

Noise Management Plan for 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 outlines measures to manage and minimise noise both inside and outside the home, along with clear procedures for handling community complaints.

2. Noise Control Measures

Inside the Home:

- **Quiet Hours:** Enforced from **9:00 PM to 7:00 AM** daily to align with children's routines.
- **Activity Restrictions:** No loud activities (e.g., loud music, shouting) during quiet hours.
- **Noise-Reducing Features:** Where possible, noise-reducing materials (e.g., draft stoppers, soft furnishings) will be used on doors and windows.
- **Staff Monitoring:** On-duty staff will monitor and manage internal noise levels at all times.

Outside the Home:

- **Supervised Outdoor Activities:** Scheduled and supervised to avoid early morning or late evening noise.
- **Restricted Outdoor Use:** Outdoor spaces will not be used during quiet hours.
- **Noise Barriers:** Fencing or landscaping will be considered if necessary to reduce sound reaching neighbouring properties.
- **Maintenance Scheduling:** Garden equipment and maintenance will be limited to appropriate daytime hours.

3. Monitoring and Enforcement

- **Regular Checks:** Routine inspections will ensure compliance with all noise control measures.
- **Staff Training:** All staff will be trained to manage noise appropriately and respond to potential issues.
- **Noise Log:** Any noise-related incidents will be recorded in a dedicated log, including actions taken.

4. Complaints Procedure

- **Dedicated Contact:** Neighbours will have access to a dedicated phone number for raising noise concerns.
- **Prompt Logging:** All complaints will be logged and reviewed within **24 hours**.

- **Immediate Response:** The on-duty staff member will take swift action to resolve any noise issues.
- **Follow-Up:** Staff will follow up with the complainant to ensure satisfaction and resolution.

5. Community Engagement

- **Neighbour Meetings:** Regular (e.g., quarterly) meetings with neighbours to discuss concerns and share updates.
- **Feedback Integration:** Community feedback will be welcomed and used to improve practices.

6. Incident Response

- **Incident Review:** Any significant noise events will be formally reviewed by management.
- **Corrective Measures:** Immediate steps will be taken to address causes and prevent recurrence.
- **Ongoing Staff Development:** Training will include handling noise complaints and prevention strategies.

7. Review and Improvement

- **Quarterly Review:** The Noise Management Plan will be reviewed **quarterly** during health and safety meetings.
- **Continuous Improvement:** Best practices and new technologies will be evaluated for implementation.
- **Stakeholder Involvement:** Local residents and relevant authorities will be invited to provide input during reviews.