
From: public.access@hinckley-bosworth.gov.uk
Sent: 20 October 2025 09:35
To: Planning Application Comments
Subject: Consultee Comments for Planning Application 24/00274/FUL

Consultee comments

Dear Sir/Madam,

A consultee has commented on a Planning Application. A summary of the comments is provided below.

Comments were submitted at 20/10/2025 9:34 AM from Mr Giles Rawdon (giles.rawdon@hinckley-bosworth.gov.uk) on behalf of HBBC ES Pollution 2.

Application Summary

Reference:	24/00274/FUL
Address:	Manor View Aston Flamville Road Burbage Hinckley Leicestershire LE10 3AA
Proposal:	Extensions and alterations of existing ancillary building to form early years day nursery (Class E) with associated car parking
Case Officer:	Emma Baumber

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Comments Details

With regard to the submitted Noise Management Plan (NMP) this identifies sources of noise but does not provide sufficient detail on how these will be managed. Music and musical instruments should not be used outdoors as this is likely to result in complaints. Should this element be required a Noise Impact Assessment should be carried out to establish whether this is acceptable and to provide details to inform any noise mitigation/control necessary.

More details regarding the complaints procedure should be included (see recommendations below to be considered).

Comments: The section relating to the review of the NMP should be amended to "The NMP will be reviewed annually and updated if necessary. Any proposed changes to the NMP shall be submitted and agreed with the LPA."

I recommend the following (amended to reflect the business model) are considered for addition to the NMP:

Music and musical instruments will not be used outside

All staff will be made aware of the need to remain vigilant of excessive noise at all times while outside to keep noise levels at an acceptable level.

Ensure that any unsettled children are taken back inside within a reasonable time

period.

Ensure all children are being encouraged to use gentle voices and not shout or scream.

All staff will be made aware of the requirements of the Noise Management Plan and will be provided with a copy of the document, which will be covered in training sessions. A copy will also be placed within staff areas to ensure compliance.

Monitoring and Managing Complaints

The nursery management team, consisting of the (XXX) will be responsible for dealing with any complaints initially and will be contactable via the telephone number for the nursery. Any team member who receives a noise complaint is trained to escalate to a member of the nursery management team promptly to investigate and take appropriate action to remove or minimise the noise at source.

The management team will be responsible for advising any complainants of the outcome of the investigation and outcome including any corrective action taken. All complaints and actions will be recorded in a complaints log.

Complaints Procedure

In the event of a noise complaint being made via telephone, email or in person, the recipient must immediately escalate to a member of the nursery management team to take appropriate action and remove or minimise the noise at source. In every instance, nursery management will endeavour to contact the complainant to both establish further details of the incident and to share the findings of internal investigations.

If noise continued to be a persistent problem for the complainant, the issue must be escalated first to (Higher Management). Both will be expected to devise a suitable solution to ensure the problem is eradicated or minimised to an acceptable level. Again, communication with the complainant will be consistent, and they will be informed of both the findings and outcome of internal investigations.

Neighbours will be provided with contact details for the nursery management team. All complaints will be logged in our complaints folder which we keep and monitor.

Kind regards