



Noise Management Plan

Proposal

Change of use from a dwellinghouse (Use Class C3) to a residential children's home (Use Class C2) for up to 2 children.

1. Introduction

This Noise Management Plan has been prepared to support the proposed change of use of 66 Weymouth Road, Hayes, UB4 8NG from a dwellinghouse (Use Class C3) to a children's home (Use Class C2) accommodating up to 2 children.

The purpose of this Noise Management Plan is to maintain a calm, safe, and comfortable environment for all children, staff, and neighbours by identifying, monitoring, and managing potential sources of noise within and around the home.

The plan sets out procedures for supervision, behaviour management, neighbour engagement, and complaint handling, ensuring compliance with planning requirements and promoting positive relationships with the local community.

The Management Plan provides details regarding:

- Operating arrangements.
- Staffed hours.
- Proposed activities.
- Occupancy arrangements.
- Procedures for raising and resolving complaints.
- Measures to minimise any impact on neighbouring properties.

2. Site Description

66 Weymouth Road is a residential property located within an established residential area of Hayes.

The property will operate as a small children's home providing accommodation and care for up to 2 children in a family-style environment.

The property contains communal living areas, kitchen and dining facilities, bedrooms for the children, staff facilities, and a private rear garden.

The home will continue to operate in a manner consistent with a residential property and will retain the appearance and character of a family dwelling within the neighbourhood.

3. Occupants

The home will accommodate a maximum of 2 children aged between 8 and 17 years. The children may have emotional, behavioural and developmental needs and may have experienced trauma, neglect, instability, or adverse childhood experiences.

The small scale of the home allows staff to provide consistent supervision, effective behaviour management, and individualised support while maintaining a calm environment for both residents and neighbouring properties.

4. Staffing Arrangements

The home will operate 24 hours a day, 7 days a week.

A Registered Manager will normally be present during standard office hours and will oversee the operation of the home.

A minimum of two members of staff will be on duty at all times.

Shift handovers will typically take place at approximately:

- 8:00am
- 8:00pm

Handovers will normally last between 10 and 15 minutes and will be conducted quietly within the property to minimise disturbance to neighbouring residents.

Additional staffing may be provided where required by individual care plans and risk assessments.

5. Proposed activities

The home will provide a structured programme of activities designed to support children's emotional, educational, social and physical development.

Most activities will take place away from the property to minimise noise and disturbance to neighbouring residents.

Activities may include:

- School attendance.
- Parks and outdoor recreation.
- Swimming and leisure activities.
- Library visits.
- Shopping trips.
- Community-based activities.
- Educational and cultural visits.
- Therapeutic appointments.

Activities undertaken within the home will generally be low-impact and include:

- Reading.
- Arts and crafts.
- Board games.
- Homework support.
- Group discussions.
- Indoor recreational activities.

Use of the rear garden will be supervised and generally restricted to reasonable daytime hours.

Garden activities will normally cease by 8:00pm.

6. Potential Noise Sources

Potential noise sources associated with the operation of the home include:

- Normal day-to-day living activities.
- Children's arrivals and departures.
- Staff arrivals and departures.
- Professional visits.
- Vehicle movements.
- Supervised outdoor activities.

- Deliveries and waste collections.

These activities are considered comparable to those associated with a typical family household.

Given that the property will accommodate only 2 children, noise generation is expected to remain at a level consistent with residential use.

This Noise Management Plan is therefore designed to minimise the risk of anti-social behaviour impacting neighbours, while maintaining a safe and supportive environment for the children.

7. Sources of noise

The following identifies the main sources of noise within the home, their potential impact, and the control measures that will be implemented.

Children Playing

Description: Indoor and outdoor play, excitement and raised voices.

Control Measures:

Indoor play will primarily consist of board games, arts and crafts, reading and supervised activities. Windows are fitted with restrictors and will remain closed where appropriate.

Outdoor play will be supervised at all times and generally restricted to between 9:00am and 6:00pm.

Children will regularly access local parks, leisure facilities and community activities away from the home, reducing the need for prolonged outdoor activity at the property.

Television, Music and Electronic Devices

Description: Louder volume in communal areas or bedrooms.

Control Measures:

Radios, televisions and electronic devices will be monitored by staff. Headphones will be encouraged where appropriate.

Devices capable of generating excessive noise will not be permitted.

Television and music volumes will be maintained at reasonable levels, particularly during evening hours.

Children will attend school during weekdays and participate in activities away from the home, reducing time spent using electronic devices within the property.

Vehicles

Description: Staff arrivals and departures, professional visitors and deliveries.

Control Measures:

Vehicle movements will be limited.

Staff will arrive and leave quietly, avoid unnecessary engine idling and refrain from using vehicle horns except in emergencies.

Deliveries will be limited to normal household requirements and will reflect those associated with a typical family home.

Maintenance and Cleaning

Description: Short-term internal or external noise associated with repairs and maintenance.

Control Measures:

Repairs, gardening and maintenance works will normally take place between 10:00am and 5:00pm to minimise disruption to neighbours.

Visitors

Description: Increased conversation and activity levels associated with professional or family visits.

Control Measures:

Family visits will generally be arranged away from the home where appropriate.

Professional visits will be scheduled during normal daytime hours.

This approach helps minimise additional traffic, activity and noise at the property.

The potential noise impact arising from the home is not expected to exceed that typically associated with a family dwelling occupied by children and carers. The home will operate as a small-scale residential environment with structured routines and continuous supervision.

8. Supervision

Children living in the home will be cared for by trained residential childcare professionals experienced in supporting children with emotional, behavioural and developmental needs.

A minimum of two members of staff will be on site at all times to supervise and support the children.

Loitering on the street or in areas immediately outside the property will be actively discouraged.

Staff will support children to access local parks, recreational facilities, community activities and public transport where appropriate, ensuring that outdoor activity does not cause unnecessary disturbance to neighbouring residents.

Curfews will be established according to the ages, needs and care plans of individual children. The latest curfew will generally be 10:00pm unless otherwise agreed as part of a child's placement plan.

Daily routines will be structured to include designated times for:

- School and education.
- Activities and appointments.
- Meals.
- Relaxation.

- Bedtime routines.

This structure promotes stability, reduces anxiety and supports positive behaviour.

Within the home, staff will maintain a calm, supportive and nurturing environment. Whilst occasional disagreements may arise, as they do in any family home, staff will respond promptly and appropriately.

This may include separating children into different areas of the home to allow them time to calm down and regulate their emotions.

Radios, televisions and music devices will be monitored by staff at all times.

Any equipment provided within the home will be suitable for a residential setting and will not be capable of generating excessive levels of noise.

9. Engineering Mitigation

All rooms within the home are fitted with window restrictors which limit the extent to which windows can be opened, helping to reduce the transmission of sound from inside the property.

Should warmer weather result in windows being opened and repeated reasonable noise complaints being received, portable fans may be provided to allow windows to remain closed while maintaining a comfortable internal environment.

Windows are fitted with locks and may be kept closed temporarily where necessary as part of a specific action plan to address substantiated noise concerns.

The home also benefits from internal fire doors installed in accordance with Building Regulations.

These doors are solid core construction and include perimeter seals, helping to reduce sound transmission between rooms and improve acoustic separation within the property.

10. Internal Noise Control

Quiet Hours Policy

Quiet hours will be observed between:

8:00pm and 7:00am

During these hours:

- Televisions, music and electronic devices will be kept at low volume.
- Loud conversations will be discouraged.
- Running, shouting and disruptive behaviour will not be permitted.

Activity Zoning

The home will encourage:

- Quiet areas for reading, homework and relaxation.
- Appropriate use of communal areas.
- Structured activities suited to a residential environment.

Staff Training

Staff will receive training and guidance on:

- Positive behaviour support.
- De-escalation techniques.
- Noise awareness.
- Promoting respectful behaviour within the home and community.

Noise-Reducing Furnishings

The home will utilise:

- Carpets and rugs.
- Curtains and soft furnishings.
- Upholstered furniture.

These measures help absorb sound and reduce noise transmission.

11. External Noise Control

Outdoor Activities

- Outdoor activities will be supervised.
- Activities will be scheduled during appropriate daytime hours.
- Staff will intervene if noise levels become excessive.

Boundaries and Landscaping

Existing fences, walls and garden boundaries will be maintained to assist in reducing noise transmission.

Maintenance Activities

Any maintenance work involving noisy equipment will be undertaken during reasonable daytime hours only.

Staff Parking

Staff will:

- Park respectfully.
- Avoid unnecessary noise.
- Complete handovers efficiently.
- Respect neighbouring properties when arriving or leaving shifts.

12. Neighbour Relations

The Registered Manager and staff team will seek to maintain positive, open and respectful relationships with neighbouring residents. The home will encourage communication and engagement with neighbours to ensure that any concerns can be raised promptly and addressed appropriately. Management contact details, including a telephone number and email address, will be made available to neighbouring residents should concerns arise regarding the operation of the home. The Registered Manager will normally be available during standard office hours and will oversee the management of any concerns raised.

13. Complaints Procedure

A telephone number and email address will be provided to neighbouring residents to enable concerns regarding noise or disturbance to be raised quickly and efficiently.

All complaints will be:

- Logged.
- Time and date recorded.
- Investigated promptly.
- Responded to appropriately.
- Reviewed by management.

A complaints log will be maintained detailing:

- The nature of the complaint.
- Date and time received.
- Actions taken.
- Outcome of the investigation.
- Any preventative measures implemented.

Staff will receive guidance on handling complaints and responding appropriately to neighbour concerns.

Where a complaint relates to the behaviour of a child or children within the home, staff will identify the source of the disturbance and take immediate steps to reduce the noise.

This may include:

- Speaking with the child or children involved.
- Redirecting activities.
- Moving activities indoors.
- Temporarily separating children where appropriate.
- Reviewing care plans and behaviour support strategies if recurring concerns are identified.

The objective will always be to resolve concerns quickly, fairly and proportionately while maintaining the wellbeing and dignity of the children living in the home.

Complaint Handling Procedure

Step 1 – Receipt of Complaint

Any complaint, whether received by phone, email, or in person, must be recorded immediately in the Noise/Complaint Log. The staff member receiving the complaint will document the date and time, the complainant's name and contact details (if provided), a description of the noise or disturbance, the location and timing of the incident, and any immediate actions taken.

Step 2 – Acknowledgement

Staff will acknowledge the complaint within 24 hours, either verbally or in writing. If appropriate, a staff member may contact the neighbour to confirm that the issue has been correctly understood.

Step 3 – Immediate Response

The on-duty carer or team leader will identify the source of the noise or behaviour, calm and redirect the children involved using trained behaviour management techniques, and document the actions taken, such as speaking to children, changing activities, or closing windows.

Step 4 – Management Review

The Registered Manager will review all complaints within 24 hours to ensure appropriate actions have been taken, investigate any patterns or repeat incidents, and complete any necessary follow-up, including updating the neighbour.

14. Monitoring and Review

The effectiveness of this Noise Management Plan will be monitored through:

- Regular management oversight.
- Review of incident records.

- Review of complaints received.
- Feedback from neighbours where appropriate.

The plan will be reviewed annually or sooner if operational changes occur or concerns are raised.

15. Emergency Situations

In emergency situations, including:

- Fire alarms.
- Medical emergencies.
- Safeguarding incidents.
- Emergency service attendance.

Temporary increases in noise may occur to ensure the safety and welfare of children and staff.

16. Compliance and Accountability

All staff are responsible for implementing this Noise Management Plan.

The Registered Manager will oversee compliance, monitor effectiveness and ensure any concerns are addressed appropriately.

17. Conclusion

This Noise Management Plan demonstrates that the proposed children's home at 66 Weymouth Road, Hayes, will operate in a manner consistent with a small residential household.

The combination of low occupancy levels, structured routines, planned activities, continuous supervision, careful placement matching, engineering mitigation measures, active neighbour engagement and effective complaint procedures will ensure that noise impacts are minimised and neighbouring amenity is protected.

The home will provide a safe, stable and nurturing environment for up to 2 children while maintaining positive relationships with the surrounding community.