix 4

2. Condition 1 will not apply to persons that were present in the premises at any point between 22:45hrs and 23:00hrs

43. Premises license holder the DPS to prepare a noise management plan (NMP) to address;

- dispersal noise,
- breakout noise
- operational noise.

To be drafted and approved by the Community Protection Unit prior to opening and the NMP to be adhered to by the PLM and / or the DPS going forward, with any relevant amendments at the recommendation by licensing or Community Protection Unit.

40. Notices asking people to leave the premises quietly shall be displayed at the premises main exit

31. The consumption of alcohol, food and non-alcoholic drinks will not be permitted on the front patio after 23:00 on every day. However, customers will be permitted to use this patio to smoke until the premises closes.

33. Customers shall not be permitted to use the roof top terrace or the area to rear of the premises (car park) for the outdoor consumption of alcohol, food and non-alcoholic drinks at any time, nor will they be permitted to smoke in these areas.

The above conditions shall be known to all members of staff and compliance with the conditions mitigates the risk of a public nuisance arising.

This document is the Noise Management Plan. As a member of staff you have been provided a copy so as to understand the requirements for noise management which are to be undertaken. As a member of staff you may be provided with further updates if the plan is changed and additional training will be provided at that time.

Principal Noise Management Factors

Volume of music.

The volume of any music provided within the premises is the main potential cause for breakout of noise and nuisance arising to third parties. The Noise Management Plan requires the operator to undertake a number of measures so as to control the volume of music. These are as follows:

Appendix 4

- The premises has the benefit of a sophisticated sound system. Use of the sound systems zoning feature.
- Instructions to all internal amplified performers including D.J.'s as to acceptable noise levels.
- Liaison with any performer as to the nature/genre of music to be provided with particular attention being undertaken to music sets comprising of dance or rock music whereby low level vibration may arise.

Identification of potential nuisance recipients.

An assessment has been undertaken as to the closest noise sensitive premises as the crow flies. These have been identified on the plan attached.

There is a second cohort of potential nuisance recipients, these are the residents within the building who occupy the premises as formal Tenants and their occupancy is not related to the operation of the business. During the construction and refurbishment works to the building, sound installation has been installed so as to create a noise barrier between Wigtox Lounge and the residential accommodation. This installation has been to Building Control standards and pursuant to the Planning Permission. However, all staff must be vigilant as to potential unusual noise from entertainment, customers or vibration which may impact the residents.

The senior management team will be in regular dialogue with those residents and should any concerns be raised regarding noise nuisance then these will be investigated and steps taken to rectify the noise breakout or noise migration.

External Areas

The external area is very important to the operation of the business being located to the immediate frontage. It provides the public with their first impression of Wigtox Lounge. It therefore needs to be kept clean and tidy at all times. It is also our greatest potential noise generator and therefore will not be used for customers for undertaking licensable activities – such as drinking or eating and will only be used as an area for smokers.

This area is to be monitored threefold:

- (a) By direct visual observations through the coffee bar serverly window.

Appendix 4

- (b) By extension coverage of the four CCTV cameras placed at the front of the premises which can be viewed on the monitors situated in the office, bar servery and coffee bar servery.
- (c) Finally by the regular presence of staff to the external area checking the number of people stood outside smoking and encouraging those persons to return to the interior of the building promptly.

Hours for External Area Use

You are reminded as to the condition recited above that the external patio area cannot be used for consumption of alcohol, food and non alcoholic drinks after 23:00 hours. However this condition is superseded by the lack of Planning Permission and cannot be relied upon.

It should be noted that those persons who have been in the venue immediately prior to 23:00 hours can utilise the space after 23:00 hours for the purposes of smoking.

This creates additional risks and background noise levels will be far lower in this period of time the number of persons permitted and also their behaviours need to be closely monitored by the methods identified above.

Should noise levels seem to increase or behaviour deteriorates members of staff must escalate their concerns to senior management who will be able to interact with customers if required.

Noise Monitoring

Introduction

This deals with live music at any time and recorded music undertaken after 23:00 hours. In order to reduce potential for a noise nuisance whenever regulated entertainment in the form of live music is provided internally at the premises the maximum level of such entertainment shall be fixed during the course of a sound check. This is the first reading taken of the evening. See noise monitoring recording sheet attached.

Appendix 4

The performers (bands, soloists, duos) are briefed as to requirements in relation to noise and made aware of the requirements of the operator in undertaking their performance.

By observing sound levels from separate locations (see plan attached) management shall ensure that noise arising from the entertainment will not cause a nuisance. A record of the sound checks shall be retained for a period of 12 months and be available for inspection by the Environmental Health Team or Licensing Officer.

Action

1. The premises has identified the nearest sound sensitive locations as marked on the plan attached.
2. A sound monitoring form, as outlined in Annex B, must be completed on each occasion live entertainment is provided at the venue or if recorded music continues after 23:00 hours.
3. Observations must be taken at the side of the premises next door to the alleyway and opposite the premises in front of the domestic properties.
4. If noise levels are observed to be above background noise then action must be undertaken as follows:
 - (i) Check doors and windows are closed.
 - (ii) Speak with senior management with regard to reduction in noise levels from the amplification system or former.
 - (iii) Should such steps fail to reduce noise levels to background then, a series of reductions will be required supported by repeated external checks being undertaken.

Appendix 4

5. The Dispersal Procedure around the terminal hour (see later) is dedicated to make the maximum contribution by exercising pro-active measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.
6. The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination.

Operational procedures during Internal Entertainment

1. In respect of soloists and duos who are fundamentally acoustic, external checks are undertaken and an assessment is made as to whether there is a requirement to close doors and windows.
2. Doors and windows shall be closed when entertainment is performed which is audible above background noise levels at the three monitoring points.
3. The premises to undertake noise readings and check noise levels to the exterior of the premises at hourly intervals during the undertaking of entertainment. These will be recorded.
 - Check doors and windows are closed.
 - Speak with senior management with regard to reduction in noise levels from the amplification system or former.
 - Should such steps fail to reduce noise levels to background then, a series of reductions will be required supported by repeated external checks being undertaken.
4. In any event when live or recorded music is undertaken after 23:00 hours, all windows and doors will be closed so as to avoid adverse impact upon the amenity of the nearest residents and to support the condition requiring no new entry after 23:00 hours.

Appendix 4

Standard Dispersal for Internal Entertainment

(a) Operational procedures during drinking-up time

1. During the last 30 minutes of trading the service points will be reduced and certain staff re-allocated to collecting glasses.

(b) End of Evening Operational Policies:

1. The volume levels, the type of music played and the usage of lighting levels will be used to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.
2. From 30 minutes before bar closure time, the music tempo and volume of any music being played within the premises will be reduced.

(c) Notices at Exit:

1. Visible notices are placed at the main door as per condition on the Licence requesting exiting customers to leave quietly and to respect neighbours and their property.

(d) Staff will:

1. Encourage customers to drink-up and progress to the exit within the venue throughout the latter part of drinking-up time;
2. Encourage customers to order taxis, assist where required.
2. Draw the attention of existing customers to the notices in the foyer and ask them to be considerate.
3. Ensure the removal of all opened bottles and glasses from any customer who attempts to leave the venue carrying one.
4. Actively encourage customers not to assemble outside the venue;
5. A staff member will make regular checks of external areas at the end of trade to promote the policy. Such monitoring will continue until all customers have vacated the premises and grounds.

Appendix 4

Daily Operational Management

Noise can be generated in many different forms especially from day to day management of the premises undertaken at the commencement of trading or late at night.

Please therefore be aware of the following requirements:

(1) Deliveries.

Where possible please try to arrange deliveries to the site after 8 a.m. and prior to 8 p.m. so as not to disturb residents with the presence of large vehicles and/or movement of large loads.

(2) Waste Collection

When engaging contractors please try to ensure that waste collection is undertaken if possible on the same day if early morning as the Local Authority collection as noise levels on that day will be anticipated by residents, if not where possible after 8 a.m. and prior to 8 p.m.

(3) Disposal of bottles waste on a daily basis.

Noise from emptying bins late at night is one which generates noise which exceeds background noise levels the emptying of bins particularly glassware into external bins prior to 8 a.m. and before 20:00 hours is not to be undertaken.

(4) Ventilation equipment.

It is important that we monitor fans and any ventilation equipment from the premises externally for noise so as to ensure that they remain operating and an inobtrusive manner, if any unusual noise is generated by the air conditioning plant or fans please advise senior management so that maintenance can be arranged

Training of Staff

The key to ensuring nuisance does not arise from music or the general operation of the premises can only be achieved by the engagement of all staff in compliance with the Noise Management Policy. All new staff on induction are trained as to the content of the Policy.

Appendix 4

Subsequently all staff are required to undertake refresher training on an annual basis. Regular team meetings are undertaken to reinforce the importance of maintaining the Policy such team meetings and training are recorded.

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