

Noise Control Plan

Location name: 83 Connaught Road, Reading, Berkshire, RG30 2UE

Max occupancy: 3 x Mother and Baby

Service type: Residential Family Centre

Background

Imani Living Limited is a specialist provider of accommodation and service to “Mother and Baby”. At this property we will be operating small Centre for up to three parents. Mothers will be from age 16 onwards and babies will be aged from birth to 2 years only, from any ethnic heritage, culture, and will endeavour to accommodate and promote any chosen religion.

The Centre is designed to offer homely and family orientated accommodation to give every parent a fair and equal opportunity to demonstrate their ability to provide safe, nurturing, and loving care for their child.

Our mission is to deliver high quality, evidence based family assessments within a supportive and structured residential environment that safeguards babies, promotes parental learning, and enables professionals to make informed decisions based on clear, balanced, and transparent evidence.

Our purpose is to identify both strengths and areas for development, supporting parents to achieve positive and sustainable change while prioritising the child’s safety and wellbeing.

Imani Living Residential Family Centre works in partnership with parents, social workers, health professionals, and legal representatives to promote outcomes that are fair, evidence-led, and focused on protecting and nurturing children. The centre’s approach is to combine compassion with professional scrutiny so that families experience both care and challenge in a balanced, respectful way.

The overall aim of Imani Living is to create an environment where parents are empowered to learn, reflect, and take ownership of their parenting, ensuring that every child has the best possible start in life, whether through rehabilitation at home or through safe and informed alternative care planning.

Through reflective practice, clear professional boundaries, and collaborative working, Imani Living aims to achieve measurable improvements in parental capacity, emotional stability, and safeguarding awareness. Every family leaves the centre with a comprehensive assessment and clear recommendations to support safe and sustainable long-term outcomes for their child.

Imani Living Residential Family Centre operates within the Care Standards Act 2000, the Residential Family Centres Regulations 2002, the National Minimum Standards for Residential Family Centres (2022), and Working Together to Safeguard Children (2023).

The service accepts referrals for:

- Parents requiring residential parenting assessment as directed by the court or local authority.
- Parents who need intensive observation and support to develop parenting skills and routines.
- Families where there are concerns about attachment, bonding, or parental capacity.
- Parents with learning disabilities, neurodivergent conditions, or mild to moderate mental health needs who can engage safely in a supported assessment environment.
- Parents requiring additional structure, supervision, or therapeutic input due to past trauma or domestic abuse.

The service does not accept referrals for:

- Parents whose behaviour presents a high risk of violence or serious harm to others.
- Parents whose needs require psychiatric inpatient care.
- Parents actively misusing substances and not engaging in treatment.
- Families whose level of risk cannot be safely managed within a residential assessment environment.

Purpose

The purpose of this plan is to ensure that staff and parents 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 Centre. Although it is not anticipated that one parent with their baby 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, Noise Control Plan.

Risks:

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

The potential sources of noise are:

- Parent and baby using the outdoor garden area.
- Occasional entertaining events such as birthdays.

- Vehicle movements and voices in the outdoor parking area.
- Baby Crying.

Control measures:

Imani Living Limited:

- Ensure this policy is implemented and reviewed.
- Ensure that this policy forms part of staff inductions.
- Not admit more than 3 Mother and Baby to the Centre at any one time.
- Ensure staff are fully aware of the need to control excessively noisy behaviour.
- Make the Noise Control Plan and Good Neighbour Policy, Management of Noise, policies freely available to neighbours so our responsibilities are clear to all.
- Provide an email address and phone number to neighbours so that they can raise any concerns, or complaints at the earliest opportunity. The organisation will attempt to address these as quickly as possible. All comments will be taken seriously.
- Ensure the Centre manager will regularly speak and liaise with neighbours and the community to break down barriers and misunderstandings.
- Advise any visitors to the home of the expectations within this plan.
- Ensure double glazing remains fitted to the windows, doors and other openings.
- Carefully consider Mother and Baby needs before offering them a place with us. (This is set out in our matching criteria. Information about the needs is collected and discussions take place with social workers before a resident moves in.)
- Ensure that before considering a placement, requests will be made for any existing Local Authority Care Plans, Education and Health Care Plans, Psychological Assessments, risk assessments and Behaviour Management Plans that the parent has.
- On a parent's admission to the home, undertake a 72-hour planning meeting with the allocated social worker.
- Ensure the home will be adequately staffed to meet the needs of the residents.
- Ensure shift changes are conducted when car movements could be reasonably expected in a residential area.
- Where practicable, limit visiting hours for the home to 9:00 until 18:00 with out of hours visits being by pre-arrangement by the management team.

Staff will:

- Ensure they run 83 Connaught Road like 'any normal family home' and staff will act like 'corporate parents' and will encourage the residents to act as a 'responsible citizen'. This will include being considerate of our neighbours just as they would in any family home.
- All Mothers living within 83 Connaught Road will have individual Risk Management plans which will assess and action any potential risks that may be present, therefore

they minimise instances where potential noise may impact upon other mothers, staff and neighbouring properties.

- Ensure they actively keep noise to a minimum.
- Be a good role model to Mothers.
- Any conversations will be discreet and will not include a loud tone of voice.
- Staff will not be outside the home holding discussions late at night.
- Ensure loud music is not played from the home at any time of the day or night.
- The Mothers will be encouraged to enjoy the garden; however, staff will ensure no excessive noise takes place.
- Where excessive noise does take place, any activities being undertaken will be moved inside to reduce any noise levels to neighbouring properties.
- There will be no use of percussive, hard wheeled and other potentially noisy toys in the outdoor play area.
- With windows open for ventilation, there will be sufficient distance separation and screening attenuation to control noise from within the building, but staff may consider closing some or all windows during some activities to minimise boundary noise levels.
- The outdoor space can reasonably be used but after 20:00 hours individuals will be asked to reduce the level of noise, so it is not intrusive upon local residents.
- The level of noise is to be kept to a level where it cannot be heard passed the boundary of the premises between the hours of 8pm – 8am where possible.
- Ensure that when staff arrive and leave the home that they conduct themselves appropriately and to keep the noise levels to a minimum. For example, keeping car stereos etc to an acceptable level.

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 replace, 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.



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 Imani Living Limited:

The Responsible Individual

Mrs Rifat Hussain

Tel: 07735607760

Email: rifat.hussain@imaniliving.co.uk

Director

Mr Khalad Hussain

Tel: 07857730570

Email: khalad.hussain@imaniliving.co.uk

If you feel that Imani Living Limited has not dealt with any noise complaint properly you can refer this to the following agencies or governing bodies:

Ofsted

Ofsted

Piccadilly Gate, enquiries@ofsted.gov.uk

Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

Reading Council Noise/Reporting Noise

<https://www.reading.gov.uk/nuisance-animals-and-pests/noise-nuisance/>