

DESIGN AND ACCESS STATEMENT

Change of use from Class C3 (Dwellinghouse) to Class C2 for up to two children aged between 8-17 (Residential Institution)

at

11 Hornbeam Road

Hayes

UB4 9EE

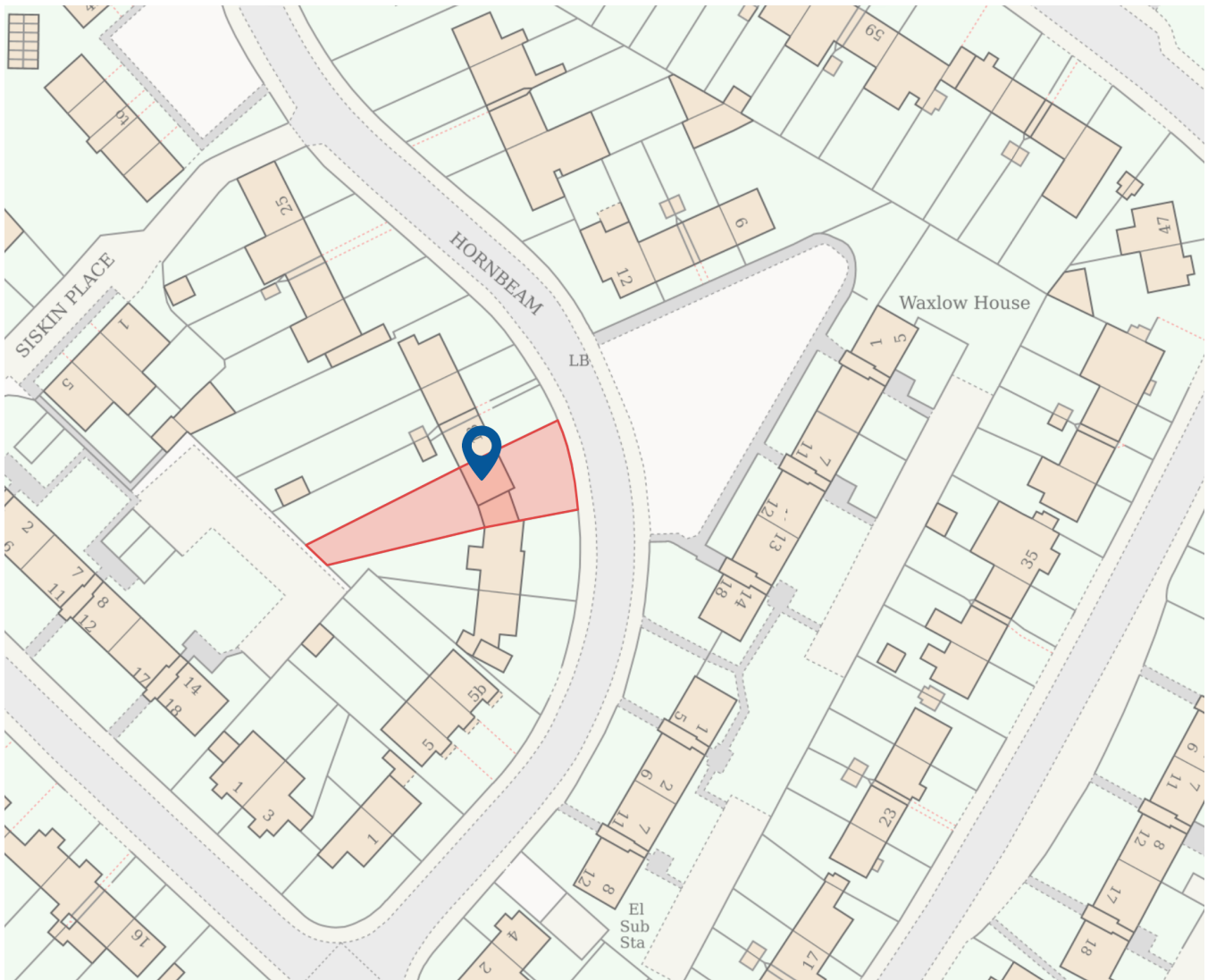
PREPARED BY
La Vaastu

Introduction

This Planning Statement supports a full planning application for the change of use of 11 Hornbeam Road, Hayes, UB4 9EE from a Use Class C3 dwellinghouse to a Use class C2 children's residential care home accommodating up to two children (under 18), with 24/7 staffing and Ofsted regulation.

The Site

The application relates to a two storey, end of terrace dwelling house located to the West of Hornbeam Road. The row of terraces run perpendicular to Hornbeam Road and the principal elevation faces West towards Hornbeam Road.



Location Plan

The Proposal

The application seeks planning permission for the change of use from dwelling house (Use Class C3) to Children's Care Home (Use Class C2) for up to two children aged between 8-17 (Residential Institution).

Children will have their own private bedrooms and share communal areas, including the living room, kitchen and dining space. The supported accommodation aims to provide stability and consistency for young people, ensuring continuous access to local services such as education and healthcare. Furthermore, the setting aims to foster the development of strong, lasting relationships within the community.

Planning Policy

The National Planning Policy Framework 2024

5.1 Para. 63 of the National Planning Policy Framework 2024 (NPPF) recognises the need to cater for the housing needs of different needs in the community such as care homes.

The proposed development would provide a high quality care home to meet the needs of those requiring assistance in the community.

The New London Plan (2021)

5.2 Policy H12 (Supported and specialised accommodation) of the London Plan (2021) supports the provision of accommodation for young people with support needs.

The proposed development is considered fully in compliance with this policy.

Hillingdon Local Plan Part 2 Development Management Policies (2020)

5.3 The property is not affected by any adverse or restrictive planning designations.

5.4 Policy DMH8 of the Local Plan deals with care homes. It states:

"Policy DMH 8: Sheltered Housing and Care Homes A) The development of residential care homes and other types of supported housing will be permitted provided that:

- i) it would not lead to an over concentration of similar uses detrimental to residential character or amenity and complies with Policy DMH 4: Residential Conversions;*
- ii) it caters for need identified in the Council's Housing Market Assessment, in a needs assessment of a recognised public body, or within an appropriate needs assessment and is deemed to be responding to the needs identified by the Council or other recognised public body such as the Mental Health Trust;*
- iii) the accommodation is fully integrated into the residential surroundings; and*
- iv) in the case of sheltered housing, it is located near to shops and community facilities and is easily accessible by public transport.*

B) Proposals for residential care establishments which fall under Use Class C2 must demonstrate that they would provide levels of care as defined in Article 2 of the Town and Country Planning (Use Classes) Order 1987 (as amended)".

The proposed development is considered fully compliant as follows:

- There is no over concentration of similar uses in the area.
- The Hillingdon Housing Strategy 2021/22 to 2025/26 has supported independent living as one of its priorities. It is stated "The council is committed to protecting vulnerable people and enabling people, as far as possible, to live independently. Many people require some help and support to do this either in specialist housing specifically provided for their needs or through floating support provided in general housing" (page 60).

- A management plan will be in place for the property.
- The accommodation would be fully integrated into the residential surroundings. It would have the appearance of a typical residential dwelling and in many respects will function like a typical residential dwelling. It can be confirmed that the property would provide levels of care as defined in Article 2 of the Town and Country Planning (Use Classes) Order 1987 (as amended). The applicant is happy to provide any additional information as considered necessary by the Planning Authority in this regard.
- Whilst it is acknowledged that there would be a loss of one C3 unit, this would enable the provision of a residential home for a specialised category as listed in the London Plan, the loss of one unit is acceptable in this instance.

Staffing Structure and Operational Management

The home will operate under a clear and robust Management Plan in accordance with the Children's Homes (England) Regulations 2015.

Management Structure

The Registered Manager will oversee day-to-day compliance, safeguarding and quality assurance. The Registered Manager will operate standard weekday hours, Monday to Friday, 9am to 5pm, with on-call arrangements in place outside of those hours. Designated first floor office will be primarily for manager's use and occasionally to be used by the staff. Staff will be most of the time with the child or in communal area.

Staffing Ratios

The carers for the children will not be permanent residents of the property. Instead, the home will operate on a structured 24-hour staffing model designed to provide continuity of care while minimising disruption to the surrounding area. At any one time maximum number of staff will 3 including manager.

Staff Shift Pattern

- Staff X2, Day shift – 7.30am to 19.30pm
- Staff X2, Night shift (waking night staff)– 19.30pm to 7.30am
- Shifts are 12 hours in duration.

Shift start times will be staggered to reduce the number of cars arriving and departing at the same time and avoid congestion or clustering on the Hornbeam road.

The work schedule patterns will ensure that there is always at least two staff members on duty during the day and two at night.

No sleeping accommodation is provided for staff. During the annual and sick leaves of permanent employees, interim staff and reserve team members will cover their duties.

Staff Handover

The staff handover will take place between 7.15am and 7.30am and between 19.15pm and 19.30pm. This will not be during school hours thus not impacting the staff's ability to take children to school.

This staffing structure ensures operational continuity while maintaining low-intensity residential characteristics.

Daily Routine and Activities

Daily Comings and Goings

The proposed use will operate at a low intensity, and overall movements will remain comparable to a residential dwelling.

Vehicle Trips:

- Staff arrivals/departures: approximately 2–4 movements per day
- Deliveries (groceries, parcels, etc.): approximately 0–2 movements per day
- Professional visits: typically 0–1 per day (not daily)

Pedestrian / Public Transport Trips:

- Some staff may arrive on foot or via public transport
- Children will attend school off-site using pre-arranged transport, similar to a typical household.

Overall (Monday–Sunday):

Total movements are expected to average approximately 4–8 trips per day, which is consistent with or lower than many family homes.

- Activities will largely take place off-site or within the home at domestic noise levels.
- Evening routines will mirror those of a typical family household.
- The shift-based nature of the care minimizes comings and goings, maintaining a typical household atmosphere. At the end of each shift, two carers are replaced.

Visitor Policy

Visitors will be limited and controlled. Visitors will include family members, social workers and other care professionals. Typically 0-2 visits per day and not necessarily daily. Professional visits (e.g., social workers) will be pre-arranged and managed during normal daytime hours where possible. Generally, within 09:00-17:00.

A simple appointment/booking system will be implemented to prevent overlap of visits, manage parking demands and minimise any potential impact on neighbouring amenities.

Deliveries and Servicing

Deliveries will be limited to normal domestic deliveries such as groceries and parcels. No commercial-scale deliveries or servicing vehicles are proposed and activity will be comparable to a typical dwelling.

Nature of Care Provided

Each child will have an individualised Care Plan developed in collaboration with:

- The placing authority
- Social worker
- Education providers
- Health professionals

Each resident will be allocated a Key Worker responsible for:

- Weekly one-to-one sessions
- Emotional support
- Behavioural development
- Life skills coaching
- Support to attend school or alternative education
- Therapeutic and trauma- informed care
- Support to attend healthcare appointments

Care plans will be reviewed regularly to ensure progress and address emerging needs. The home is intended to replicate a normal family environment rather than an institutional setting.

Education and Development

The home is not an educational establishment but will work closely with:

- Virtual Schools
- Local education providers
- Alternative provision where required

Staff will support:

- School attendance
- Homework routines
- Online learning where applicable
- Educational reviews

Children will have designated study space within the home. The aim is to promote educational stability and attainment.

Safeguarding and Risk Management

Safeguarding is central to the operation of the home.

All staff will undergo:

- Enhanced DBS checks
- Safeguarding training
- Behaviour management training
- De-escalation training
- First Aid training

Clear procedures will be in place for:

- Missing from home incidents
- Behavioural escalation
- Police liaison where required
- Regulation 40 notifications

The home will follow the Philomena Protocol where applicable. All incidents will be recorded and reviewed by senior management.

Behaviour Management Approach

The home will adopt a trauma-informed, structured and consistent approach to behaviour management.

Intervention strategies will focus on:

- Early de-escalation
- Emotional containment
- Clear boundaries
- Restorative practice

Restrictive physical intervention will only be used as a last resort and in accordance with accredited training and regulatory standards. The small scale of the home significantly reduces the likelihood of peer group conflict.

Health and Wellbeing

Children will be registered with:

- Local GP
- Dentist
- Optician

Referrals will be made to CAMHS or other therapeutic services where required.

Staff will promote:

- Healthy routines
- Structured daily activities
- Outdoor exercise
- Nutritional wellbeing

Health appointments and reviews will be monitored by management.

Missing Child Protocol and Police Liaison Strategy

Preventative Safeguarding Measures

Prevention is the primary safeguarding objective.

Upon admission each child will have:

- A detailed risk assessment
- A personalised care plan
- An individual behaviour support plan
- A missing from home risk profile
- Risk assessments will consider:
 - History of missing episodes
 - Known associates
 - Exploitation risks
 - Emotional triggers

These assessments will be reviewed regularly and following any incident.

The small two-bed model allows for intensive supervision and early intervention.

Staff Training

All staff will receive training in:

- Safeguarding and child protection
- Missing from home procedures
- Trauma-informed practice
- De-escalation techniques

The Registered Manager will ensure that staff understand escalation thresholds and reporting duties.

Immediate Response Procedure

If a child is believed to be missing, staff will take immediate action.

Initial steps include:

- Searching the property and garden
- Attempting phone contact
- Checking known safe locations
- Informing the senior on-duty staff member

If the child's whereabouts remain unknown and risk is identified, the incident will be escalated without delay.

The police will be contacted in accordance with local safeguarding guidance.

There will be no artificial delay where risk factors are present.

Police Liaison

The home will maintain professional working relationships with:

- Local police
- The placing authority
- Safeguarding teams

In the event of a missing episode:

- Police will be provided with full risk information
- Relevant details will be shared promptly
- Updates will be recorded and logged

The home will cooperate fully with any investigation or safeguarding response.

Impact on the amenities of the occupiers of neighbouring residential properties

Given the small scale of the operation, the level of activity is expected to be comparable to that of a typical family household.

Key factors include:

- Only two resident children
- Structured daily routines
- Supervised outdoor activity
- Minimal visitor numbers
- On-site parking provision
- Staggered shift patterns to avoid congestion

There are no external alterations and no signage.

Quality Assurance and Oversight

The Responsible Individual will undertake monthly monitoring visits in accordance with Regulation 44.

Internal audits will review:

- Incident logs
- Safeguarding compliance
- Staff performance
- Care outcomes
- Community feedback

Feedback will be sought from residents and professionals to inform service improvement.

Good Neighbour and Community Engagement Plan

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.

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.

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.

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.

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.

Noise and Anti-Social Behaviour Mitigation Plan

Given the small scale of the operation, the level of activity is expected to be comparable to that of a typical family household.

Residential Character and Compatibility

The property is located within a quiet residential street comprised of family housing.

The proposed use retains:

- The existing residential layout
- No external alterations
- No signage
- No extension or intensification of the building footprint

With only two resident children and 24-hour supervision, the intensity of occupation remains comparable to normal household activity.

The proposal does not represent an institutional use in character or appearance.

Daily Routine and Structure

The home will operate with structured daily routines to promote stability and minimise disruption.

Daily structure will typically include:

- Morning routines aligned with school or education provision
- Afternoon supervised activities
- Evening wind-down periods
- Quiet hours between 9:00 pm and 8:00 am

Outdoor garden use will be supervised and restricted to appropriate daytime hours. There will be no use of amplified outdoor sound equipment.

Behaviour Management and De-Escalation

The home will adopt a trauma-informed and structured approach to behaviour management.

Staff will be trained in:

- Early identification of triggers
- Verbal de-escalation techniques
- Emotional regulation support
- Conflict resolution

Where behaviour escalates, staff will intervene immediately to prevent disturbance extending beyond the property boundary.

All incidents will be recorded and reviewed by senior management. The small two-bed configuration significantly reduces peer conflict risk.

Staff Conduct and Shift Management

Staff conduct is a key element of noise mitigation.

Measures include:

- Staggered and extended shift patterns of 12 hours
- Quiet handovers
- No congregating outside the property
- No engine idling
- No late-night arrivals beyond operational necessity

This approach minimises traffic and associated disturbance.

Visitor Management

Visitors will be limited and pre-arranged.

Professional visitors such as social workers or inspectors will attend by appointment only.

There will be:

- No open visiting hours
- No high-frequency footfall
- No large group gatherings

The number of external visitors will be significantly lower than that of many family homes hosting social gatherings.

Monitoring and Review

Noise and behaviour management procedures will be reviewed:

- Quarterly by the Registered Manager
- Following any complaint
- As part of Regulation 44 monitoring visits

Neighbour feedback, if received, will inform operational adjustments. The management team will act promptly where concerns are identified.

Highways

The home will accommodate 2 children and at any one time there would be a maximum of 3 staff (1 staff member per resident, and day time manager).

The proposed development would fully meet the requirements of the Hillingdon Local Plan: Part 2 (Policy DMT6) specifically in relation to car parking driveway is capable of accommodating four vehicles.

Sustainable Travel

Staff and visitors will be encouraged to use public transport to further mitigates transport impact by promoting sustainable travel. It is considered that the level of use would not have a demonstrably negative impact on the amenity and function of the adjacent roads and therefore highway safety/amenity.

The development is therefore compliant with Policies DMT 1, DMT 2 and DMT 6 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) and Policies T2, T4 and T6 of the London Plan (2021).

Parking Provision

The property benefits from a private driveway capable of accommodating four vehicles.

Operational controls include:

- Use of driveway spaces by on-duty staff
- No routine reliance on on-street parking
- No parking obstruction of neighbouring properties

This ensures that vehicle impact remains proportionate to the residential context.

Accessibility

The site has a PTAL rating of 1b, poor however the site is located within few meters of the nearest bus stop, offering reasonable access to public transport and reducing reliance on private vehicles. The scale and nature of the proposed use, a small care home for three young residents with a maximum of four staff on-site at any one time suggests a limited parking demand.

Visitor Travel

There will be no high-volume daily visitors.

- Visits will typically involve:
- One individual at a time
- Limited frequency
- Short duration

Given the scale of the home, visitor travel demand will be minimal.

Staff Travel Management

Operational measures are designed to minimise traffic generation.

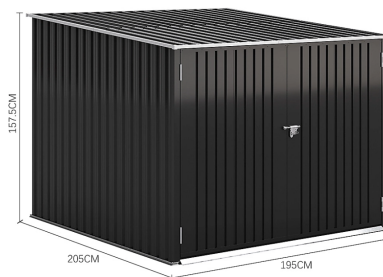
These include:

- implementation of a staggered 12-hour shift pattern will ensure that vehicle arrivals are both dispersed and controlled
- Allocation of on-site driveway spaces
- Encouragement of car sharing where feasible
- Promotion of walking and cycling for local staff

It is to be made clear that whilst the children are aged 8 – 17 (under 17's cannot drive) car ownership is strictly prohibited.

Bike Store

2 secure covered bicycle storage lockers are provided in the side garden for the storage of up to 8 bikes supporting sustainable travel in line with Policy DMT5.



Monitoring and Review

The Registered Manager will review travel patterns periodically to ensure:

- On-site parking is managed effectively
- Staff are aware of sustainable travel options
- Neighbour concerns relating to parking are addressed promptly

Adjustments will be made where necessary to maintain compliance with residential amenity expectations.

Impact on Street Scene

No external alterations are proposed to the property. Minor internal alterations are proposed.

The proposed development therefore complies with Policy BE1 of the Hillingdon Local Plan: Part One - Strategic Policies (2012), Policy DMHB 11 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) and Policy D3 of the London Plan (2021).

Private Amenity Space

Policy DMHB 18 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) requires all new residential developments to provide good quality and usable private amenity space in accordance with Table 5.3. The private amenity space of 220sqm would be retained as existing. As such the retained rear garden area would be sufficient to meet the needs of a children's care home of this size.

The proposal therefore complies with Policy DMHB 18 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020).

Residential Living Conditions

A communal kitchen, diner and living room, a bathroom room and an office would be provided on the ground floor along with access to the rear garden. Three bedrooms and a wc are provided at the first floor.

The bedroom sizes measure as follows:

Bedroom 1 -12.19 sqm

Bedroom 2 - 9.84 sqm

Both the bedrooms would be adequately sized and compliant with minimum space standards. The proposed habitable rooms would maintain an adequate outlook and source of natural light.

The proposal would comply with Policies DMHB 16 and DMHB 18 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) and Policy D6 of the London Plan (2021).

Waste Generated & handling

The home will accommodate a maximum of two children with 24-hour staffing.

Waste generated will consist solely of:

- Domestic refuse
- Mixed dry recycling
- Food waste
- Garden waste

The property will not generate any commercial, clinical or hazardous waste. The volume of waste will be comparable to that of a typical family dwelling with multiple occupants.

Internal waste segregation will be encouraged within the home.

Staff will ensure:

- Clear separation of recyclable materials
- Secure bagging of refuse
- Appropriate food waste disposal

- Regular monitoring of bin capacity

Residents will be supported to understand recycling responsibilities as part of life skills development.

Bin Provision and Storage

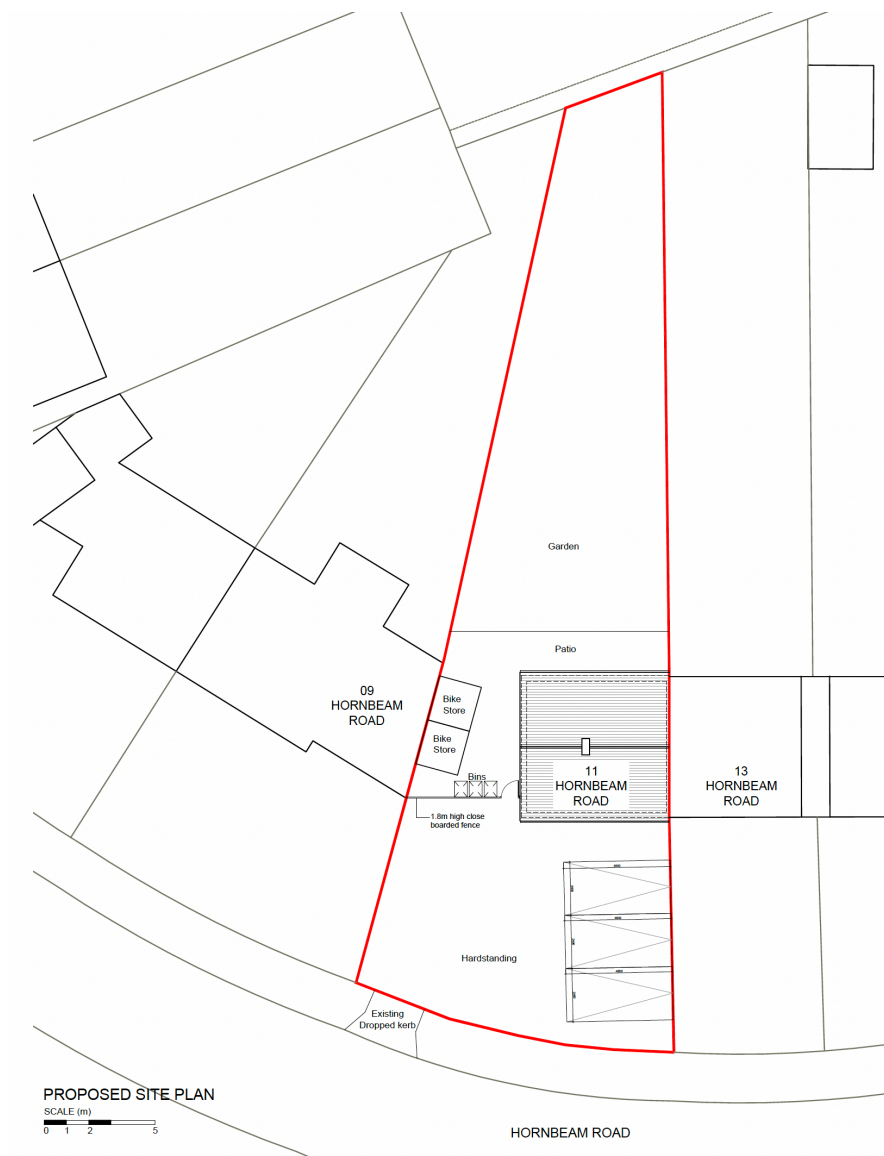
The property will utilise standard domestic bins issued by the London Borough of Hillingdon.

These typically include:

- Recyclable Waste Bin: For paper, cardboard, plastics, glass, and metal.
- Household Waste Bin: For general non-recyclable domestic waste.
- Food waste caddy
- Garden Waste Bin: For biodegradable garden materials such as leaves, grass cuttings, and small branches.

All bins will be stored within the property curtilage to the side of property as shown in **appendix A**, out of public view and not obstructing the public highway.

Bins will only be presented for collection on designated collection days and returned promptly following emptying.



Appendix A

Hygiene and Maintenance

Bin storage areas will be maintained in a clean and orderly condition.

Measures include:

- Regular cleaning of bin storage area
- Ensuring lids remain closed
- Immediate reporting of damaged bins
- Monitoring of any missed collections

The Registered Manager will oversee compliance with borough waste requirements.

Impact on Neighbouring Amenity

Given the small scale of occupation:

- Waste volumes will not exceed normal household levels
- There will be no increase in collection frequency
- There will be no commercial waste storage
- There will be no obstruction of the highway

The waste profile of the property will remain consistent with its residential context

Conclusion

The proposal is supported by national and London Plan policy objectives for delivering specialist accommodation where it is most needed. Furthermore, the application satisfies Hillingdon policy tests for care uses through clear evidence of need and robust operational controls. While I acknowledge the loss of one dwelling, I believe the proposal demonstrates that the public benefit of delivering regulated children's care provision is substantial and can be achieved without unacceptable impacts on the surrounding area.