

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.

