

**Barclay Care Group**  
**Management Plan**  
**for 206 Nestles Avenue, Hayes, UB3 4QG**

**1. Purpose**

The purpose of this Management Plan is to minimize noise disturbances within and around the children's home while fostering a calm, nurturing, and supportive environment for the children, staff, and surrounding community.

**2. Objectives**

- Ensure that noise levels are maintained at acceptable levels for residents, staff, and neighbours.
- Promote practices and activities that reduce noise generation.
- Comply with local noise regulations and address noise complaints promptly and effectively.

**3. Scope**

This plan applies to all activities and operations conducted on the premises, including day-to-day activities, scheduled events, and facility maintenance.

**1. How many children will be accommodated?**

There will be 4 children who will be accommodated with low to medium care needs. The young people will be matched to ensure a smooth transition to the home.

**2. What is the ratio of staff to children that is required, i.e. delivery model?**

A Ofsted registered manager will be onsite during office working hours. Two staff members will be on shift, with one wake and one sleep staff on 48-hour shifts in the home at all times 24/7.

**3. What is the likely level of need of the children accommodated, i.e. is there a focus on complex needs?**

We provide provision for young children with emotional, behavioural issues, issues where they have been neglected due to poor parenting and boundaries and at risk of neglect and abuse. Some of the young people may have autism or low level ADHD.

**4. What is the likely shift pattern of staff, i.e how many staff (management and care staff) would likely be at the premises at any one time and when would shift changes occur?**

2 staff will be on site at all times this will include a manager being on site for management purposes. Staff meetings held once a month will be facilitated during the day and early evening for both day and night staff. Staff will do handovers at 10am after children go to school and noise will be minimum during this time.

**5. What support officers would be likely to visit the property?**

The visitors will be:  
Social Workers – 1 visit a 4-6 weeks to see the young person  
Reg 44 Visitor (independent monitoring visit) – 1 visit a month

Ofsted Inspectors – 1 visit per year

**6. How would visits be scheduled and would staff/support worker meetings take place on the premises?**

All meeting will be preplanned in advance and only those deemed necessary will be conducted at the home. Most meetings will take place in the community with School, Health professionals and Social Services

**7. If young people are unable to attend Full Time Education, what provision will be onsite?**

The local authority for each young person is responsible for their schooling placements. Where young people are unable to attend these will be facilitated online at the home on teams with the care staff and the young person.

**8. Are family and friends allowed to visit at any time**

No family and friends visitors will be allowed, with such meetings taking place away from the home.

**9. Will the property be OFSTED registered?**

Yes, approval will be sought once planning approval has been gained.

**10. Are children ever left alone at the property**

All young people are always supervised and will not be left alone due to the home being a regulated provision with Ofsted.

**11. Under what circumstances are children allowed to leave the property?**

The young people go out with staff to take part in activities at least once a week; swimming, play in the park, visit the library or going shopping. Young people are allowed outside in the community for free time but would be agreed with their social worker prior to them moving into the home.

**12. Would staff member be aware or informed if a child left the property**

Staff will be aware as they are on site monitoring the young people accordingly to their care plan which directs staff on the support supports needs of each young person. Staff also do room checks to ensure the safety of each young person in their care as keeping a daily log of all children on site.

**13. Does the home have curfew times?**

Young people have curfew according to their age and also their care plan. The curfew depends on the age and also the local authority requirement to keep the young person safe. If young people leave the premises they will be followed by staff to bring them back. Young people are given mobile to keep them safe and also to allow staff to keep in touch with them. All children are given house rules and a children's guide to ensure they understand their own risks and also to engage with staff to stay safe.

**14. What happens if the event of a breach of curfew**

All young people in the home have set times where they have to be in bed and getting up for breakfast, staff encourage a routines in the home. Staff work closely with police and also out of hours emergency social care teams, if a young person leaves the premises and does not return home. Where young people breach their curfew then staff will update the social worker and work closely with the child to increase their awareness and discuss their behaviour which informs their care plans and risk management plans.

## **15. Internal Noise Control**

- a. **Quiet Hours Policy**
  - a. Quiet hours will be enforced from 8:00 PM to 7:00 AM during which noise levels will be kept to a minimum.
  - b. During these hours, residents and staff should:
    - i. Lower the volume of conversations, music, and televisions.
    - ii. Avoid running, loud play, or other potentially disruptive activities.
- b. **Activity Zoning**
  - a. Allocate specific areas for louder activities, such as recreational play, and quieter zones for study, relaxation, or rest.
  - b. Designate soundproofed spaces for high-energy activities like music or exercise.
  - c.
- c. **Staff Training**
  - a. Train staff on noise management practices, including modelling appropriate noise levels and redirecting loud behaviours when necessary.
  - b.
- d. **Use of Noise-Reducing Furnishings**
  - a. Install soft furnishings (e.g., rugs, curtains, and padded furniture) to absorb sound in common areas.
  - b. Ensure doors are properly fitted with rubber seals to reduce sound transmission.

## **16. External Noise Control**

- a. **Outdoor Play and Activities**
  - a. Schedule outdoor activities during appropriate hours, avoiding early mornings and late evenings.
  - b. Limit the number of children participating in outdoor activities at one time to control noise levels.
- b. **Landscaping and Boundaries**
  - a. Install sound barriers such as hedges, fences, or walls to reduce noise escape from the premises.
- c. **Equipment Usage**
  - a. Restrict the use of loud equipment (e.g., lawnmowers or leaf blowers) to designated hours, avoiding early mornings or late evenings.
- d. **Staff Parking at front of Home**
- e. Staff will be mindful of parking at front of home, not to use horn or keep engine running for a long period of time. Staff will park respectfully and handovers will take place after peak traffic times in the mornings, and will be done quickly to avoid noise to neighbours or any inconvenience to others.

## **17. Noise Complaint Management**

- 1. **Complaint Procedure**
  - Establish a clear procedure for receiving, logging, and addressing noise complaints from neighbours or within the home.
  - Assign a designated staff member to handle complaints and respond promptly.
- 2. **Communication with Neighbours**
  - Maintain open communication with neighbours regarding scheduled activities that may generate noise (e.g., events or maintenance work).
  - Provide contact information for queries or concerns.
- 3. **Monitoring and Record-Keeping**
  - Keep a record of noise complaints and actions taken to address them. Use this data to identify recurring issues and improve practices.

## **18. Monitoring and Evaluation**

- 1. **Regular Noise Assessments**
  - Conduct routine checks to identify areas or activities generating excessive noise.

- Use tools such as noise meters if needed to measure decibel levels.
- 2. **Feedback Mechanism**
  - Gather feedback from residents, staff, and neighbours to evaluate the effectiveness of noise management strategies.
- 3. **Plan Review**
  - Review this Noise Management Plan annually or as required to ensure its continued effectiveness. Update it based on feedback and any changes in local noise regulations.

## 19. Emergency Provisions

In cases of emergency (e.g., fire alarms or medical situations), noise levels may temporarily exceed normal limits to ensure the safety and wellbeing of all residents.

## 20. Emergency Contact – On Call & Out of Hours

In the case of an emergency, the registered manager or alternatively the Responsible Individual can be contacted if they are unable to contact the Manager. Their contact details will be shared with all surrounding neighbours.

## 21. Transport

There are two off-road parking spaces for the use of the home. On-road parking will not take place as there is parking restriction enforced by the local authority. The children's home will not be seeking a parking permit.

Staff are encouraged to commute using a combination of public transport, cycling or walking. There are bus stops a 3 minute walk away on the junction of North Hyde Road and Roseville Road and is a 12 minute walk to Hayes & Harlington station on the Elizabeth Line. The site will also provide 2 cycle sheds with 2 spaces each (4 in total). Staff will be incentivised to use public transport and cycling to get to work as part of their employment.

In addition, we will ensure that detailed information about public transportation routes, cycle and walking are easily accessible to staff.

We are confident that these measures will minimise any potential impact from the children's home and allow the development to run smoothly without exceeding the typical noise levels of a regular household.

## 22. Compliance and Accountability

- All staff and residents are responsible for adhering to this Management Plan.
- Supervisors and managers will oversee compliance and provide guidance when necessary.

## Conclusion

This Management Plan is designed to balance the needs of children, staff, and the surrounding community. By fostering a respectful and considerate environment, we aim to create a space where children can thrive in a calm and supportive atmosphere.