
PORTAKABIN LIMITED

NOISE MANAGEMENT PLAN

88 KNIGHTS WAY, EMMER GREEN RG4 8RH

Client: Portakabin Limited

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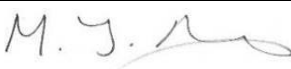
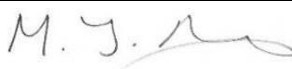
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APPENDIX A - NMP LIMITATIONS

1 INTRODUCTION

- 1.1.1 This Noise Management Plan (NMP) has been prepared for the proposed extension to the existing childcare facility at land to the rear of 88 Knights Way, Emmer Green, Reading RG4 8RH. The proposals comprise a new nursery building associated with the existing Emmer Green Kindergarten operation. The NMP sets out operational, management and review measures to minimise noise from nursery activity, particularly external play, and to protect neighbouring residential amenity.

1.2 Purpose of this NMP

- 1.2.1 The purpose of this NMP is to provide a clear, auditable framework for preventing, minimising and responding to noise associated with the nursery use. The measures apply to nursery management, nursery staff, contractors, visitors and parents/carers attending the premises.
- 1.2.2 This NMP is designed as a live document and can therefore be updated as appropriate over time

1.3 Site Description and Context

- 1.3.1 The development site comprises a vacant plot of land located to the rear of 88 Knights Way, Emmer Green, Reading, where the existing nursery premises, Emmer Green Kindergarten, already operates. The site is within a primarily residential area and the nursery operation is therefore to be managed with regard to the proximity of neighbouring residential receptors.

1.4 Development Proposals and Operating Assumptions

- 1.4.1 The proposals comprise the redevelopment of the site to form a new modular nursery building as part of an extension to the existing nursery operations. The proposal is understood to accommodate up to 24 children aged 3 to 5 years, with nursery activity managed by staff during the established weekday operating period.
- 1.4.2 For the avoidance of doubt, and to assist with planning-condition compliance, the following operating commitments shall apply unless otherwise agreed in writing with the Local Planning Authority or supported by further acoustic review: nursery operations shall be limited to the approved weekday operating hours; the proposed building shall be used for children aged 3 to 5 years; outdoor play shall be supervised at all times; children shall not be permitted to use external play areas before 08:00 hours; outdoor play shall be managed through suitable rotation, staff supervision and quiet-play controls; doors and windows shall

be managed to maintain reasonable acoustic containment where required; and no music, amplified sound or musical instruments shall be used externally.

1.5 Noise Sources

1.5.1 Potential noise sources include children playing in external areas, children arriving and departing with parents/carers, staff and visitor movements, doors and gates, internal child activity, building services and occasional deliveries or maintenance activity. The principal source of potential impact is external play, which will be managed at source through supervision, occupancy control and activity management.

- **Children playing externally** – this is the primary noise source associated with the nursery use and will be managed through staff supervision, rotation and activity control;
- **Arrival and collection periods** – parent/carer movements, vehicle activity, brief conversations and door use can generate localised noise and will be managed to avoid unnecessary congregation;
- **Internal nursery activity** – normal teaching, play, meals, settling-in and staff activity may be audible if doors or windows are left open for extended periods; and,
- **Building services and ancillary operations** – mechanical ventilation, heating/cooling plant, deliveries, waste collection and maintenance activity will be managed so far as reasonably practicable.

1.6 Noise Sensitive Receptors

1.6.1 The principal noise-sensitive receptors are the surrounding residential properties to the northeast, southeast, southwest and west of the development site. The acoustic assessment identifies that the highest calculated change is to the southeast, with the highest calculated façade level associated with receptors to the northeast. Management measures will therefore be applied conservatively to external play and other potentially audible activities.

1.6.2 The nearest off-site NSRs are shown in **Figure 1**.

Figure 1: Site aerial photograph and NSR locations.

2 NOISE CONTROL MEASURES

- 2.1.1 Noise control will follow a hierarchy of avoidance, containment, supervision and prompt intervention. Nursery staff will actively manage the timing, location, group size and nature of external play, with quieter activities encouraged close to noise-sensitive boundaries and more energetic activity kept under close supervision.
- 2.1.2 This section sets out a series of noise control measures which should be considered on an ongoing basis at the development site. It is not considered that all noise control measures can be applied to all parts of the site at all times, but site operations should endeavour to implement as many recommendations as possible for best results.
- 2.1.3 Where improvements are to be made over time this NMP should also be used to provide recommendations for improvement for noise emissions which will assist in reducing noise emissions over the longer term.

2.2 Building Design/ Envelope Controls

- 2.2.1 The building envelope will be maintained to provide effective acoustic containment. Walls, roof/ceiling elements, doors, windows, seals and service penetrations will be kept in good repair, and any acoustic treatments or construction details relied upon by the approved design will not be removed or compromised.

2.3 Doors Windows and Ventilation

- 2.3.1 External doors and windows serving nursery rooms will be managed to minimise unnecessary noise breakout, particularly during periods of energetic indoor activity. Door-open times will be minimised, and ventilation and temperature control should be provided without routinely relying on open doors or windows where this would increase noise at neighbouring receptors.
- 2.3.2 Where practicable, internal finishes should be selected and maintained to avoid excessive reverberation within nursery rooms, particularly in areas used for active play. Soft finishes and suitable absorptive surfaces should be retained where provided.
- 2.3.3 Where boundary fencing or screening is relied upon for noise control, it should be kept in good repair and maintained as continuous, close-boarded or otherwise imperforate construction where applicable.

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- 2.3.4 Any gaps, damaged seals, poorly fitting doors or uncontrolled openings that could materially increase nursery noise breakout should be recorded and remedied as soon as reasonably practicable.

2.4 Operational Controls

- 2.4.1 Arrivals, collections, external play, mealtimes, sleep/rest periods, indoor activities and staff tasks will be scheduled and supervised to avoid unnecessary concentration of noise. Staff will minimise raised voices, prevent prolonged shouting or screaming where practicable, and avoid avoidable impacts from doors, gates, bins, toys, play equipment and vehicles.
- 2.4.2 Outdoor play shall be supervised at all times by nursery staff. Staff should manage the number of children outside at any one time in accordance with the approved operational arrangements and should rotate activities to provide periods of respite during the day.
- 2.4.3 Larger group activities and more energetic play should be located away from the most noise-sensitive boundaries where practicable. Areas close to residential boundaries should be prioritised for quieter activities such as small-group play, gardening, reading, storytelling or calm exploratory play.
- 2.4.4 Music, amplified sound, whistles, horns and musical instruments shall not be used outside. Outdoor activities should not involve organised shouting, chanting or singing close to neighbouring residential boundaries.

3 STAFF SUPERVISION AND TRAINING

3.1.1 The Nursery Manager will be responsible for implementing this NMP and will monitor use of the external play areas, including regular checks on staff supervision, group sizes, activity type and the general level of noise generated during outdoor play.

3.1.2 Room Leaders will liaise daily to agree when each age group will use the garden and to confirm that outdoor play is appropriately supervised, planned and managed in accordance with this NMP.

3.2 Staff Supervision

3.2.1 Room Leaders will update each other during the day where outdoor play arrangements need to vary, for example due to weather conditions, staffing levels, child needs or the need to provide periods of respite from external activity.

3.2.2 Room Leaders will prepare planned activities as an invitation to play for the children. Activities should be structured and supervised so that children remain engaged and unnecessary shouting, screaming or overly boisterous behaviour is minimised where practicable.

3.2.3 There will be continuous supervision by the staff team during outdoor play to ensure that children are engaging in the planned activities, that the external areas are being used appropriately and that staff can intervene promptly if noise levels become elevated.

3.2.4 All nursery staff will be made aware of the need to manage noise from external play sensitively, particularly given the proximity of neighbouring residential properties. This will include avoiding raised staff voices, discouraging prolonged shouting, and encouraging calm, age-appropriate outdoor play.

3.2.5 New staff, temporary staff and agency staff will be made aware of this NMP as part of their induction or daily briefing, including the supervision arrangements, outdoor play controls, neighbour-awareness requirements and complaint escalation procedure.

3.2.6 The Nursery Manager will ensure that relevant staff receive refresher briefings where procedures change, where complaints or incidents indicate a need for improvement, or as part of routine review of this NMP.

3.2.7 Records of staff induction, refresher briefings and any specific noise-management toolbox talks should be retained by the nursery management team and made available for review where reasonably required.

4 COMPLAINT MANAGEMENT

- 4.1.1 Noise complaints will be acknowledged promptly and recorded with the date, time, location, nature of the concern and complainant details where provided. The Nursery Manager, or nominated deputy, will investigate relevant nursery operations and records, implement corrective action where required, and communicate the outcome appropriately.
- 4.1.2 The measures and recommendations set out in this NMP are designed to minimise noise emissions associated with the nursery operation on an ongoing basis. It is recognised that children's play can be audible at nearby residential receptors; however, the purpose of this NMP is to ensure that outdoor play and other nursery activities are managed responsibly and that any concerns are reviewed promptly.
- 4.1.3 Given the residential setting of the development site, potential complaints may relate to children playing externally, arrival and collection periods, staff or parent/carer voices, door or gate activity, or building-services noise. Any such complaint should be investigated objectively and with reference to the operational controls set out in this NMP.
- 4.1.4 Where complaints are received it is important that these complaints are acted upon appropriately, in a fair manner, objectively and with impartiality.
- 4.1.5 This section therefore sets out the recommended approach to handle such complaints.

4.2 Dedicated Noise Manager

- 4.2.1 The Nursery Manager should be identified as the dedicated person responsible for overseeing the handling of any noise complaints that may arise. A nominated deputy should be appointed to cover periods when the Nursery Manager is unavailable.
- 4.2.2 The Nursery Manager, or nominated deputy, will be responsible for investigating complaints, reviewing relevant staff observations and outdoor play arrangements, identifying any corrective actions, and maintaining appropriate communication with the complainant and, where required, the Local Authority.
- 4.2.3 The nursery should provide a clear route for neighbouring residents to raise noise concerns directly with the nursery, such as the centre telephone number or a dedicated email address. Contact details should be made available to relevant neighbouring residents where appropriate and monitored during normal operating periods.

4.3 Complaint Log

4.3.1 The development site should establish a complaints log. The complaints log should log the date and time that any complaint was made. The complaints log should make notes on the nature of the complaint, what actions have been taken and the outcome, such as the following:

- Alleged noise source, for example external play, arrival/collection activity, staff or parent/carer voices, door or gate activity, or building-services noise;
- Time/ date of noise source emissions;
- How long the alleged noise source emissions continued;
- Have the Local Authority been notified;
- Any other notes that the complainant would like to make;
- What investigation actions have been carried out;
- What the outcome of the investigation is/ was;
- What, if any, remedial action is to be taken; and,
- When and how the complainant is/ was informed of the outcome and any remedial actions.
- Whether the concern was received via the nursery telephone number, email address, in person, through the Local Authority, or by any other route, and whether direct follow-up was required.

4.3.2 The complaints log should be stored at the development site premises and made available to the Local Authority upon reasonable request.

4.4 Response Protocol

4.4.1 It is important that any complaints received are handled appropriately and also in a timely manner. We recommend that the below response protocol is therefore followed for best results:

- Upon receipt of a complaint, acknowledgement of the complaint should be made within 24 hours;
- The noise complaint should subsequently be investigated within 72 hours of receipt of the complaint (this timeline should be advised to the complainant);
- Outcome of the investigation and any remedial actions should be communicated to the complainant. If any remedial actions are to be taken, the complainant should be advised of the likely timescales for implementation;
- In the event that the complainant is not satisfied with the investigation outcome or the remedial actions being proposed or implemented, consideration should be given to the appointment of an appropriately qualified and experienced professional acoustic consultant to investigate the complaint; and,

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- We recommend that the complaints log is reviewed quarterly to identify any trends and if any update in procedures is required. Any updates in procedures should be disseminated to all the development site staff through appropriate training.

5 MONITORING AND REVIEW

- 5.1.1 The site manager will monitor compliance through routine observations, staff feedback, incident and complaint records, and checks of building and boundary controls. This NMP will be reviewed after any substantiated complaint, material operational change or planning requirement, and otherwise at least annually.
- 5.1.2 The measures and recommendations outlined in this NMP are designed to minimise noise emissions over the operational use of the development site as a children's nursery.
- 5.1.3 As outlined however this document should be updated at regular intervals to ensure that up to date noise mitigation measures are being implemented at the development site.

5.2 Annual Acoustic Review

- 5.2.1 It is recommended that senior management undertake an annual acoustic review of the operations at the development site and the associated noise emissions including a review of any complaints received and what mitigation has been implemented and its relative success.
- 5.2.2 If any changes have been made operationally at the site and have been successful, consideration of these changes being widened to further improve noise emissions at the development site should be considered.

6 IMPLEMENTATION, RECORD KEEPING AND REVIEW TRIGGERS

6.1 Compliance

6.1.1 The operator shall implement this NMP from first occupation and shall retain suitable records to demonstrate compliance with the operational controls, mitigation measures and any relevant planning condition requirements.

6.1.2 Records should be kept in a readily accessible format and made available to the Local Planning Authority or Public Protection team upon reasonable request.

6.1.3 **Table 1** below outlined a table of control measures and responsibilities.

Table 1: Implementation Responsibility Table.			
Control Measure	Responsible Person	Frequency	Record Required
Children numbers, outdoor play rotation and supervised garden use	Nursery Manager / Room Leader	Daily	Daily checklist
Child settling-in arrangements and individual support needs	Nursery Manager / key person / Room Leader	Before first attendance and as required	Settling-in record / care plan where required
Outdoor play rotation, planned activities and quiet-play areas	Room Leaders / nursery staff	Throughout each operating day	Daily checklist / activity note where required
Doors, windows and access control	Duty supervisor and staff	Throughout each operating day	Daily checklist / incident log where required
Prompt intervention where children become unsettled or overly noisy	Nursery staff / Room Leader	As required	Incident note or activity log
External play supervision and staff presence	Duty supervisor	During each outdoor play session	Daily checklist / incident log where required
Building-envelope checks	Site manager	Monthly and following any defect	Inspection / defect log
Complaints and corrective actions	Noise manager	As complaints arise and quarterly review	Complaint log and action record

6.2 Daily and Weekly Compliance Checks

6.2.1 The Nursery Manager or duty Room Leader should complete a daily compliance check confirming that children numbers remain within the approved operational arrangements, outdoor play is supervised, garden use is appropriately rotated, doors and windows are

managed where required for noise control, and no prolonged periods of avoidable elevated noise have occurred.

- 6.2.2 A weekly review should consider whether any repeated noise issues, child-settling concerns, staff training needs, door-management issues, external play arrangements or building-envelope defects have been identified.

6.3 Trigger-Action Plan for Elevated Nursery Noise

- 6.3.1 Where children's noise begins to escalate, staff should follow a staged response: observe the cause, intervene promptly, redirect the activity, move children to a calmer area where appropriate, provide a quiet period, notify the Nursery Manager or duty Room Leader and record the event where noise is repeated, prolonged or associated with a complaint.
- 6.3.2 If the same activity, group arrangement or part of the garden repeatedly gives rise to elevated noise, the Nursery Manager should review the activity plan, staff supervision, use of quiet-play areas and any need for additional staff briefing or operational controls.

6.4 Arrival and Collection Management

- 6.4.1 Arrival and collection periods should be managed to minimise unnecessary noise, congestion and congregation near entrances or noise-sensitive boundaries. Where practicable, parent/carer handovers should be kept calm, orderly and brief.
- 6.4.2 Parents and carers should be encouraged to avoid unnecessary waiting, raised voices or vehicle idling near entrances, external play areas or neighbouring residential boundaries.

6.5 Building-Envelope Inspection and Maintenance

- 6.5.1 The site manager should undertake a monthly visual inspection of the building envelope, including doors, seals, roof elements, glazing, ventilation openings and any acoustic treatments relied upon for noise control.
- 6.5.2 Any defects that could reduce acoustic containment should be recorded and remedied as soon as reasonably practicable. Temporary operational controls should be considered if a defect is likely to materially increase noise emissions.

6.6 Review Triggers

- 6.6.1 This NMP should be reviewed following any substantiated noise complaint, any material change in children numbers, operating hours, outdoor play arrangements, building fabric, ventilation strategy, activity layout or staffing arrangements.

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- 6.6.2 Where two or more substantiated complaints are received within any three-month period, the nursery operator should undertake a formal review of this NMP and consider whether additional operational controls, staff training, building-envelope works or professional acoustic advice are required.

APPENDIX A - NMP LIMITATIONS

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