



Thomas's Kensington

Noise and Operations Management Plan - March 2025

Introduction

The purpose of this plan is to outline procedures to:

- minimise the noise and operations impact to local residents during operational times of the school and playground; and
- satisfy the requirements of the Local Authority and planning conditions.

Planning permission (**PP23/06237**) was granted by the local authority for the school and its grounds subject to conditions. The project team, contractor, PR team and school senior management team have been working through the conditions through public consultation and meetings with RBKC relevant officers. The school continues to work with our neighbours and local residents groups, and this evidence is documented by Eversleigh in the Pre Application pack.

This report sets out how each operational, environmental and management condition will be met by the school team and suppliers. The report also sets out school contacts for neighbours for noise and operational feedback.

Consultation, Monitoring and Review Commitment

- The school is committed to meeting the conditions in its planning permission (PP23/06237) and has set up a working group with residents that will continue through to occupation and after; to monitor whether condition management plans are working and keep collaborative communication open. The working groups are chaired by the school's Group Chief Operating Officer (COO).
- The school will put in place appropriate policies and regular training to support staff with pupil supervision and playground management.
- The Noise and Operations Management Plan will be actively reviewed. During the first year, outcomes of the reviews will be shared with the local residents each half term and a formal review process with public consultation will be carried out every three months following occupation with the public, local residents' associations (such as VRARA) involved in this process. If after the first years review it is deemed acceptable that management and monitoring has been successful, reviews will take place annually.
- A Complaints Procedure is available for local residents which will be overseen by the School Operations Manager, Day De la Cruz and Site Manager, Reece Palmer. Complaints will be investigated and responded to when they are received by the School. (detailed on page 14)
- The review process will consider any complaints or compliments recorded. Lessons learnt or suggestions to improve the noise and management plans will be logged and trialled if acceptable.

Condition 23, Noise from Building Services Plants and Vents.

Noise emitted by all building services plant including from condenser units, extract systems and atmospheric vents shall be -10dBA below the existing measured lowest LA90 (15min) background noise level at any time when all plant is in use, where the plant noise source is tonal it shall be -15dBA. The noise emitted shall be measured or predicted at 1.0m from the facade of the nearest residential window or at 1.2m above any adjacent residential garden, terrace, balcony or patio. The equipment shall be serviced regularly in accordance with manufacturer's instructions and as necessary to ensure that the requirements of the condition are maintained. If at any time the plant is unable to comply with this Condition, it shall be switched off and not used again until it is able to comply.

The following shows the school's plan to meet Condition 23 compliance:

1. Building services plant and vents - Condition 23 compliance is specified to the Contractor to meet in their design and procurement, install and testing
2. Evidence of point 1 will be provided by the contractor MYCO to the school and RBKC
3. The school have employed a M&EHVAC expert (Fletchers FM) to maintain the school and all its plant
4. The school will install noise monitors to monitor compliance of this plant and keep data for the school or residents viewing on request

Condition 24, Anti-vibration Mounts for Air-Conditioning/Extraction Equipment

All building services plant located externally within the development shall be supported on adequate proprietary anti-vibration mounts as necessary to prevent the transmission of vibration and regenerated noise to within adjacent parts of the proposed building(s) and these shall be so maintained thereafter.

The following shows the school's plan to meet Condition 24 compliance:

1. Building services plant and vents Condition 24 compliance is specified to the Contractor to meet in their design and procurement, install and testing
2. Evidence of point 1 will be provided by the contractor MYCO to the school and RBKC
3. The school have employed a M&EHVAC expert to maintain the school and all its plant
4. The school will install noise monitors to monitor compliance of this plant and keep data for the school or residents viewing on request

Condition 25, Building Services Plant

No installation of building services plant shall commence until a noise survey and report have been submitted to and approved in writing by the Local Planning Authority. The report shall show how noise from building services plant, whether located internally or externally within the development, when installed will comply with the noise criteria outlined in the Noise SPD

The following shows the school's plan to meet Condition 25 compliance:

1. The school has adopted the noise survey carried out by 24 Acoustics (report provided as part of submission).
2. The school have employed a M&EHVAC expert to maintain the school and all its plant

3. The school will install noise monitors to monitor compliance of its building services and keep data for the school or residents viewing on request

Condition 26, Use of Playgrounds

Unless otherwise agreed in writing by the Local Planning Authority, the playgrounds within the site shall not be used by pupils other than between 8:00-15:00, Monday to Friday, and not at all on Saturdays and Sundays and Bank Holidays.

The following shows the school's plan to meet Condition 26 compliance and show further measures to reduce noise in the playground:

1. The school will adhere to use the playgrounds as playgrounds between 8:00 and 15:00 only Monday to Friday and not at all on Saturdays, Sundays or Bank Holidays
2. The school will not use the playgrounds as playgrounds during School Holidays - February, Easter, Summer, October and Christmas breaks; 12 weeks of the year.
3. The school will rotate lower and upper school year group play to a maximum of two year groups in the playground during break time and lunchtime
4. No ball games will be permitted in the playground
5. The school will continue to have most of its outdoor games sessions off site at Courts or alternative venues.
6. Games sessions are held onsite in the Sports Hall and Dance Studio daily for two hours, either between the hours of 09:00 - 11:30 or 13:40 - 15:30 for approximately 20 pupils per class.
7. Onsite indoor facilities will be used for games sessions including gymnastics and netball.
8. On occasion, a class may be held outdoors in the main playground where the activity is appropriate such as circuits/aerobics, or strength and conditioning.
9. Games sessions that do take place in the playground will be supervised and equipment will be soft equipment where possible to reduce noise.
10. Quiet areas and storage space have been allocated where possible to the perimeter of the site to reduce noise near the perimeter wall, a 2m high acoustic fence will be installed at the perimeter of the astro turf and party wall, and the astro turf will have a rubber underlay to reduce noise from footfall.
11. Playtime will be supervised by staff who will manage the activities in the playground, quiet garden and reception outdoor space. Appropriate policies and training will be put in place to support staff.
12. The school will provide a contact for noise and a complaints procedure
13. The schedule will be shared through consultation with local residents and the Environmental Health Officer for comment
14. Safe management of the delivery bay at play time will be managed by the caretaking team stationed at the main gate security lodge, who are in radio contact with transport and staff. The caretakers will install a retractable barrier as required when deliveries are present. A good supplier network, delivery schedule, and trained staff allow good safe management of the space.

Condition 27, Music

No music, musical instruments, or loudspeakers shall be played or used within the ground floor large hall adjoining 64 Queens Gate of the premises forming the subject of this permission so as to be audible within neighbouring properties.

The following shows the school's plan to meet Condition 25 compliance:

1. The school will adhere to condition 27 through room usage criteria provided to staff
2. The school will make all music spaces acoustically soundproof to mitigate noise from this activity escaping externally
3. The school will test spaces during commissioning, data will be provided on request

Condition 28, No Music Audible Outside

No music, musical instruments, or loudspeakers shall be played or used within the premises forming the subject of this permission so as to be audible outside the premises.

The following shows the school's plan to meet Condition 28 compliance:

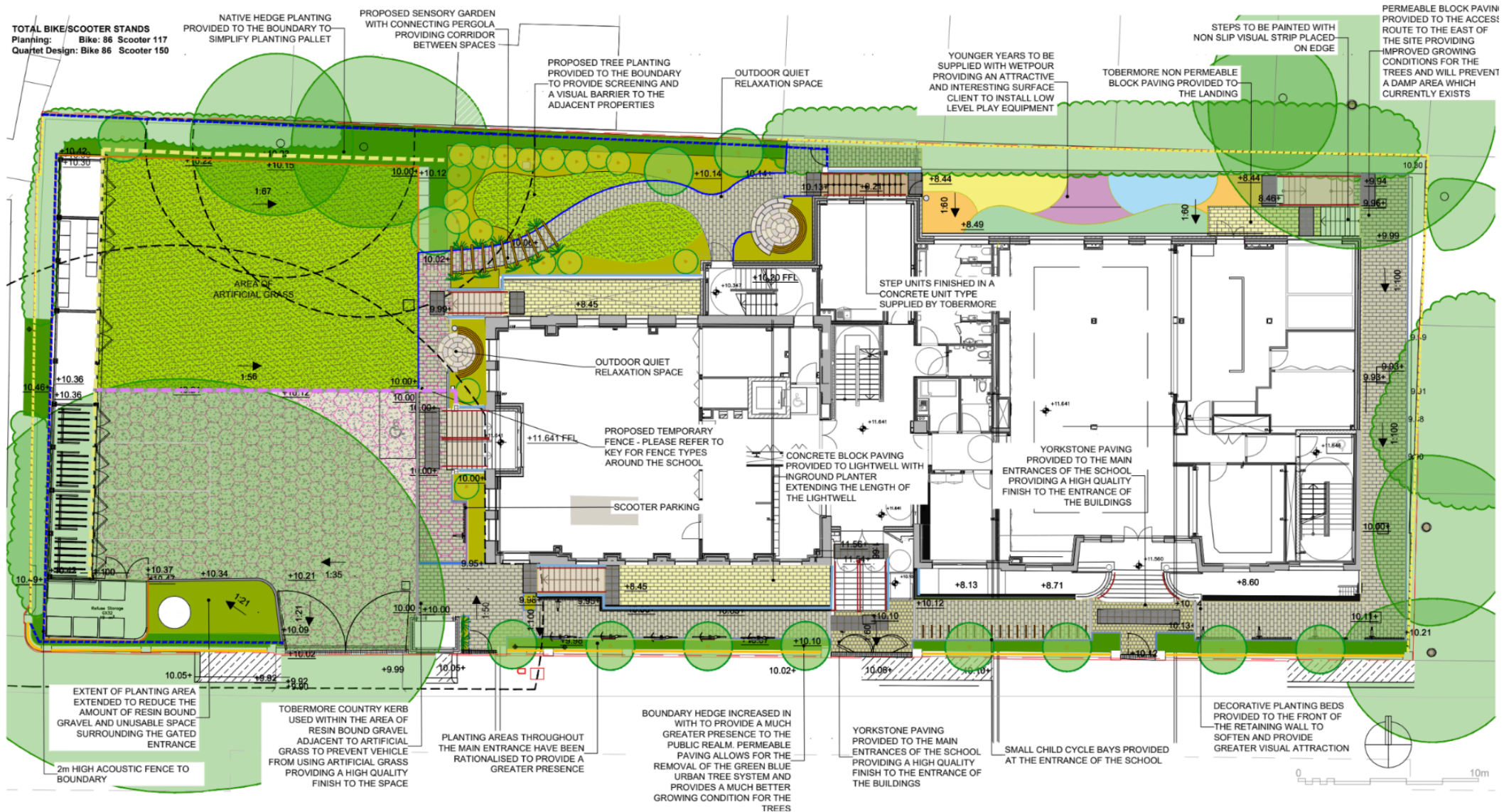
1. The school will adhere to condition 28 through room usage criteria provided to staff
2. The school will make all music spaces acoustically soundproof to mitigate noise from this activity escaping externally.
3. The school will test spaces during commissioning, data can be provided on request

Condition 29, Noise Management Plan

Prior to occupation a Noise Management Plan setting out how the outdoor areas including the playground areas, loading bays and the area around the school informed through prior engagement with the local community and the Council's Environmental Health team would be managed shall be submitted to and approved in writing by the Local Planning Authority. The measures within the plan shall thereafter be adopted in full and so maintained

The following shows the school's plan to meet Condition 28 compliance:

1. The Site Plan overleaf shows the outside areas including the playground, quiet garden and reception outdoor learning area, and description of each space. This plan was used for consultations on 12 November 2024

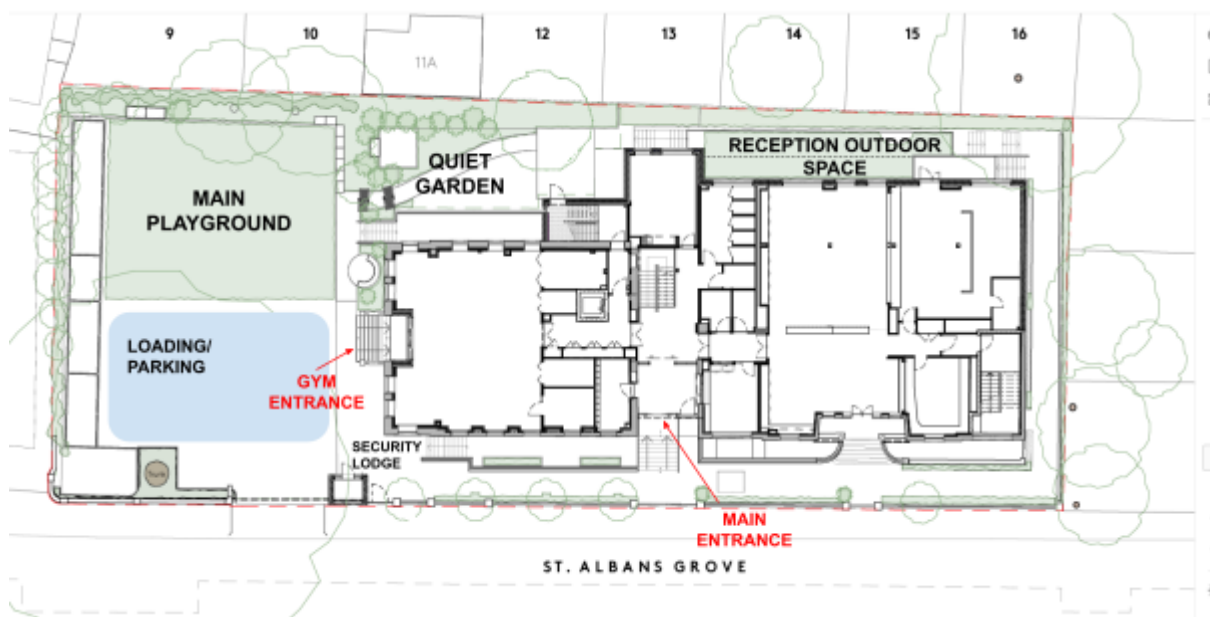


2. Pupil Pick-Up & Drop-Off Plans Noise Management

- At drop off times trained traffic marshals, security, site manager and gap year students will be stationed at each end of St Albans Grove, enforcing the potential school street.
- Lower and Upper School pupils will be able to walk to the front reception or side entrance, where they will be greeted by a member of staff.
- For pick-up, parents will be allowed to wait inside the school wall front perimeter for their child to be collected from 15:15, mitigating any parent traffic blocking the pavement. Pupils will then be collected by parents via the main entrance or gym entrance.
- School bus home to school runs will drop off in the tarmac delivery bay, where the second caretaker will have the retractable barrier in place.
- The school caretaking team have all been on certified banksman courses and will manage buses entering and exiting the site and be in radio contact with staff and colleagues managing school street or parent traffic depending on the travel option adopted.

	Start time	End time	Details
Drop Off	08:15	08:30	Main entrance and Gym
Pick Up	15:30	16:00	Main entrance and Gym

- The Main Playground is 443 sqm and the loading bay area is 213 sqm
- The Reception Outdoor space is 70 sqm
- The areas exclude all storage and cycle parking.



3. Deliveries & Servicing Noise Management

- Deliveries are planned for regular weekly times, with drivers briefed on respecting neighbours and being as quiet as possible. School facilities staff will provide access and help to supervise the delivery or waste collection team to make the delivery as quickly and quietly as possible.
- Thomas's is investigating whether deliveries, as far as practicable, can be made by electric vehicles to reduce noise.
- The proposed Delivery and Servicing Management Plan (DSMP) supports sustainable development, following TfL guidelines.
- Thomas's key objectives are to ensure safe, efficient, and environmentally friendly deliveries and waste removal, reduce and consolidate deliveries during peak times, improve delivery reliability, lower operational costs and minimise freight impact on residents and the environment.
- The school will monitor and review the DSMP at defined regular intervals to identify what works well and what can be improved upon.
- Delivery and servicing activities have long taken place on the street for the existing school buildings. The new school, however, consolidates these operations at a single location designed for direct on-site delivery access via St Albans Grove.
- Security staff will manage gated access to ensure no vehicle is waiting on the street.
- Key deliveries include catering, chemicals, laundry, maintenance, and postal services.
- Both the catering provider and the waste supplier are current suppliers that drop off at Thomas's Kensington and they understand the need to minimise disruption to our neighbours.
- Delivery vehicles up to 7.5 tonnes can access the site, with most vehicles expected to be smaller.
- Catering deliveries are scheduled with Harrison Catering, using transit-sized vans, and larger panel vans for less frequent deliveries.
- Chemical and laundry deliveries occur weekly or bi-weekly.
- Postal and parcel deliveries will utilise existing street facilities.
- Waste collection, handled by First Mile, will reduce to weekly pickups, with bins prepared by school staff.
- Emergency maintenance or ambulances will use the allocated bay at the school as required. The caretaker will be informed ahead of arrival by Thomas's staff members.
- Any bulky deliveries to the site will need to be pre-arranged. The delivery time and duration will be agreed in advance with the site management team to minimise the impact upon the routine daily servicing requirements of the development and other occupiers.

- Minibus Schedule to Offsite Sports activities

Day	Time Out	Activity	Return Time	No. of Buses
Monday	10:30am	Other Sports	12:30pm	4
	1:00pm	Field Games	3:30pm	3
Tuesday	9:30am	Swimming	10:40am	1
	10:00am	Swimming	11:10am	1
	10:30am	Other Sports	12:30pm	3
	1:00pm	Field Games	3:30pm	3
Wednesday	9:00am	Swimming	10:10am	1
	9:30am	Swimming	10:40am	1
	10:00am	Swimming	11:30am	1
	10:30am	Other Sports	12:10pm	3
Thursday	9:30am	Swimming	10:40am	1
	10:00am	Swimming	11:20am	1
	10:30am	Other Sports	12:10pm	4
	1:00pm	Field Games	3:30pm	3
Friday	10:30am	Swimming	1:00pm	2
	10:30am	Other Sports	12:00pm	3
	10:30am	Swimming	12:30pm	1
	11:00am	Swimming	12:00pm	1
	1:00pm	Other Sports	3:30pm	4

- Delivery Schedule - to take place prior to school break times

Type of Delivery	Type of Vehicle	Average Frequency	Delivery Timing	Location
Catering (Fruit & Veg)	Van	Daily	9:30 - 10:00	On-site
Catering (Meat)	Van	Monday, Tuesday and Friday	9:30 - 10:00	On-site
Catering (Bifood Other Grocery)	Panel Van	Monday, Wednesday and Friday	9:30 - 10:00	On-site
Chemical	Van	Once every two weeks	9:30 - 10:00	On-site
Laundry	Van	Thursday (every week)	9:30 - 10:00	On-site
Royal Mail	Van	Daily	Dependent on Royal Mail	On-street
Amazon, DTP, Stationary, Others	Panel Van	Twice a week	Dependent on dispatcher	On-street
Contractors (Maintenance, Works, etc)	Van or Car	Ad hoc	Ad hoc	On-site
Waste Collection	Luton Van	Thursday (every week)	9:30 - 10:00	On-street



Van



Luton Van



Panel Van

4. Other Operational Matters

- Termly fire drill. Pupils will assemble outside in the main playground in silence. This will happen during the first week of each new term at 09:50 before the morning break.
- Weekly fire bell internal sounder 2 minutes each Friday at 08:00.
- Tree survey and maintenance once a year (Summer Holiday)
- Grounds maintenance sweep weekly, the team will also litter pick outside the school along St Albans Grove (caretakers) Quiet electric backpack leaf blower will be used.

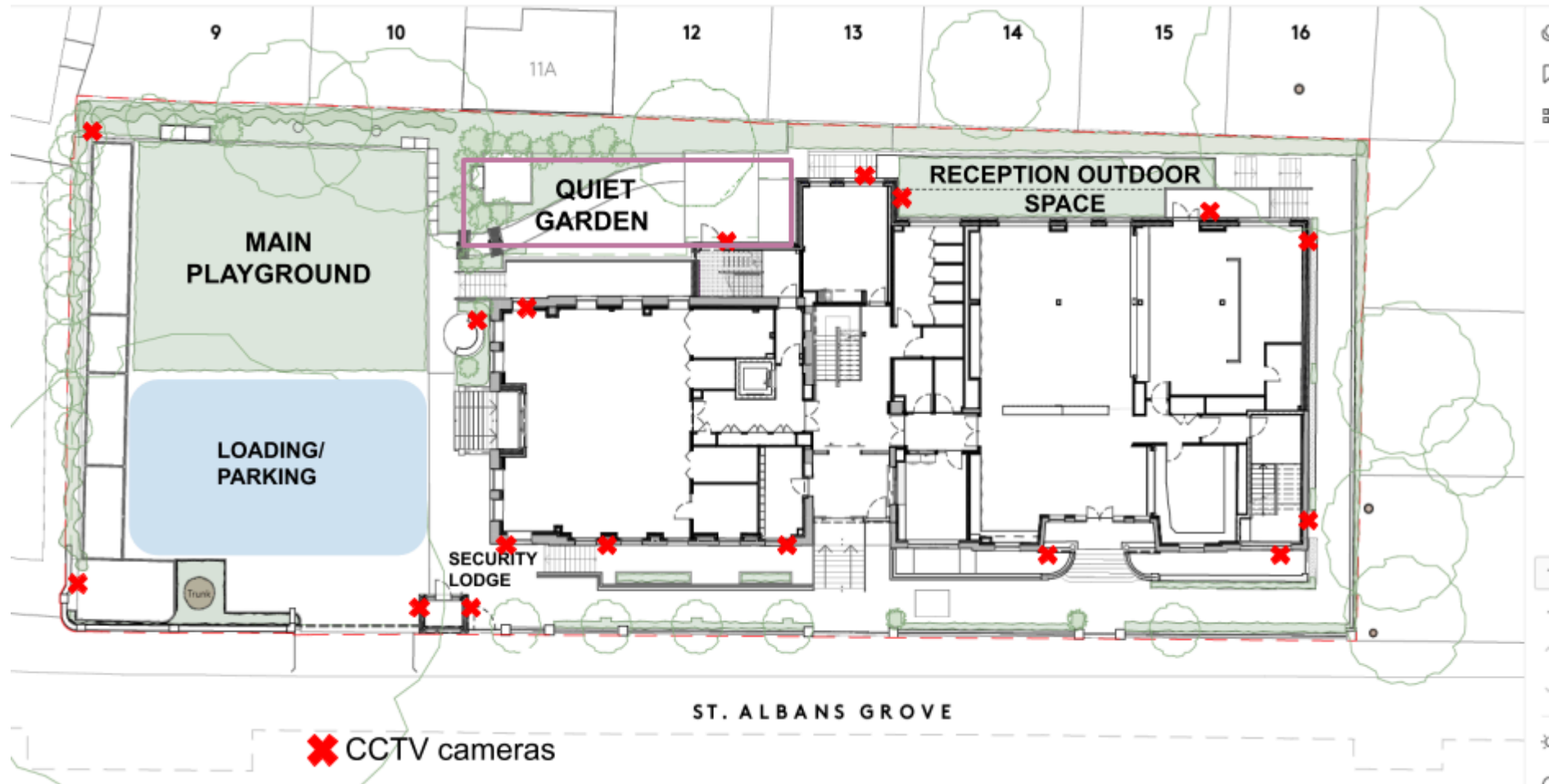
5. Draft Core Playtime Schedule

- Only two-year groups will be allowed to use the main playground at any one time.
- The use of the playground will be on a rotational basis. The playtime schedule sets out the core and daily set activity and peak occupancy and management of numbers within the 08:00 to 15:00 hours for use as a playground.
- Other activities in the playground between 08:00 and 15:00 will occur but ad-hoc. These include reading, nature lessons, cleaning of leaves or fire evacuations.
- Appropriate supervision will be in place at all times that pupils are outside

- Draft Playground Schedule

MAIN PLAYGROUND	DAILY USE		AD HOC USE
	Year Groups	Comments	
08:00 - 10:10			<p>Other activities in the playground between 08:00 and 15:00 will occur but ad-hoc. These include reading, nature lessons, gym classes, cleaning of leaves or fire evacuations.</p> <p>Gym classes are held onsite in the Sports Hall and Dance Studio daily. On occasion, a class may be held outdoors in the main playground where the activity is appropriate. (approximately 20 pupils per class.)</p>
10:10 -10:50	Two year groups Y1 & Y2 / Y3 & Y4 / Y5 & Y6 (approximately 120 pupils)	Break 40 minutes total (2 x 20-minute blocks) 2 year groups at a time on rotation Other year groups indoors	
10:50 - 12.20			
12:20 -13:50	Two year groups Y1 & Y2 / Y3 & Y4 / Y5 & Y6 (approximately 120 pupils)	Lunch 1 hr 30 minutes (3 x 30-minute blocks) 2 year groups at a time on rotation Other year groups indoors	
13:50 - 15:00			

RECEPTION OUTDOOR SPACE	DAILY USE		AD HOC USE
	Year Groups	Comments	
08:00 - 10:00			Weather permitting, daily outdoor learning (approximately 20 pupils)
10:00 - 11:00	Reception (approximately 20 pupils)	Morning Break 1 hour total (3 x 20-minute block) One class outside at a time on rotation	
11:00 - 12:20			
12:20 - 13:20	Reception (approximately 20 pupils)	Lunch 1 hour total (3 x 20-minute block) One class outside at a time on rotation	
13:20 - 14:00			
14:00 - 15:00	Reception (approximately 20 pupils)	Afternoon Break 1 hour total (3 x 20-minute block) One class outside at a time rotation	
QUIET GARDEN	Used for reading, nature lessons and quiet reflection		
08:00 - 15:00	Quiet activity area only Maximum of 20 pupils at a time		
COURTS - OFFSITE	Play area located at Heythrop College site		
08:00 - 15:00	Football activities will take place at Courts during break and lunch times		



6. Noise and Operations Management Monitoring and Complaints Procedure

- The Noise and Operations Management Plan is considered a live document which will be monitored through ongoing residents and school operations meetings, plant monitoring systems, a school Noise Management Lead and a Noise Complaint Procedure in place which is accessible on the school website.
- The Noise Management Plan and its control measures will be in place to create an acceptable balance between the requirement of the school to operate its building and grounds as required and as are permitted in planning conditions, and help manage the impact of noise levels from the school on the residents during building operational hours and permitted hours of playground use.
 1. The nominated Noise Monitoring Officer who will regularly monitor activities in the building and playground is Reece Palmer, Site Manager located at the security lodge
 2. During school hours and in term time Day De La Cruz, Operations Manager located in the school office will be responsible for dealing with any complaints
 3. The school will train staff and implement a Code of Conduct on noise mitigation and condition requirements.
 4. The school will provide a clear, reliable mechanism whereby noise complaints can be logged. (see complaints process). Neighbours are given the facility to report excessive noise directly to the school. This will allow any complaints to be investigated and addressed within a reasonable time period.
 5. CCTV (image only) will be available to support any investigations into specific incidents
 6. When requested, the school will provide RBKC with details of logged complaints and any actions taken
 7. The school will liaise with RBKC to ensure the noise management plan remains effective
 8. Maintenance work will be carried out to a regular schedule which will be shared with neighbours

Complaints Process

1. Complaint received (Form overleaf)
2. Complaint logged and recorded
3. Verify complaint relates to building or playground or other local source
4. Nominated Noise Monitoring Officer informed
5. Action taken to remedy situation and reduce risk of recurrence
6. Action recorded
7. Response back to complainant if requested
8. Review complaints as part of monitoring and review meetings

7. Acoustic Report

- Provided as part of submission of pack



Noise Complaint Form

Noise Complaint Form held by the Operations Manager and Site Manager

Complaint made by:	
Date of complaint	
Time of occurrence	
Detail of complaint	
Complaint received by	
Date complaint received	
Action taken	
Action authorised by	
Review of action details	
Review of action date	
Date complainant informed of progress if requested	
Adjustment to Noise Management Plan if required ?	Yes No
Adjustment date	

Condition 30, Use

The site shall only be used as a school within Use Class F1a Only

The following shows the school's plan to meet Condition 30 compliance:

1. Compliance with Use Class F1a Only

Condition 31, Use of roof as a terrace precluded

The roof of the building / extension forming the subject of this planning permission shall not be used at any time as a terrace/amenity space.

The following shows the school's plan to meet Condition 31 compliance:

1. The schools INSET and induction plan will highlight building user information and will include all areas of management and conditions and responsibility of all staff to adhere and support those conditions.
2. The internal area leading to the terrace will have no access signs and be secure.

Condition 33, Transport – details required

Use of the permitted Building not to be commenced until

- A) *Details of cycle parking*
- B) *Details of car park management plan including details of how access to and egress from the blue badge bay would be managed.*
- C) *Details of delivery and servicing management plan (including waste) have been submitted to, and approved in writing by, the local planning authority, and the facilities so approved be maintained.*

The following shows the school's plan to meet Condition 33 compliance:

1. Details of the cycle and scooter parking are located and noted on the landscape plan. There will be 150 scooter bays and 86 Bike racks.
2. WSP, our travel consultant has provided in the pre application pack the following documents, that provide details of the car park management plan, blue badge bay and detailed services plan, including waste deliveries.
3. Following plans provided by WSP in pack:
 - a. Car Park Management Plan (CPMP)
 - b. Delivery and Servicing Management Plan (DSMP)
 - c. Traffic Management Plan (TMP)

Condition 35, Number of pupils

The number of pupils on the school roll shall not exceed 400 pupils

The following shows the school's plan to meet Condition 35 compliance:

1. DfE registration currently has permitted pupil capacity of 390
2. Material change has been submitted to increase maximum capacity of pupils to 400

Condition 36, Travel Plan - Details reserved

No buildings hereby approved shall be occupied until a travel plan informed through prior engagement with the local community and the Council's Transport Policy Team has been submitted to, and approved in writing by, the local planning authority. The travel plan shall be monitored and reviewed in accordance with any targets within the plan, and such record made available upon request by the local planning authority.

The following shows the school's plan to meet Condition 36 compliance:

1. Thomas's Kensington's commitment to sustainable travel has been recognised by Transport for London and the school has achieved the Gold Stars Accreditation Award for our Schools Travel Plan since 2019
2. Presented as part of consultation with neighbours - 3 travel plan options were presented in September 2024 and a further option developed in collaboration with the neighbours - known as Option D. During the November consultations and based on positive feedback from neighbours the school will implement Option D.
3. Option D proposes:
 - i. School Street on St Albans Grove
 - ii. Three bus routes (one from the south, one from the north, and a local shuttle service)
4. Please also note the Travel Plan provided by WSP in the pack

Condition 37, Traffic Management Plan - Details reserved

No buildings hereby approved shall be occupied until a traffic management plan informed through prior engagement with the local community and the Council's Transport Policy Team has been submitted to, and approved in writing by, the local planning authority. The traffic management plan shall be monitored and reviewed in accordance with any targets within the plan, and such record made available upon request by the local planning authority.

The following shows the school's plan to meet Condition 37 compliance:

1. Traffic Management Plan provided by WSP in the pack