



Delegated Report

Approval of Details Application

Application no: 20240552

Location: 56 Colyer Road Northfleet Gravesend Kent

Description: Application for approval of condition 4 and 5 attached to planning permission reference number 20230837 relating to a written management scheme demonstrating how the children's home is to be managed to adequately control disturbance to surrounding residents and a Noise Management Plan.

Applicant: Mr Mavrinder Dhothar, Super Young Minds Ltd

Site Visit Date: N/A

Planning permission was granted for change of use from dwellinghouse to a children's residential care home (Use Class C2(b) under application ref. 20230837 on 10 October 2023. This was subject to a number of conditions including nos. 4 & 5 which this application seeks to discharge.

Consultations

GBC Environmental Protection – 29/07/2024

Condition 4: Management Scheme

The submitted scheme is acceptable. There is no objection to the condition being discharged.

Condition 5: Noise Management Plan (NMP)

The NMP refers to internal doors and windows being fitted with 'noise reducing material' where possible but no details as to what these are likely to be have been included. Clarification on this is needed.

Noise barriers or fences are also referred to in order to reduce noise transmission to neighbouring properties – again, can more information on this be provided.

GBC Environmental Protection – 21/08/2024

Thanks for forwarding the additional information. This is fine and explains what has been carried out much more clearly.

Based on this, there is no objection to Condition 5 being discharged.

Analysis

Condition 4

Condition 4 is:

4. The change of use hereby permitted shall not be occupied by any children in care until a written

management scheme demonstrating how the children's home is to be managed to adequately control disturbance to surrounding residents, is submitted to, and approved in writing by the Local Planning Authority. The development shall be carried out in accordance with the approved details before the first occupation of any part of the development.

Reason *In order to ensure adequate management of the home, in accordance with Policy CS19 of the Gravesham Local Plan Core Strategy (September 2014).*

The information submitted in pursuance of condition 4 is:

- Management Scheme

The Management Plan sets out the following:

Staffing and supervision

The home will be staffed 24/7 with a minimum of two staff members on duty at all times; staff will be trained in conflict resolution, noise management, community relations, child care, first aid and safeguarding; a designated staff member will be responsible for liaising with neighbours and addressing any concerns promptly and shift patterns will be designed to ensure continuity of care and adequate supervision at all times.

Resident Guidelines

Residents will be briefed on the importance of maintaining a respectful relationship with the community; quiet hours will be enforced from 23:00 to 07:00 daily; activities that could cause disturbances e.g. loud music and shouting will be monitored and controlled by staff and outdoor activities will be scheduled and supervised to minimise noise and disruption.

Visitor Policy

All visitors must sign in and out and supervised by staff; standard visiting hours will be 08:00 to 22:00 and visitors will be briefed on the expected conduct and noise control measures.

Communication with neighbours

A dedicated contact number for the home will be provided to neighbours for any urgent concerns; regular community meetings will be held to discuss any issues and maintain open communication and a complaint log will be maintained with all complaints addressed within 24 hours.

Incident Management

Any incidents causing disturbance will be logged and reviewed by management; immediate steps will be taken to resolve any issues and prevent recurrence and staff will receive ongoing training on incident management and community relations.

Environmental Management

The exterior of the property will be maintained to a high standard; waste management procedures will be followed to prevent any environmental nuisances and regular landscaping and gardening will be performed to ensure a tidy and attractive appearance.

Review and Monitoring

The management scheme will be reviewed quarterly and updated as necessary via the health and safety report; feedback from residents and neighbours will be incorporated into future revisions and the applicant will work with the community and join the neighbourhood watch scheme; contact for feedback with mobile number and e-mail address is given.

The submitted management plan is a well considered document which sets out how the home will operate and the measures in place to control any issues that may occur including providing a point of contact for neighbours in case of complaints.

GBC Environmental Protection advise that the submitted scheme is acceptable and there is no objection to the condition being discharged.

As such it is considered condition 4 of ref. 20230837 can be discharged.

Condition 5

Condition 5 is:

5. The change of use hereby permitted shall not be occupied by any children in care until a Noise Management Plan is submitted to, and approved in writing by the Local Planning Authority. The Noise Management Plan should detail measures to deal with noise breakout from both inside the house and also use of the external areas. Procedures for dealing with any complaints should also be included in this. The development shall be carried out in accordance with the approved details and any works that are required to address the findings and recommendations of the Noise Impact Assessment shall be implemented before the first occupation of any part of the development

Reason In order to protect the amenity of neighbouring properties in accordance with Policy CS19 of the Gravesham Local Plan: Core Strategy September 2014.

The information submitted in pursuance of condition 5 is:

- Noise Management Plan
- E-mail from applicant dated 12/08/2024 with additional information

This Noise Management Plan sets out how noise will be controlled and procedures for addressing noise complaints from the community.

Inside the House

Quiet hours will be enforced from 23:00 to 07:00 daily; noise-generating activities (e.g., music, loud conversations) will be restricted during quiet hours, internal doors and windows will be fitted with noise-reducing materials where possible, staff will monitor noise levels and take immediate action to reduce excessive noise.

Outside the House

Outdoor activities will be supervised and scheduled to minimise noise during early mornings and late evenings, the use of outdoor areas will be restricted during quiet hours, noise barriers or fences will be installed if necessary to reduce noise transmission to neighbouring properties, regular garden maintenance will ensure that equipment is used at appropriate times to minimise disturbance.

Monitoring and Enforcement

Regular checks will be conducted to ensure compliance with noise control measures, staff will be trained to manage and mitigate noise issues effectively, a noise log will be maintained to record any incidents and actions taken.

Complaints Procedure

A dedicated contact number will be provided to neighbours for noise complaints, all complaints will be logged and investigated within 24 hours, the staff member on duty will address the complaint immediately and take corrective actions, follow-up communication will be made with the complainant to ensure the issue has been resolved satisfactorily.

Community Engagement

Regular meetings with neighbours will be held to discuss any concerns and update them on actions taken, feedback from the community will be used to improve noise management practices.

Incident Response

Any significant noise incidents will be reviewed by management, immediate measures will be taken to address the cause of the noise, staff will receive training on how to handle noise-related incidents and complaints.

Review and Improvement

The Noise Management Plan will be reviewed quarterly and updated based on feedback and incident logs as part of the health and safety monthly meeting, continuous improvement will be sought by incorporating, stakeholders, including local residents and authorities, will be involved in the review process to ensure comprehensive noise management.

GBC Environmental Protection stated that they required clarification on what the noise reducing material for the doors and windows would be and also further information on the noise barriers and fences referred to. The applicant was asked to provide this and they submitted further information.

In respect of the noise reducing materials the applicant advises that for the doors they will be installing solid core fire doors throughout the premises which will significantly reduce sound transmission due to their

density and construction. Additionally, they will use fire strips and weatherstripping around the door edges to minimize sound leakage, ensuring a quieter internal environment. In respect of noise reducing materials, for all windows in the property, they will be double-glazed, have applied acoustic sealant around the window frames to fill any gaps and enhance sound insulation, and soundproof curtains will be installed which will provide an additional layer of noise reduction and create a more peaceful environment inside the home.

In respect of the noise barriers and fences, it is stated that 2m high fencing will be installed around the external garden area and this fence will act as a noise barrier minimizing the transmission of sound to neighbouring properties and ensuring that any outdoor activities conducted in the garden do not disturb nearby residents.

GBC Environmental Protection were re-consulted on the information submitted and they advise that the additional information is acceptable and that no objection are therefore raised to condition 5 being discharged.

Conclusion

Sufficient information has been submitted to discharge conditions 4 & 5 of application ref. 20240552 and therefore it is recommended both conditions can be discharged.

Recommendation:

Approval of details

See draft Decision

Case Officer:	Ms Rebecca Harrison	Team Leader:	Miss Faye Hobbs
Signed:	<i>Rebecca Harrison</i>	Signed:	
Dated:	19 September 2024	Dated:	20 September 2024