OPERATIONS MANAGEMENT PLAN

450 Barlow Moor Road, Chorlton-cum-Hardy, Manchester, M21 0BQ

Prepared by: Mr Hiwa Zada

June 2026

1.0 Introduction

This Operations Management Plan (OMP) has been prepared by Mr Hiwa Zada in support of a planning application for the change of use of the ground floor of 450 Barlow Moor Road, Chorlton-cum-Hardy, Manchester, M21 0BQ to a restaurant with ancillary shisha use (sui generis or Class E as determined by the Local Planning Authority).

The OMP sets out how the premises will be operated and managed to ensure that the use does not give rise to unacceptable impacts on the amenity of neighbouring residents or the surrounding area. It is intended that the measures contained within this OMP will be secured and enforced by way of planning conditions attached to any permission granted.

The applicant is committed to operating the premises in a responsible and neighbourly manner and acknowledges the importance of maintaining good relations with local residents, businesses and the Local Planning Authority.

2.0 Site Description

The application premises comprises the ground and first floors of a two-storey semi-detached building fronting Barlow Moor Road, within Chorlton District Centre. The ground floor is currently vacant, having formerly been used as office space. The first floor is currently in residential use as two self-contained flats. As part of this proposal, the first floor is to be converted from residential use to staff welfare, restaurant administration and storage accommodation ancillary to the restaurant use at ground floor level. The first floor will not be in independent residential or commercial use and will not be accessible to customers.

The site is bounded to the north by a dental practice, to the south by an existing restaurant (488 Barlow Moor Road), to the east by residential properties, and to the west by Barlow Moor Road. The adjoining and nearby restaurants on Barlow Moor Road both feature covered external seating areas to their front elevations, establishing an existing character of external dining and seating in this part of the district centre.

The proposed layout at ground floor level provides for a commercial kitchen, restaurant seating areas, a disabled WC, and a lobby. A front forecourt area is proposed as an external seating terrace, served by a retractable roof canopy. A further seating area is proposed to the front of the building served by a second retractable roof canopy adjacent to the highway boundary. The first floor will provide staff welfare facilities, restaurant administration space and storage ancillary to the ground floor restaurant.

3.0 Proposed Use and Description of Operations

The proposed use is a restaurant with ancillary shisha provision. The primary use of the premises is as a restaurant serving food and beverages, including breakfast, lunch and evening meals. The shisha element is ancillary to the principal restaurant use and will be limited to the external front terrace area only, subject to the strict operational controls set out in this OMP.

The premises will not operate as a dedicated shisha lounge. Customers will be able to enjoy food and drink throughout the day across all seating areas. Shisha will be available as an ancillary activity during the afternoon and evening service periods on the external terrace only, as described below.

4.0 Hours of Operation

4.1 General Opening Hours

The premises will operate between the following hours:

• Monday to Sunday: 07:00 to 23:00

No customers will be admitted after 22:30. Last orders will be taken no later than 22:30. All customers will have vacated the premises by 23:00.

4.2 External Terrace — Breakfast and Morning Service

The external front terrace will be available for use by customers during the morning and lunchtime service between 07:00 and 16:00. During this period the retractable roof canopy will be in position (closed) to provide weather protection for diners. No shisha will be provided or permitted during this service period.

4.3 External Terrace — Afternoon and Evening Service (Shisha Hours)

Shisha will only be available on the external front terrace from 16:00 onwards. The following operational controls will apply during any period in which shisha is in use:

- The retractable roof canopy MUST be fully retracted at all times when shisha is in use on the external terrace. The canopy will not be deployed in a closed or partially closed position whilst shisha is being used. This is required to ensure full compliance with the Health Act 2006 and to prevent the accumulation of shisha fumes and odour in an enclosed or partially enclosed space.
- Shisha will not be provided or permitted indoors at any time. The internal areas of the premises are and will remain smoke-free at all times in accordance with the Health Act 2006.
- Shisha use will cease by 22:30. No new shisha will be prepared or served after 22:30.
- The external terrace will be cleared of all customers by 23:00.

4.4 Inclement Weather

In the event of inclement weather during the afternoon and evening service period, the applicant acknowledges that the retractable canopy may not be deployed whilst shisha is in use. On such occasions, shisha will not be offered. The protection of residential amenity takes priority over the commercial operation of the shisha element of the use. Staff will be trained to understand that shisha use and a closed canopy are mutually exclusive.

5.0 Noise and Disturbance Management

The applicant recognises that the management of noise and disturbance is a key consideration for the Local Planning Authority, particularly having regard to the residential properties to

the east of the site. The first floor of the application premises will be in ancillary staff and storage use and does not constitute a noise-sensitive receptor. The nearest independent noise-sensitive receptor is the first floor of 488 Barlow Moor Road to the south.

5.1 Internal Noise

An Acoustic Planning Report (Lighthouse Acoustics, ref. 1599/APR1, April 2026) has been prepared and submitted in support of this application. The report confirms that, with the bi-folding doors on the front elevation closed, operational sound levels from the restaurant use will achieve the representative daytime LA90 background sound level at the windows of the nearest noise-sensitive receptor.

The following measures will be implemented to control internal noise:

- All internal loudspeakers will be connected to an electronic noise limiter/compressor, which will be installed, commissioned and set by an acoustic consultant prior to the commencement of the use. The device will be lockable and will not be tampered with or adjusted without the prior written consent of the Local Planning Authority.
- A commissioning report will be submitted to the Local Planning Authority prior to the commencement of the use, confirming the details and settings of the noise limiting device.
- Subwoofers will not be used at any time.
- Internal loudspeakers will be directed away from external doors and windows.
- Background music only will be played within the premises. No live music will be performed.

5.2 External Noise — Terrace and Canopy

The external front terrace is proposed in a location consistent with the established pattern of external seating on Barlow Moor Road, where the adjoining and nearby restaurants operate covered external seating areas. The following measures will apply:

- No external amplified music or loudspeakers will be operated on the external terrace at any time.
- Staff will actively monitor the external terrace at all times during service to ensure that noise levels from customers remain reasonable and do not cause disturbance to neighbouring residents.
- Staff will politely but firmly request that customers moderate their noise if complaints are received or if noise is considered to be disturbing.
- External terrace service will cease at 22:30. Staff will begin clearing the external terrace from 22:15 to facilitate an orderly and quiet dispersal of customers.
- All furniture on the external terrace will be of a type that minimises noise when moved. Furniture will be secured or stored inside the premises by 23:00 each day.

5.3 Customer Dispersal

The applicant is aware that the dispersal of customers can be a source of noise and disturbance to neighbouring residents. The following measures will be implemented:

- A member of staff will be stationed at or near the entrance at all times during the evening service to manage the arrival and departure of customers in an orderly manner.

- Customers will be asked to leave quietly and with consideration for neighbouring residents as they depart.
- Clear notices will be displayed at the entrance and exit of the premises requesting that customers respect neighbouring residents and leave quietly.
- Customers will not be permitted to congregate on the public footpath or forecourt area after 22:30.
- The applicant will liaise with local taxi companies to encourage pre-booked collection to reduce waiting times on the street.

6.0 Odour Management

An Odour Impact Assessment (Noise Assessments Ltd, ref. NALPRO080126.01a, January 2026) has been prepared and submitted in support of this application. The assessment identifies a High risk of odour impact without mitigation and recommends a high level of odour control.

6.1 Kitchen Extraction System

A commercial kitchen extraction system will be installed at the premises. The 550mm diameter extract duct will discharge vertically to above the eaves at the rear of the building. The following odour control measures will be installed as part of the extraction system:

- Fine filtration or Electrostatic Precipitator (ESP) unit; and
- Carbon filtration (carbon filter with 0.2 to 0.4 second residence time) or a UV ozone system providing equivalent performance.

Full details of the proposed extraction system, including confirmation of discharge velocity and height, will be submitted to and approved in writing by the Local Planning Authority prior to installation. The system will be installed in accordance with the approved details and the EMAQ (2018) guidance 'Control of Odour and Noise from Commercial Kitchen Exhaust Systems'.

6.2 Maintenance of Extraction System

The extraction system will be maintained in accordance with the following regime:

- Visual inspection of the ventilation system: at least once per week.
- Cooker hoods and grease filters: cleaned daily.
- Baffle type self-draining filters and collection drawers: cleaned weekly as a minimum.
- Extract ductwork: cleaned at least every 6 months given the anticipated light to moderate use of the kitchen.
- Fine filters: replaced every two weeks.
- Carbon filters: replaced every 4 to 6 months (or ESP units cleaned every 2 to 6 months).
- Periodic deep hygiene cleaning by a specialist contractor: at least annually.

Service and maintenance records will be kept on the premises and made available to the Local Planning Authority on request.

6.3 Shisha — Odour Control

The requirement for the retractable roof canopy to be fully retracted at all times when shisha is in use (as set out in Section 4.3 above) is the primary means of managing odour from the shisha element of the use. By ensuring that shisha is only used in fully open-air conditions, the dispersal of any shisha-related odour is maximised and the risk of accumulation at neighbouring receptor windows is minimised.

The external terrace faces Barlow Moor Road to the west. The nearest residential receptors are located to the east of the building, separated from the terrace by the building itself, which provides a natural barrier to the transmission of odour from the terrace towards those receptors.

7.0 Mechanical Ventilation

Details of the proposed mechanical ventilation system are not finalised at the time of submission of this application. Prior to the installation of any mechanical ventilation system, an assessment of atmospheric sound emissions from the proposed system will be undertaken in accordance with BS 4142:2014 and assessed against the background sound levels established in the Acoustic Planning Report (Lighthouse Acoustics, ref. 1599/APR1). The assessment and proposed details of the system will be submitted to and approved in writing by the Local Planning Authority before any mechanical ventilation is installed or operated.

The following background sound levels measured during the acoustic survey will be used for the BS 4142 assessment:

- Front (West) — daytime: LA90 50dB; night-time: LA90 40dB
- Rear (East) — daytime: LA90 39dB; night-time: LA90 35dB

8.0 Deliveries and Waste Management

- All deliveries to the premises will take place between 08:00 and 18:00, Monday to Friday, and between 08:00 and 13:00 on Saturdays. No deliveries will be made outside these hours or on Sundays.
- Refuse collections and the storage or disposal of waste and recyclables in external areas will be restricted to the same hours as deliveries.
- Waste will be stored in the designated bin storage area shown on the approved plans, in suitable covered containers. Waste will not be stored in any other external area.
- All staff will be made aware of the waste management requirements and instructed not to move or dispose of waste in external areas outside the permitted hours.

9.0 Staffing and Training

The applicant and management of the premises accept personal responsibility for ensuring that this OMP is implemented and maintained at all times.

- All staff will receive induction training covering the requirements of this OMP before commencing work at the premises.
- Staff will be trained specifically on the canopy and shisha protocol: that shisha use and a closed or partially closed canopy are mutually exclusive and that the canopy must be fully retracted before shisha is prepared or served.

- Staff will be trained on the noise management requirements, including the noise limiter settings, and will not attempt to adjust or override the noise limiter.
- Refresher training will be provided at least annually and whenever a significant change to the OMP or the operation of the premises takes place.
- A named member of management will be designated as the responsible person for the implementation of this OMP and will be contactable by the Local Planning Authority during all opening hours.

10.0 Complaints and Community Liaison

The applicant is committed to maintaining good relations with neighbouring residents and businesses. The following complaints procedure will be implemented:

- A contact telephone number and email address will be made publicly available to local residents and businesses, displayed at the premises, so that any noise or odour concerns can be reported directly to management as they arise.
- All complaints will be recorded in a complaints log, including the date, time, nature of the complaint, and the action taken in response.
- The complaints log will be retained on the premises and made available to the Local Planning Authority on request.
- The applicant will respond to complaints promptly and will take all reasonable steps to address legitimate concerns.
- In the event of persistent complaints, the applicant will engage with the Local Planning Authority and neighbouring residents to review the operation of the premises and, if necessary, revise this OMP.

11.0 Review and Revision

This OMP will be reviewed annually by the applicant. It will also be reviewed following any significant change to the operation of the premises, any material complaints, or any request from the Local Planning Authority.

Any revisions to this OMP that affect the controls set out herein will be submitted to the Local Planning Authority for approval before being implemented.

12.0 Commitment

I, Hiwa Zada, commit to the implementation and maintenance of this Operations Management Plan at all times during the operation of the premises at 450 Barlow Moor Road, Chorlton-cum-Hardy, Manchester, M21 0BQ. I understand that the measures contained within this plan form a key part of the basis upon which planning permission is sought, and that compliance with the plan will be required as a condition of any permission granted.

Signed: 

Name: Mr Hiwa Zada

Date: 24th June 2026