

MANAGEMENT PLAN

49 Dawley Road, Hayes, UB3 1LU

Change of Use from C3 (Dwellinghouse) to C2 (Care Home)

Prepared by: 4D Planning

Planning Reference: 45406/APP/2026/1480

June 2026

1.0 Introduction

This Management Plan has been prepared by 4D Planning on behalf of the applicant, Investmentsrus, in support of a planning application for the change of use of 49 Dawley Road, Hayes, UB3 1LU from Use Class C3 (Dwellinghouse) to Use Class C2 (Care Home). The application reference is 45406/APP/2026/1480.

The purpose of this document is to set out how the care home will be operated and managed, and to demonstrate that the proposed use will not cause harm to the amenity or residential character of the surrounding area.

2.0 The Operator

The care home will be operated by thencgroup (www.thencgroup.co.uk). thencgroup is an established and experienced care provider with over 30 years of experience in the sector. The organisation provides supported accommodation and care services for vulnerable young people across a number of settings.

The operator brings significant expertise in managing small residential care homes in community settings. The operation of the home at 49 Dawley Road will be consistent with the operator's established model of care, which prioritises stability, safeguarding, and preparation for independent living.

3.0 Nature of the Use

The property will operate as a small-scale supported accommodation care home for up to 3 vulnerable young people. The home is intended to provide a safe, structured, and nurturing residential environment for young people who require not only accommodation but also support with life skills and preparation for adulthood.

Each resident will have their own bedroom and will share communal areas including the living room and kitchen, replicating as closely as possible the experience of living in a family home. This domestic model of care is well established and is recognised as beneficial for young people transitioning towards independence.

The home will be registered and regulated in accordance with all relevant statutory requirements, including registration with Ofsted as appropriate.

4.0 Hours of Operation and Staffing

4.1 Operational Hours

The care home will operate 24 hours a day, 7 days a week, 365 days a year. This reflects the residential nature of the use and the ongoing needs of the residents.

4.2 Staffing Structure

Staffing arrangements are as follows:

- Day shifts: 2 qualified Care Workers will be on duty between 8am and 8pm, 7 days a week
- Night shifts: 1 sleep-in staff member will be on site overnight. The sleep-in member of staff is available to attend to emergencies and resident needs throughout the night

- **Service Manager:** a dedicated Service Manager will be present Monday to Friday to provide management oversight, additional support to residents, and supervision of the staff team

All staff work on a shift basis and leave the property at handover. No staff members permanently reside at the property.

4.3 Staff Qualifications and Training

All staff will hold relevant qualifications in health and social care. The operator will ensure that staff receive ongoing training in areas including safeguarding, first aid, behaviour management, and relevant legislation. The Service Manager will hold a recognised management qualification appropriate to the role.

5.0 Safeguarding and Risk Management

The welfare and safeguarding of residents is the primary responsibility of the operator and all staff. The home will operate under a comprehensive safeguarding policy consistent with statutory guidance and the requirements of the relevant regulatory body.

Individual risk assessments will be undertaken for each resident, and a personalised support plan will be prepared and regularly reviewed. All safeguarding concerns will be reported and managed in accordance with statutory procedures.

The small-scale nature of the home, accommodating no more than 3 young people, is deliberate. It enables staff to provide consistent, individualised support and to build strong, trusting relationships with residents – a model that evidence suggests produces better outcomes for vulnerable young people.

6.0 Behaviour Management and Community Relations

The operator will implement a clear behaviour management policy that sets out expectations for residents and the responses available to staff. The policy will be proportionate, rights-respecting, and consistent with statutory guidance.

The home will operate as a typical residential dwelling. Residents will be supported to engage positively with the local community and to access education, employment, and leisure opportunities in the surrounding area. The operator does not anticipate that the operation of the home will give rise to any greater level of noise, disturbance, or activity than would be associated with a family home.

The operator will maintain an open and proactive relationship with neighbours and the local community. A named contact within the management team will be available to receive and respond to any concerns raised by neighbours. Contact details for the Service Manager will be made available to neighbouring residents upon occupation of the home.

7.0 Noise and Disturbance

The home will operate in a manner consistent with the domestic character of Dawley Road. Residents will be encouraged and supported to maintain reasonable noise levels and to be mindful of the impact of their behaviour on neighbours, particularly during evening and night-time hours.

The sleep-in staff member on duty overnight is available to address any issues that arise outside of day shift hours. The operator is committed to ensuring that the home does not become a source of noise nuisance or disturbance to the surrounding area.

8.0 Waste and Refuse

A dedicated bin storage area accommodating 3 x 360-litre bins is provided within the site, as shown on the approved proposed floor plan. Refuse will be placed out for collection on the designated collection day and returned promptly.

The operator will ensure that waste is managed responsibly and that bin storage areas are kept clean and tidy. The scale of waste generated by 3 residents and a small staff team is consistent with normal residential occupation.

9.0 Deliveries and Visitors

Deliveries to the property will be small-scale and infrequent, consistent with the domestic nature of the use. There are no external catering or laundry arrangements planned; meals will be prepared on site by staff as part of the supported living model.

Residents may receive visits from social workers, healthcare professionals, family members, or other support workers. These visits will be scheduled in advance where possible and managed to avoid undue activity or congestion at the property. Visitor vehicles can be accommodated within the 2 existing off-street parking spaces.

10.0 Integration into the Community

The property will retain its residential appearance. No external alterations are proposed. The home will, in most practical respects, function as a typical family home.

The operator is committed to ensuring that the home is a good neighbour. Residents will be actively supported to integrate into the local community, to access education and training opportunities, to develop life skills, and to build positive relationships within Dawley Road and the wider Hayes area.

The Hillingdon Housing Strategy 2021/22 to 2025/26 identifies supporting independent living as a priority for vulnerable people. The proposed home directly responds to this identified need and will provide a valuable local resource for young people who might otherwise be placed in unsuitable or out-of-borough accommodation.

11.0 Complaints and Escalation

The operator will operate a formal complaints procedure. Any complaint from a neighbour, member of the public, or statutory body will be acknowledged promptly and investigated in accordance with the procedure. Where a complaint is upheld, the operator will take reasonable steps to address the issue and prevent recurrence.

The Service Manager will be the first point of contact for any neighbourhood concerns. Contact details will be provided to Hillingdon Council and, upon occupation, to neighbouring residents.

12.0 Review

This Management Plan will be reviewed periodically and updated as necessary to reflect any changes in the operation of the home or requirements of the Local Planning Authority. The operator will engage with Hillingdon Council if required to discuss the ongoing management of the property.

13.0 Conclusion

The proposed care home will be operated by an experienced and regulated provider in a manner that respects the residential character of Dawley Road and the amenity of neighbouring properties. The small scale of the home, robust staffing arrangements, and the operator's established approach to community integration provide a strong basis for a well-managed, unobtrusive use that responds to an identified local need.

The operator, Investmentsrus, and the management team at thenccgroup are committed to working constructively with Hillingdon Council and the local community to ensure the successful operation of the home.