

# Good Neighbour and Community Engagement Plan

**Proposed Use:** Residential Dwelling (Use Class C3) to Residential Care Home (Use Class C2)

**Address:** 166 Woodrow Avenue, Hayes, UB4 8QR

**Prepared on behalf of:** Family First Care Ltd

**Local Planning Authority:** London Borough of Hillingdon

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## 1.0 Introduction

This Good Neighbour and Community Engagement Plan sets out how Family First Care Ltd will integrate the proposed children's home at 166 Woodrow Avenue into the surrounding residential community.

The home will accommodate a maximum of two children and will operate as a small, professionally managed, Ofsted-regulated residential setting.

The purpose of this plan is to demonstrate that the home will operate transparently, responsibly and in a manner fully respectful of neighbouring residents.

## 2.0 Statement of Intent

Family First Care Ltd recognises the importance of maintaining positive relationships within an established residential street.

The home will operate under the following principles:

- Transparency and openness with neighbours
- Prompt response to any concerns raised
- Respect for residential amenity
- Proactive management of behaviour, parking and noise
- Ongoing review of community impact

The scale of the home, limited to two children, is intentionally modest to ensure minimal impact.

## 3.0 Initial Neighbour Introduction

Prior to opening, the Registered Manager will write to immediate neighbouring properties introducing the service.

The communication will outline:

- The nature of the home
- The number of children accommodated
- Confirmation that there are no external alterations
- The 24-hour staffing model
- Contact details for the Registered Manager

The purpose of early engagement is to reduce uncertainty and promote constructive communication from the outset.

## **4.0 Ongoing Communication Channels**

The home will maintain accessible lines of communication for local residents.

These will include:

- A direct contact number for the Registered Manager during office hours
- An out-of-hours contact for urgent matters
- A dedicated email address

All correspondence will be:

- Acknowledged within 24 hours
- Substantively responded to within three working days

A log of all neighbour communications will be maintained on site and reviewed as part of management oversight.

## **5.0 Behaviour and Conduct Expectations**

Staff will receive clear instruction regarding professional conduct within a residential setting.

Expectations include:

- Respectful arrival and departure
- No engine idling
- Avoidance of obstructive parking
- Quiet shift handovers
- Prompt bin management

Residents will be supported through keywork sessions to understand:

- The importance of being considerate neighbours
- Appropriate noise levels
- Respect for neighbouring properties
- Responsible use of outdoor space

Where behaviour impacts the local community, restorative action will be taken and management will intervene promptly.

## **6.0 Parking and Site Management**

The property benefits from off-street parking for two vehicles.

Operational measures include:

- Allocation of driveway spaces to staff
- Reduced vehicle turnover through 24 to 48 hour shifts
- No resident vehicle ownership
- Pre-arranged professional visits only

Bins will be stored within the curtilage and presented only on collection days.

The modest scale of the home ensures that traffic generation remains comparable to that of a typical family dwelling.

## **7.0 Escalation Procedure**

In the unlikely event of repeated concerns:

- The Registered Manager will meet directly with the neighbour
- The Responsible Individual will review the issue
- Operational adjustments will be implemented where appropriate
- Outcomes will be formally recorded

This structured escalation route ensures accountability and responsiveness.

## **8.0 Monitoring and Review**

This plan will be reviewed:

- After the first three months of operation
- Annually thereafter
- Following any significant complaint or incident

Feedback from neighbours will inform internal quality assurance reviews.

## **9.0 Conclusion**

The proposed children's home at 166 Woodrow Avenue is a small-scale, carefully managed provision accommodating only two children.

The operational model, extended shift patterns, on-site parking and structured behaviour management approach ensure minimal impact on neighbouring amenity.

Family First Care Ltd is committed to operating as a responsible and respectful member of the local community.