



## Noise Management Plan

## **36 Moor Park, Northwood, HA6 2DJ**

### **Introduction**

Chapter One 'Empowering futures, One chapter at a time' marks the first home established by New Chapters Homes where children are nurtured and have their needs met by highly dedicated, experienced, and trained staff.

### **Background**

Chapter One, is a residential home for 4 children with emotional and behavioural difficulties.

### **Purpose**

The purpose of this plan is to ensure that staff and children understand their obligations when living together to ensure, as far as possible, the minimisation of disturbance to local residents by activities in and around the Home. Although it is not anticipated that four children with their careers will generate any more noise than any other family home, we have a primary responsibility to ensure that our premises do not generate excessive noise disturbance. There are some aspects that we need to be mindful of so that we can have an agreed understanding. Good common sense should be used.

This plan should be read in conjunction with our Good Neighbour Policy, Management statement for the control of noise, and our Complaints, Concerns and Compliments Policy.

### **Risks:**

- Increased noise
- Disruption to others living in the home, neighbours and community.

**The potential sources of noise are:**

- Children and Staff using the outdoor garden area.
- Occasional entertaining events such as birthdays.
- Vehicle movements and voices in the outdoor parking area.
- Other activities in or around the building.

**Control measures:**

**The organisations will:**

- Ensure the implementation and periodic review of this policy.
- Incorporate this policy into staff inductions to ensure awareness and adherence.
- Limit admissions to no more than 4 children at any given time.
- Educate staff about the importance of controlling noisy behaviour to comply with District Plan noise limits.
- Make available the Noise Control Plan, Good Neighbour Policy, Management Statement for Noise Control, and Complaints, Concerns, and Compliments Policy to neighbours for transparency and clarity regarding our responsibilities.
- Provide neighbours with an email address and phone number to promptly address any concerns or complaints, with a commitment to addressing them expeditiously and seriously.
- Facilitate regular communication and interaction between the home's manager and neighbours to foster understanding and mitigate misunderstandings.
- Inform visitors to the home about the expectations outlined in this plan.
- Ensure double glazing remains installed on windows, doors, and other openings to minimise noise transmission.
- Carefully assess children's known behaviours against our matching criteria before offering them a placement, involving discussions with social workers, family, and school representatives. The final decision regarding suitability for placement rests with the registered manager.
- Refrain from offering placement to children known for excessively loud behaviour, as outlined in our management statement for noise control.
- Prior to considering a placement, request and review any existing Local Authority Care Plans, Education and Health Care Plans, Psychological Assessments, risk assessments, and Behavior Management Plans pertaining to the child.
- Whenever possible, arrange a meeting with the child before admission to facilitate a smooth transition.
- Upon a child's admission to the home, conduct a 72-hour planning meeting with the allocated social worker to establish necessary

support and care plans.

- Ensure that the home is adequately staffed to meet the diverse needs of the children in residence.
- Carefully match staff skills to the specific needs of each child, and promptly arrange additional training as required.
- Schedule shift changes to minimise car movements during times when residential area traffic is expected.
- Where feasible, restrict visiting hours for the home to 9:00 to 18:00, with out-of-hours visits arranged by the management team.
- Conduct professional meetings and staff training sessions offsite whenever possible, utilising available office space and conference rooms.

**Staff will:**

- Operate Chapter One in a manner similar to "any normal family home," with staff assuming the role of "corporate parents" who encourage children to become responsible citizens. This includes fostering consideration for neighbours, mirroring behaviour expected in a typical family setting.
- Develop individual Risk Management Plans for all children residing in Chapter One, addressing and mitigating potential risks to minimise noise disturbances affecting other residents, staff, and neighbouring properties.
- Implement behaviour management plans for each child, outlining strategies for staff to effectively manage behaviours, regularly reviewing and updating these plans to maintain a conducive environment and minimise noise disruptions.
- Actively work to keep noise levels to a minimum, recognising the importance of maintaining a peaceful atmosphere.
- Serve as positive role models for the children, demonstrating behaviours and attitudes conducive to responsible citizenship.
- Conduct conversations discreetly, avoiding loud tones of voice to maintain privacy and respect for neighbours.
- Refrain from holding discussions outside the home late at night in compliance with GDPR regulations.
- Prohibit the playing of loud music from the home at any time of day or night, respecting the peace and quiet of the surrounding area.
- Assist children in comprehending and adhering to the home's rules regarding consideration for neighbors in relation to noise. Rules will be communicated using preferred communication aids where necessary, accommodating varying levels of understanding.
- Encourage children to enjoy the garden while ensuring that excessive noise is avoided. Staff will intervene when necessary to maintain a peaceful environment.
- If excessive noise occurs, children and any ongoing activities will be relocated indoors to mitigate noise levels for neighboring properties.
- Prohibit the use of percussive, hard-wheeled, and other potentially noisy toys in the outdoor play area to minimize disturbances.
- When windows are open for ventilation, ensure sufficient distance separation and screening attenuation to control internal noise levels. Staff may opt to close windows during certain activities to further reduce noise transmission.
- If a group of children loiters around the premises, staff will either encourage them to move along or invite them inside if they are known friends of our residents.
- Children are permitted to use outdoor spaces reasonably, but after 20:00 hours, they will be asked to reduce noise levels to prevent disturbance to local residents.
- Maintain noise levels within acceptable limits to ensure that noise cannot be heard beyond the premises boundary between the hours of 8pm and 8am whenever feasible.
- When arriving and departing from the home, ensure that behavior is appropriate and noise levels are kept to a minimum, such as

maintaining acceptable volume levels for car stereos.

**In the event of a concern or complaint, then the procedure for managing this is contained within the Complaints Policy** However, it may be prudent to seek a quicker resolution than the formal complaints procedure will deliver. In this case and at the managers discretion, upon the concern or complaint being received the manager may take immediate action to resolve the situation. This action will be in addition to following, and not replacing, the formal process. Anyone raising a complaint will be kept up to date with the process.

**Annex 1** gives details of further contacts if a neighbour, member of the public or anyone concerned is not happy with the resolution or outcome of a noise complaint.

17.04.24

*New Chapters Homes*

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Policy review date March 2025

**Annex 1.**

In the event of a concern or complaint regarding noise not being resolved you can raise your concerns with the following senior management at New Chapters Homes:

**Director**

**Anita Owusu-Appiah**

Tel:

Email: [newchaptershomes@gmail.com](mailto:newchaptershomes@gmail.com)

**Director**

**Diana Ehigiamusoe**

Tel:

Email: [newchaptershomes@gmail.com](mailto:newchaptershomes@gmail.com)

**Director**

**Beatrice Coker**

Tel:

Email: [newchaptershomes@gmail.com](mailto:newchaptershomes@gmail.com)

**Director**

**Nadine Tokosi**

Tel:

Email: [newchaptershomes@gmail.com](mailto:newchaptershomes@gmail.com)

If you feel that New Chapters Homes has not dealt with any noise complaint properly you can refer this to the following agencies or governing bodies:

**Ofsted**

Ofsted

Piccadilly Gate,

Store Street,

Manchester, [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

M1 2WD 0300 123 1231

**Hillingdon Council**

<https://www.hillingdon.gov.uk/article/5155/Taking-action-against-loud-noises>