

# Noise Management Plan

## Super Young Minds – Children’s Residential Care Home

### Property Address:

67 Painters Ash Lane, Gravesend, Kent, DA11 8EG

## 1. Purpose

This Noise Management Plan sets out measures to ensure that noise generated within and around the property is kept to levels consistent with a normal residential dwelling and does not cause disturbance to neighbouring residents.

## 2. Noise Control Measures

### Inside the Home

- **Quiet Hours:** Observed between 11:00pm and 7:00am, reflecting typical residential night-time expectations.
- **Activity Management:** Loud activities such as raised voices, loud music, or group activities will be actively managed and avoided during quiet hours.
- **Domestic Environment:** Soft furnishings and standard domestic fittings will be used throughout the property to help absorb sound.
- **Staff Supervision:** On-duty staff will monitor and manage noise levels at all times and intervene promptly where necessary.

### Outside the Home

- **Supervised Outdoor Use:** Any outdoor activities will be supervised and limited to reasonable daytime hours.
- **Restricted Night-Time Use:** External areas will not be used during quiet hours.
- **Property Boundaries:** Existing fencing and landscaping will be maintained; no amplified sound will be used externally.
- **Maintenance Activities:** Any garden or property maintenance will be carried out during normal daytime hours only.

## 3. Monitoring and Enforcement

- **Routine Oversight:** Staff will carry out regular checks to ensure noise remains within acceptable residential levels.
- **Staff Training:** All staff will receive training on noise awareness, de-escalation, and neighbourhood considerations.
- **Noise Log:** Any noise-related incidents will be recorded, reviewed by management, and addressed promptly.

## 4. Complaints Procedure

- **Dedicated Contact:** Neighbours will be provided with a dedicated contact number to raise any concerns.
- **Prompt Response:** All complaints will be logged and reviewed within 24 hours.
- **Immediate Action:** On-duty staff will take immediate steps to resolve any issues.
- **Follow-Up:** Where appropriate, follow-up will be undertaken to confirm resolution.

## 5. Community Engagement

- **Open Communication:** Constructive dialogue with neighbours will be encouraged at all times.
- **Feedback:** Community feedback will be considered as part of ongoing management and review processes.

## 6. Incident Response

- **Incident Review:** Any significant noise incidents will be reviewed by senior management.
- **Preventative Measures:** Actions will be implemented to prevent recurrence.
- **Ongoing Training:** Staff development will include noise management and community awareness.

## 7. Review and Improvement

- **Regular Review:** This Noise Management Plan will be reviewed quarterly as part of internal health and safety and governance reviews.
- **Continuous Improvement:** Practices will be updated where appropriate to reflect learning and feedback.

