# Friday-Saturday Late Night Noise Management Plan 2am, Licensable

**Music**

| Noise Sources: | Location: | Procedures: |
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| Music | Inside | Pre-programmed music level set to 85dB (Level 3). |
| | | 23:00 – All front facing windows to be closed |
| | | 23:00 – Front doors to remain closed (except for entry and exit). |
| | | 01:45- Music volume reduced to 85dB. |
| | | 01:55- All music to stop |
| | Outside | Outside Seating Area music not to exceed 60dbs |
| | | 23:00 – All outside music (including smoking area) to cease. |
| The designated smoking area is located at the front of the premises, facing Piries Place. It is fully enclosed by 1.8-metre-high screens and weighted planters, as shown in Appendix 2. The area is also clearly marked in pink on the Smoking Area Plan in Appendix 1. | | The designated smoking area shall be monitored at all times and confined to the enclosed front seating area while the bar is open. |
| | | 22.00 – Licensed door staff shall be positioned at entry and exit points to manage noise levels and ensure that any drinks taken outside are served in plastic containers, with the exception of bottled beers. |
| Guest | | 21.45 – No table service or food consumption is permitted in the outside area. The front area is designated solely for smoking and drinking. |
| Door Supervisors | | 22:00 - Two licensed door supervisors shall be positioned at the front entrance to conduct ID and bag checks. An additional door supervisor shall remain inside the venue at all times, with another stationed at the entry and exit point. |
| | | 22:00 – Two door supervisors stationed at the front entrance will be responsible for maintaining safety in the smoking area and minimising noise from customers. Clear signage will be installed to remind guests to keep noise levels low. |

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| Door Supervisors (continued) | 22:00 – Ensure all windows and doors facing Piries Place are kept closed.<br>23:00 – Door supervisors will ensure that all doors and windows remain closed and that any outdoor music is turned off. One door supervisor will also conduct regular patrols of the smoking area to maintain customer safety and keep noise to a minimum. |
| | 01:30 – Assist in encouraging guests to finish their drinks and exit the venue gradually and quietly, showing consideration for neighbouring residents. |
| | 01:45 – Ensure that the venue is largely cleared of guests in a timely and orderly manner. |
| | 02:00 – Ensure a full inspection of the venue and smoking area is carried out to confirm all guests have vacated the premises. |
| | 01:00-02:00 – Front door supervisors will assist all guests to leave quietly and, where possible, direct them to the taxi rank in Carfax, away from nearby residential properties and the hotel. |
| Bins & Waste | Glass waste shall be disposed of the following day, rather than at night, to prevent disturbance to nearby residents. |
| Extractor Fans | The kitchen closes to customers at 21:00, and the Manager on Duty (MOD) is responsible for ensuring that all extractor fans are turned off. |

Late-night music will be monitored by the Manager on Duty (MOD) and set to a pre-programmed volume level on the sound system (85 dB – Level 3). All windows and doors at the front of the building must be closed by 22:00. Music in the outdoor seating area will be turned off before 23:00. After these hours, staff and door supervisors must remain especially vigilant in managing noise levels throughout the premises.

**Smoking Area**

After 22:00, guests using the smoking area will be politely reminded to keep noise to a minimum. A ‘three-strike rule’ will be enforced: guests may receive up to three verbal warnings for excessive noise. If the behaviour persists, they will be asked to leave the premises.

Clear signage is displayed both inside and outside the venue to remind customers to keep noise levels low and to respect neighbouring residents when leaving.

Guests may take drinks outside and use the smoking area to sit, smoke, and drink. However, from 22:00 onwards, all drinks must be served in plastic containers, with the exception of bottled beer. Staff will closely monitor the smoking area for noise, littering, and any disruptive behaviour. Any instances of anti-social conduct will be reported immediately to the Manager on Duty (MOD).

Guests who fail to comply with these rules will be asked to leave the venue without exception.

At 01:45, the smoking area will be closed for general use and will function solely as an exit point to allow guests to leave the premises gradually and calmly.

This policy is reviewed regularly to ensure its continued effectiveness. Any updates will be communicated to all staff, who will receive appropriate training to implement any new procedures.

**Crime & Anti-Social behaviour**

All management and staff are trained to identify and respond appropriately to incidents involving crime or anti-social behaviour. Any such incident is logged in detail and made available upon request to Sussex Police or Horsham District Council.

Staff are also trained to recognise early signs of potential issues and are empowered to refuse entry or service where necessary, in line with licensing objectives. The Designated Premises Supervisor (DPS) is notified of all incidents, which may also be raised for discussion at the monthly Pubwatch meeting, attended in accordance with our licensing obligations.

Any individual refused service at the bar will be recorded in the refusal log, which must be signed by the Manager on Duty and will be made available upon request.

The venue operates a strict zero-tolerance policy on drugs. Any person found in possession of illegal substances will be asked to leave the premises immediately and will be denied re-entry. All staff and management are expected to uphold and enforce this policy to ensure the safety and enjoyment of all guests in a drug-free environment.

All employees are expected to remain vigilant for any signs or indications of drug use within the premises. This includes monitoring customer behaviour for symptoms such as erratic actions, slurred speech, unusual aggression, or frequent trips to secluded areas such as toilets. If any suspicion arises, staff must report it immediately to the Manager on Duty (MOD) or a senior team member. Appropriate action will then be taken in line with the venue's zero-tolerance drug policy, ensuring the safety and comfort of all guests.

**Complaints**

All complaints will be logged and recorded by the Manager on Duty (MOD). The General Manager will review and address each complaint accordingly. If a complaint relates to noise or disturbance, the individual raising the concern will be contacted directly, and every reasonable effort will be made to resolve the issue promptly and effectively.

**Prevention of Congregation or Loitering**

During late-night operating hours, the Manager on Duty (MOD) and door supervisors will closely monitor all external areas, including the square outside the venue. Guests will be politely asked to leave the area quietly and without delay to minimise disturbance to nearby residents and businesses.

Guests with reserved tables will be offered assistance in booking taxis through the venue to reduce the number of people waiting outside. Additionally, guests will be encouraged to use the designated taxi ranks in the Carfax area for collection, helping to further reduce noise and congestion near the premises.

The MOD and door supervisors will also use a sound level monitor to check external noise levels, paying particular attention after 23:00 to ensure noise remains within acceptable limits. All windows and doors will remain closed during these hours, except when briefly opened to allow guests to exit the venue.

Any guests loitering outside the premises after leaving will be asked to move on by door staff to help maintain a peaceful environment and uphold our commitment to being a considerate neighbour.

**Staff Responsibilities & Customer Dispersal Procedure**

At The M Bar, we expect all team members to contribute to maintaining an environment that is orderly, peaceful, and free from crime, disorder, and nuisance.

To support this, the following procedures must be followed to ensure the safe and respectful dispersal of customers at the end of trading hours:

**Customer Dispersal Procedure**

**1. Last Orders & Initial Reminders**

- Once last orders are called, a designated staff member will circulate the venue to remind customers that the venue will be closing shortly.
- Simultaneously, the DJ will announce the final song of the evening and thank guests for their custom.

**2. Final Song & Lighting Transition**

- As the final track ends, the volume will be gradually lowered, and house lights will be turned on to signal the end of service.

**3. Front of House Exit Management**

- Door supervisors will open the front door and politely invite guests to begin exiting the venue, encouraging a calm and quiet departure.
- DJ announcements may be used to support a gradual dispersal and remind guests to respect local residents and keep noise to a minimum.

**4. Clearing the Venue**

- All empty glasses and tableware must be collected from tables and other areas of the venue to assist in clearing the space.
- A visible management or staff presence must be maintained in all customer areas to ensure guests leave in a quiet, safe, and orderly fashion.

**5. Door Staff Duties**

- Door supervisors should remain both inside and outside the premises to:
    - Politely remind guests to leave quietly.
    - Encourage guests to move away from the premises without delay.
    - Monitor for any signs of anti-social behaviour and report any issues to the Manager on Duty.

**6. Drinking-Up Time**

- While there is no statutory drinking-up time in England and Wales, our internal policy allows for approximately 10–15 minutes after last orders to support a smooth and staggered exit.

**Exiting Guests at the End of the Evening**

To ensure a smooth, safe, and respectful end to service, guests will be guided to exit the venue in three clear phases:

## Phase 1 – 01:30

- Music volume will be reduced to signal the beginning of closing procedures.
- Staff will ask guests to finish their drinks and begin preparing to leave.
- Guests will be gently encouraged to begin exiting the venue in a calm and orderly manner.

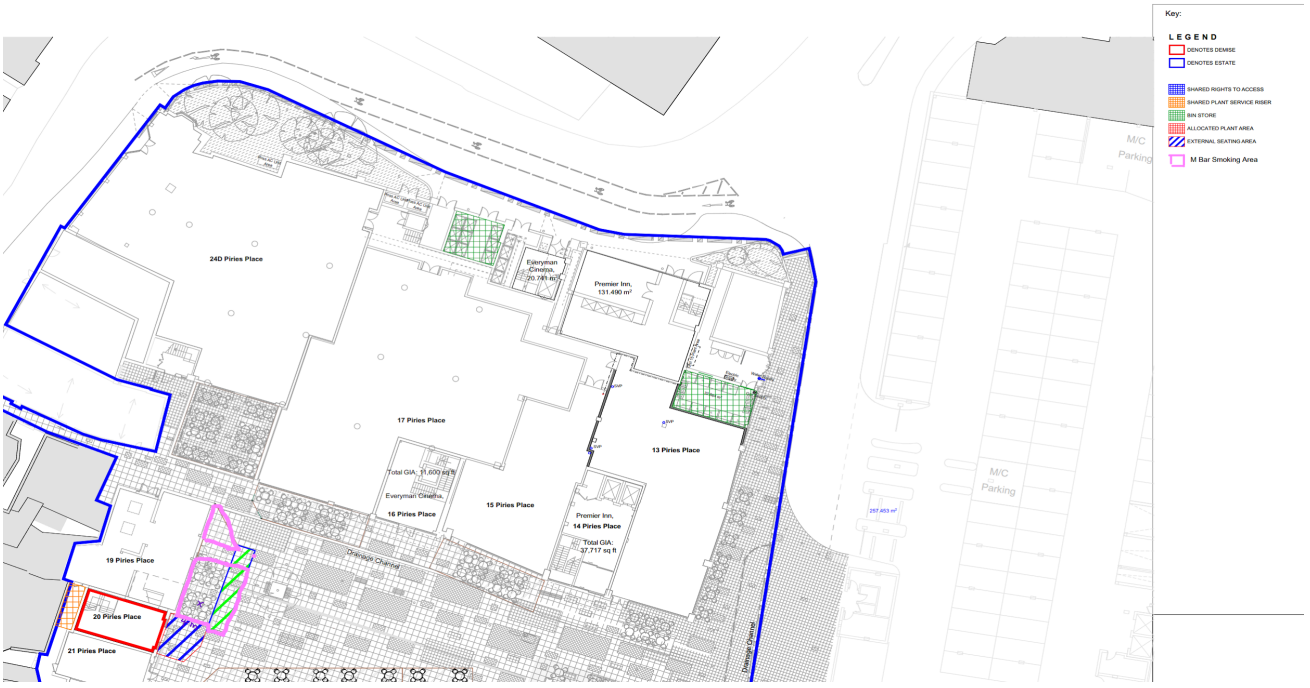
## Phase 2 – 01:45-01:55

- All music must be turned off.
- Remaining guests will be politely asked to leave the premises.

## Phase 3 – 01:55

- All guests must have exited the venue by this time.
- Door supervisors will direct guests to the designated taxi rank in the Carfax, helping to avoid loitering outside the premises.
- No guests should remain inside the venue unless in the case of an emergency or a valid, reasonable exception.

## Appendix 1 – Smoking Area Plan




## Appendix 2 - Photo of containment of smoking area.




**Conclusion**

This Late Night Noise Management Plan outlines a comprehensive and structured approach to managing customer behaviour, noise levels, and the overall safety and order of The M Bar during extended hours of operation.

The plan addresses the primary concern raised by Horsham District Council, that noise from patrons, particularly after 22:00, poses a greater risk than other sources. We have taken active steps to mitigate this by implementing a multi-layered strategy involving:

- Clearly defined staff roles and responsibilities.
- Controlled music volumes and cut-off times.
- Structured guest dispersal procedures in timed phases.
- Strict control over the smoking area with enforced capacity and behavioural rules.
- Prompt removal of loiterers and late-night congregations outside the venue.
- Zero-tolerance policies on drugs and anti-social behaviour.
- Ongoing staff training and operational reviews.

All elements of this plan, from music control and door supervision to customer dispersal and external area management, are designed to ensure that patrons leave the venue calmly, respectfully, and without disruption to the local community. The use of trained door supervisors, clear signage, and pre-arranged taxi options further support the minimisation of late-night disturbance.

This plan will be reviewed regularly by the General Manager of The M Bar to ensure it remains effective and in line with licensing requirements. Any necessary updates will be communicated promptly to all staff, with additional training provided where needed.

We are committed to operating a responsible, well-managed venue that continues to respect its surroundings while offering a safe and enjoyable experience for our guests

***General Manager: Sophie Burstow, The M Bar, Unit 19 Piries Place, Horsham, West Sussex, RH12 1EH.***