

Due to the nature of the development being a residential care home it is not anticipated that the residents will produce any more significant noise output than that of a domestic property.

Avery Healthcare own and operate in the region of 60 elderly communities the majority of which are residential care homes and nearly all of which are located within a residential setting, this is purposefully done so that the care home has a community setting for its residents who will primarily be from the local area, of all these operating care homes Avery have had no negative feedback on noise levels from its neighbours in relation to the care home residents.

Although this is a commercial building in its operation it is still a home to its residents and domestic in its appearance, operations, and nature hence the minimal anticipated resident noise output.

The below plan demonstrates how Avery intend to manage any noise from the premises or the residents.

1. Summary of Premises/Site/

- General residential activities 24/7
- Other activities which could generate noise:

Inside Music Noise

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Good management control to keep doors and windows closed and control hours and volumes with a cooling-down period (reduced volume) for the last 15 minutes is achievable by the supervisor. The internal music noise of the care home will be minimal and controlled during daytime hours only.

Outside Music Noise

Outside music can very easily cause a nuisance to nearby neighbours. The nuisance potential is closely linked to volume, hours of use and number of times a year. It is not expected that the care home will have any outside music noise.

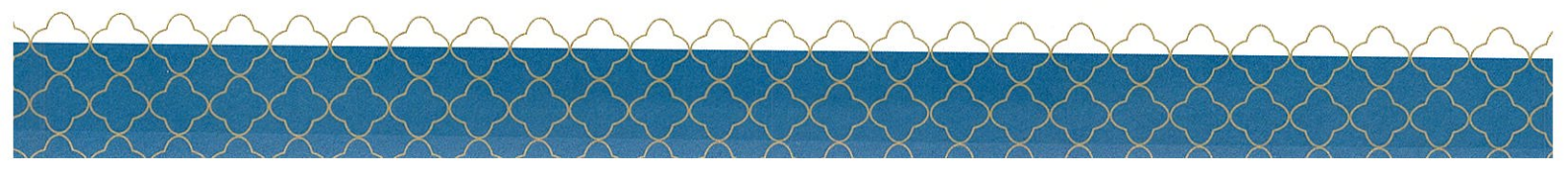
Deliveries, recycling, refuse collection

Deliveries and collections are noisy e.g., the refrigeration units on delivery vehicles and the clanging of barrels, the rattle of bottles, and the noise from refuse collection vehicles. The most effective way of minimising impact is to ensure that they take place at reasonable times on a weekday. All deliveries and waste collections are scheduled to take place during the working hours on weekdays.

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Gardens and Play Areas

Gardens are an important feature of many premises, and their use may be difficult to control but this can be managed. The garden is for the residents use and enjoyment and will be managed by the care home operator with no access and noise beyond early evening.

Car Parks

Car parks are another area where occasional supervision and checks especially late at night may help to prevent loitering, chatting or inconsiderate and noisy driving. Signs that emphasise the need to refrain from shouting, slamming car doors, sounding horns and loud use of vehicle stereos and anti-social behaviour should be considered. The majority of visitors to the care home are during working hours on week days and weekends.

2. Statement of intent/key. objectives (purpose of. NMP)

- Minimise impact on local residents/prevent public nuisance
- Identify steps to manage and control noise, staff Training
- Increase and maintain staff awareness relating to noise management issues by inclusion in their regular training.
- Respond to complaints and unacceptable noise, the importance of a sympathetic and polite response to complaints cannot be over emphasised. Many problems can be defused by the right attitude and response. Letting neighbours know that you are willing to meet with them to discuss issues can help maintain relations and assists with neighbour tolerance. Record complaints, make contact with residents and deal with reasonable issues swiftly where possible, consider liaising with neighbours giving out contact name and number of responsible staff if noise is a problem. Any complaints made to the care home will be dealt with by the care home manager.

3. Inventory of Noise Sources

- Gardens only used between hours of 8am and 9pm
- People arriving and leaving including traffic routes, typically during working hours on weekdays and weekends
- Delivery, waste disposal and collection, typically during working hours on weekdays only.

4. Noise Controls

- Keeping doors and windows shut where noise sources are present
- Limit times and volume of music/amplified sound
- Restrict times gardens, can be used as noted above
- Limit times for deliveries , waste disposal and collection, as noted above

5. Communication with the Public

- Should an event occur local residents will be informed by letter drop
- Local residents will be notified and provided with a telephone number to contact the care home directly



- The need to be sympathetic and listen to complainant's concerns
 - Complaints will be dealt with directly by the care home manager and actioned and logged internally
6. Action to be taken in the event of complaints
- Any complaints will be address by the care home manager directly
 - Complaints will be reviewed and responded to within 72hrs