

Noise Management Plan – Super Young Minds (Children's Residential Care Home)

Property Address:

Super Young Minds, 19 The Fairway, Gravesend, Kent, DA11 7LN

1. Purpose

This Noise Management Plan sets out the measures in place to manage and minimise noise both inside and outside the home. It also provides clear procedures for handling complaints and engaging with the local community. The plan has been prepared to align with the **LDC Supporting Statement** and to support the home's operation as part of an application for a **Lawful Development Certificate (LDC)**. The plan demonstrates that the home will function in a way comparable to a small family household, with no adverse impact on the character of the area.

2. Noise Control Measures

Inside the Home

- **Quiet Hours:** Strictly enforced from **9:00 PM to 7:00 AM** daily, reflecting children's routines and local amenity needs.
- **Activity Restrictions:** No loud music, shouting, or boisterous play during quiet hours.
- **Noise-Reducing Features:** Use of rugs, curtains, and soft furnishings to help absorb sound and reduce impact on adjoining properties.
- **Staff Monitoring:** On-duty staff will supervise activities at all times and ensure that internal noise is maintained at family-appropriate levels.

Outside the Home

- **Supervised Outdoor Activities:** Garden use will be limited to supervised daytime sessions only (9am-7pm). With only two children in residence, group activity is inherently small-scale.
- **Restricted Outdoor Use:** Outdoor spaces will not be used during quiet hours.
- **Noise Barriers:** Existing fencing and landscaping will be maintained, with additional sound mitigation considered if necessary.
- **Maintenance Scheduling:** Any garden maintenance or use of equipment will be restricted to appropriate daytime hours.

3. Staffing & Shift Patterns

- **Total Staff:** Eight staff are employed overall.
- **Shift System:** Only 2–3 staff are present at any one time, due to rotational shifts. This minimises noise and comings-and-goings, ensuring activity levels remain comparable to a normal dwelling.
- **Training:** All staff are trained in noise awareness, respectful behaviour, and de-escalation techniques.

4. Monitoring and Enforcement

- **Routine Checks:** The Care Home Manager conducts regular checks to ensure compliance.
- **Noise Log:** All noise-related incidents will be logged and retained for inspection by the Council if requested.
- **Staff Training:** Staff receive refresher training on managing noise and handling complaints.

5. Complaints Procedure

- **Dedicated Contact:** Neighbours will have access to a direct phone number for the Care Home Manager.
- **Prompt Logging:** All complaints will be logged within 24 hours.
- **Immediate Response:** On-duty staff will act swiftly to resolve issues.
- **Follow-Up:** The Care Home Manager or Senior Support Worker will follow up with the complainant to confirm resolution.

6. Community Engagement

- **Neighbour Liaison:** The Care Home Manager will maintain regular communication with neighbours.
- **Advance Notice:** Neighbours will be informed in advance of any special events (e.g., birthdays) that may extend beyond quiet hours.
- **Quarterly Updates:** Meetings or letters may be offered to maintain dialogue and address community concerns.

7. Incident Response

- **Review:** Any significant noise incidents will be formally reviewed by the Care Home Manager.
- **Corrective Measures:** Immediate steps will be taken to prevent recurrence.

- **Staff Development:** Training will be updated where incidents highlight new learning needs.

8. Review and Improvement

- **Quarterly Review:** This plan will be reviewed as part of regular health and safety meetings.
- **Continuous Improvement:** New technologies and best practices will be considered to further reduce noise.

Conclusion

This Noise Management Plan demonstrates:

- Noise levels will be carefully controlled to reflect those of a normal family household.
- With only two children and 2–3 staff present at any one time, the scale of activity is modest and consistent with a lawful C3(b) use.

By aligning this plan with the **Lawful Development Certificate Supporting Statement**, Super Young Minds reaffirms its commitment to being a considerate neighbour while providing a safe, supportive environment for children. We would also highlight that our existing Ofsted-registered home at **56 Colyer Road, Northfleet**, approved by Gravesham Borough Council in 2024, has now been in operation for over a year without generating complaints or disturbance to neighbours. The home provides a calm, therapeutic environment for vulnerable children, run under the same staffing model and management protocols we propose for 19 The Fairway. This proven track record demonstrates that our approach is effective in maintaining a family-style household, ensuring the children's needs are met while safeguarding the residential character and amenity of the local area.