

68 Whitehill Road, Gravesend, DA12 5PH

Supported Living Residence for up to 7 Young Adults (Use Class C2)

Approved under Planning Permission #20240855

Brockwell Care

Noise Management Plan

22 January 2025 (Version 1.0 – Planning Submission)

Introduction

This Noise Management Plan (NMP) has been prepared by Brockwell Gate Limited (company registration number 08020671), operating as Brockwell Care, a supported living care service provider registered under the Care Quality Commission (CQC) under registration number 1-996882727.

Brockwell Care has been established since 2012 and received a “Good” rating from the CQC across all criteria during its latest inspection: “Safe”, “Effective”, “Caring”, “Responsive”, and “Well-led”, with no areas for improvement identified.

The purpose of this NMP is to ensure that the supported living residence for up to seven young adults in need (aged 18 to 65), approved at 68 Whitehill Road, Gravesend (DA12 5PH), under planning permission reference #20240855, is operated with minimal disturbance to local residents.

The NMP also serves as a document to discharge planning condition 4 (“Noise Management Plan”) attached to the planning permission. Planning condition 4 of planning permission #20240855 requires the submission of specific details to ensure the effective management of noise associated with the use of the property, namely:

- ☐ Measures to supervise the residents over a 24-hour period
- ☐ Measures to manage and supervise residents' guests to the property (number of guests and times they can visit)
- ☐ A complaint procedure for noise (and other complaints)
- ☐ How the garden and external area will be used
- ☐ How the internal areas will be used to minimise noise and other concerns

While this NMP fulfils the aforementioned requirements, it also addresses noise management matters in a more comprehensive manner, exceeding the minimum requirements of the planning condition. This approach underscores Brockwell Care’s commitment to maintaining positive relationships with the surrounding community and ensuring a harmonious environment for both residents and neighbours.

The NMP will be reviewed by the premises managers and head office staff every 12 months, or as necessary, for example, in response to specific noise incidents or complaints.

Further reading (links):

- ☐ [CQC registration details](#)
- ☐ [Company website](#)
- ☐ [Companies House registration details](#)

Premises

The premises comprise a semi-detached, two-storey house with a converted attic, most recently in use as a large 5/6-bedroom family dwellinghouse. The property is located at

68 Whitehill Road, along a local distributor road (C-road), a short distance from local bus stops and within walking distance of Gravesend town centre.

Situated on the corner of Hollybush Road and Whitehill Road, the site only adjoins two other residential plots (70 Whitehill Road and 1 Hollybush Road), with the public highway bordering the remaining two sides. This layout provides an inherent noise buffer, as the public highway already acts as a separation on two sides of the site.

The premises are surrounded by a large rear garden, with smaller garden sections at the front and side; however, only the rear garden is designated for use as an amenity area, under strictly controlled conditions.

The house is intended to accommodate no more than seven adults in need of care, as stipulated by the planning permission. While the maximum occupancy is capped at seven, there will often be periods when fewer residents are present, such as during tenancy transitions or to optimise staffing levels. Up to four non-resident staff members (i.e., those who do not sleep or reside at the premises) will be on site at any given time, covering both day and night shifts. This staffing arrangement ensures adequate safeguarding and 24/7 supervision, with a staff-to-resident ratio of one staff member per two residents. Consequently, to maintain this balance, occupancy may occasionally be limited to six residents.

All visitors must register and book a visitation day and timeslot in advance; visitors without a prior booking will be turned away from the premises, as this could compromise the safekeeping of residents. Visits will generally be limited to two guests per resident. Visiting times will be staggered to ensure that no more than one set of guests is present on the premises at any given time. Visiting hours will be restricted to 9:00 AM to 6:00 PM.

Assisted living is considered a *noise-sensitive use* rather than a noise-generating one. The residents, who will have autism or learning difficulties, require a quiet and stress-free environment, a standard also expected by the Care Quality Commission (CQC), which conducts regular inspections. The operator will ensure a noise-free environment through comprehensive management, supervision, and control measures, supplemented by formal incident reporting and complaints procedures. These measures significantly reduce the likelihood of noise causing harm to adjoining residents.

In contrast, the property's former use as a large multi-bedroom dwellinghouse had the potential to generate unregulated noise, such as from parties, shared student accommodation, or loud music, without professional 24/7 management. By implementing the measures outlined in this Noise Management Plan (NMP), the property will foster an environment less likely to produce unacceptable noise levels than a large dwellinghouse not subject to planning conditions.

Internal Noise

The existing building fabric provides a suitable sound barrier, preventing most sounds originating within the building (e.g., voices) from escaping. The windows are already double-glazed uPVC, which offer excellent noise attenuation. Additionally, all internal

doors will be solid fire doors, further reducing the likelihood of sound being audible outside individual rooms.

Given the sensitive nature of specialist assisted housing, staff will be on site 24/7 to ensure that sound levels remain at or below conversational levels and cannot readily be heard from other bedrooms when doors are closed. This applies to music and television use as well. To preserve a quiet, stress-free environment for both residents and neighbouring amenity, quiet hours will be enforced daily from 11:00 PM to 7:00 AM, during which music, television, and loud conversations will be restricted.

On-site staff will also monitor sound levels to ensure they are kept to a minimum when windows are open.

By implementing these control measures, sound levels originating within the building are unlikely to exceed those associated with a typical dwellinghouse.

To further minimise noise transmission to the adjoining property at 70 Whitehill Road (the only adjoining neighbour), built-in cupboards, wardrobes, and en-suites will be located along the shared party wall, providing an additional noise barrier.

Due to the modest size of the communal kitchen and dining area and the need for adequate safeguarding, not all residents will be permitted to use the room simultaneously. This will minimise opportunities for noise generation beyond those typically associated with a standard family dwelling. Usually, no more than two residents, along with any staff, will use the communal kitchen facilities at the same time.

External Noise

Use of the rear garden by residents will be strictly monitored and limited to daylight hours. Residents will only be allowed to enter the garden when accompanied by one staff member. Furthermore, not all residents will be permitted to use the garden at the same time. Instead, their use of the garden will be staggered, with each resident enjoying the garden in small groups (two residents with one staff member). No other residents will be allowed to join them during this time to ensure proper supervision and avoid any gatherings.

Nightshift staff will not be permitted to use the garden, except in extraordinary circumstances, such as for urgent repairs.

Whilst smoking will be discouraged, a designated smoking area has been shown on the plans approved under planning permission #20240855. This area is strategically located to minimise noise impacts, being situated close to the road and as far from adjoining habitable windows and gardens as possible. Residents who must smoke will be accommodated by staff at all times and will not be permitted to smoke in the presence of other residents, in order to discourage gatherings and loud conversations.

The rear garden is already bordered by tall perimeter walls and fencing, approximately 1.8 to 2 metres in height. As per the plans approved under the planning permission, the applicant will install a 1-metre-wide planted buffer around the site perimeter, which will

include a 2-metre-high hedge. This will not only provide privacy between neighbouring properties but also help reduce sound transmission by preventing residents from congregating too close to the site's boundary. An additional buffer space is formed by the existing outbuilding, which further discourages occupants from gathering near the rear-most part of the site, closest to the flank elevation of 1 Hollybush Road. This area does not contain any openings to habitable rooms, further mitigating any potential noise impacts.

Incident Management

An electronic logbook will be maintained, containing reports of any incidents (including noise-related incidents) that occur on or are related to the premises. This log will be accessible and managed by both on-site staff and off-site head office staff, enabling formal monitoring of noise issues. On-site staff will not only be trained to handle behavioural issues exhibited by residents, with a focus on fostering a calm and stress-free environment, but will also be trained to identify and report any incidents. Reports will be reviewed by both premises managers and head office staff. CCTV will be installed throughout the premises to assist in the understanding and reporting of any incidents.

All reported incidents will be addressed immediately, where possible, and further assessed by managerial staff to prevent recurrence and identify any underlying patterns. If the care provider is unable to resolve a recurring issue independently, discussions will be held with the referring organisation (e.g., the local housing authority).

Community Engagement

The assisted housing manager has already been in communication with the owner-occupants of the two directly adjoining properties, namely 70 Whitehill Road and 1 Hollybush Road, who are aware of the future use of the site as an assisted living home. Regular engagement with these neighbours will continue, and dedicated phone numbers will be provided to them, allowing direct contact with on-site day and night shift managers, as well as head office staff.

Leaflets containing similar contact details will also be distributed to residents living within a 50-metre radius of the premises. These leaflets will outline the complaint procedure, ensuring transparency for nearby residents.

Finally, an information sheet / signage will be affixed to the main entrance door, detailing the relevant contact information and providing a link to the website. This will further ensure that any concerns or issues can be addressed promptly and efficiently.

Complaints Procedure

Concerns from local residents can be communicated directly to on-site staff using the dedicated 24/7 phone numbers provided in the information distributed to neighbours during community engagement or as noted on on-site signage. In most cases, on-site staff will be able to address concerns immediately. Any concerns or complaints communicated to on-site staff will be appropriately logged (as detailed under incident management), and a follow-up response will be provided within 72 hours where required.

Complaints can also be made to the head office via telephone, email, or post, using the contact details provided during community engagement or available on the care provider's website at www.brockwellcare.co.uk:

- ☐ + 44 208 678 5944 (Monday to Friday, 9:00 AM to 6:00 PM)
- ☐ info@brockwellcare.co.uk
- ☐ 1-4 Brixton Hill, London SW2 1HJ

All complaints received via the above channels will always be logged appropriately and dealt with. A follow-up will be provided within 72 hours, even if no follow-up is required or has been requested.

In the unlikely event that complaints cannot be satisfactorily resolved to the satisfaction of local residents, they may contact the Care Quality Commission (CQC) or, where applicable, the local authority, especially if they are also the referring housing authority.