

PLANNING APPLICATION SUPPORTING DOCUMENT

OPERATIONAL MANAGEMENT PLAN

Change of use from a dwellinghouse (Use Class C3) to a children's residential care home (Use Class C2) for up to four children

PROJECT	DETAIL
Site address	5 Barnhill Road, Hayes, UB4 9HD
Proposal	Small domestic-scale children's residential care home for no more than four children
Prepared by	V-Design Cad Services Limited
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V-Design Cad Services Limited

62 Station Approach, Ruislip HA4 6SA

020 3488 4890 | info@vdesigncad.co.uk



ITEM	DETAIL
Document	Operational Management Plan
Development	C3 dwellinghouse to C2 children's residential care home
Capacity	Up to four resident children
Site	5 Barnhill Lane, Hayes, UB4 9HD

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1. Purpose, scope and objectives

This Operational Management Plan explains how a small children's home for up to four children will operate as an ordinary, stable household while protecting children, neighbours and highway safety. It has been prepared to support a planning application for change of use from Class C3 to Class C2.

1.1 Management objectives

- Provide a safe, nurturing and non-institutional home environment.
- Limit occupancy to no more than four children and retain a single planning unit.
- Meet the Children's Homes (England) Regulations 2015 and the nine Quality Standards.
- Secure Ofsted registration before accommodating any child.
- Plan admissions carefully so the home can meet each child's needs and protect the existing group.
- Manage staff, visitors, travel, parking, waste, noise and maintenance so effects remain residential in character.
- Maintain effective safeguarding, emergency response, complaint handling and quality assurance.
- Review performance and correct emerging issues promptly.

Planning commitment The home will not begin operating until the necessary planning permission and Ofsted registration are in force. Planning permission does not replace Building Regulations, fire-safety, environmental-health or regulatory approvals.

2. Site and proposal

The proposal concerns an existing dwelling at postcode UB4 9HD in Yeading, Hayes. The public Hillingdon planning history identifies the property as 5 Barnhill Lane.

2.1 Site-specific drawing position

The supplied drawing pack is intended to define the existing and proposed accommodation, access, private garden, refuse storage, cycle storage and parking. This management plan must be read with the final drawings. Outbuilding or external area may be used as a separate residential unit or operational base unless expressly approved.

2.2 Nature and scale of use

CONTROL	PROPOSED POSITION
Residents	Maximum four children at any time.
Planning unit	One children's home; no subdivision or independent unit.

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CONTROL	PROPOSED POSITION	
Staffing	Risk-led rota within the operational envelope in section 7.	
Visitors	By appointment and controlled, except emergency or statutory attendance.	
Vehicles	On-site spaces prioritised and movements coordinated; no obstruction of footways or neighbours' access.	
Garden	Domestic recreation, supervised according to risk and managed to avoid late-evening disturbance.	

3. Planning and regulatory framework

3.1 Development plan

Hillingdon's adopted development plan comprises Local Plan Part 1: Strategic Policies (2012), Local Plan Part 2: Development Management Policies (2020), and the London Plan (2021). A replacement Hillingdon Local Plan is being prepared but is not yet adopted.

SOURCE	RELEVANT POLICIES / APPLICATION
Hillingdon Part 1	PT1.BE1: quality of the built environment and protection of local character.
Hillingdon Part 2	DMH 1 housing loss; DMH 4 residential conversions; DMH 8 sheltered housing and care homes; DMHB 11 design; DMHB 16 housing standards; DMHB 18 private amenity; DMT 1 transport impacts; DMT 2 highways; DMT 5 walking/cycling; DMT 6 parking; DMEI 14 air quality; DMEI 10 water management where relevant.
London Plan 2021	GG1, GG3 and GG4; D3, D5, D6, D11, D12, D13 and D14; H12 supported and specialised accommodation; S1 social infrastructure; T2, T4, T5, T6 and T7; SI 7 waste.
NPPF	Current national policy: sustainable development, housing for groups with specific needs, healthy and safe communities, sustainable transport, effective use of land and well-designed places.

Policy position checked 29 July 2026. See Appendix E for primary links.

3.2 Children's-home regulation

- Care Standards Act 2000 and registration under that Act.
- Children's Homes (England) Regulations 2015, including the Quality Standards.
- Department for Education Guide to the Children's Homes Regulations, including the Quality Standards.
- Ofsted registration policy and Social Care Common Inspection Framework.
- Working Together to Safeguard Children and applicable local safeguarding arrangements.
- Regulatory Reform (Fire Safety) Order 2005, Building Regulations and health and safety law.
- Data Protection Act 2018, UK GDPR, Equality Act 2010 and Human Rights Act 1998.

4. Operating model

4.1 Domestic care environment

The home will function as a shared household. Children will have individual care and placement plans, consistent routines, access to communal living/dining space, suitable private bedrooms and safe outdoor amenity. Staff will support meals, education, appointments, family contact, recreation and age-appropriate independence.

4.2 Intended service

The final Statement of Purpose will define the age range and needs the home is registered to meet. Placements will be accepted only where the provider has sufficient information, staffing, competence and premises to meet the child's needs without creating an unmanaged risk to the child, other residents, staff or community.

4.3 Exclusions and incompatible use

- The property will not operate as secure accommodation.
- No deprivation of liberty will be implemented merely through the physical or planning arrangements of the building.
- The premises will not be used for supported accommodation that is operationally separate from the registered children's home.
- No public-facing clinic, training centre, office hub or day service will operate from the property.
- No child or staff member will occupy an outbuilding or ancillary room as a separate dwelling.

5. Governance and accountability

ROLE	ACCOUNTABILITY
Registered provider	Legal and financial accountability; adequate resources; safe culture; compliance and improvement.
Responsible individual	Organisational oversight, challenge and liaison with Ofsted.
Registered manager	Day-to-day care, staffing, safeguarding, records, premises, neighbour liaison and implementation of this plan.
Deputy / shift leader	Safe shift delivery, handover, incident response and escalation.
Residential staff	Direct care, supervision, transport, record keeping and implementation of care/risk plans.
Independent visitor	Regulation 44 visits and report to the provider, manager and Ofsted.

A manager or delegated senior will be contactable at all times. The on-duty shift leader will know the occupancy, staff deployment, visitor status, vehicle allocation, risks and emergency arrangements.

6. Admissions and matching

6.1 Pre-admission process

1. Obtain referral, care plan, risk information, education and health information and relevant court arrangements.
2. Assess compatibility with current residents and the home's Statement of Purpose.
3. Review location risks, family/contact transport, education access and community factors.
4. Confirm staffing competencies and whether enhanced staffing is sustainable without breaching the planning envelope.
5. Record the registered manager's decision, conditions and required mitigations.
6. Where possible, arrange visits and a planned transition; emergency admissions remain subject to a documented safety decision.

7. Staffing, rota and handovers

PERIOD	NORMAL ARRANGEMENT	CONTROL
Day / evening	Up to four staff on site, deployed according to occupancy and assessed need.	Routine staffing should remain within four. Short emergency reinforcement is recorded and reviewed.

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PERIOD	NORMAL ARRANGEMENT	CONTROL
Night	Two staff, comprising waking-night and/or sleep-in arrangements as approved by the provider's risk assessment and Ofsted registration.	Noise kept low; no routine external activity.
Handover	Normally 30 minutes or less; staggered where necessary.	Maximum overlap planned to fit on-site parking; no outdoor congregation or idling.
Manager / professionals	Visits by appointment outside peak handover where practicable.	Remote meetings used when appropriate; statutory and emergency access never obstructed.

7.1 Rota controls

- Rota prepared in advance and retained for audit.
- Shift start/end times coordinated with parking capacity and child routines.
- Agency use minimised; agency staff receive site and safeguarding induction.
- Staff remain inside for handover and leave quietly.
- No routine staff meetings or training events involving groups at the property; use external/online venues.
- The manager reviews actual staffing and vehicle overlap monthly during the first six months.

8. Daily life, education and activities

TIME / ACTIVITY	MANAGEMENT APPROACH
Morning	Breakfast, medication where prescribed, education preparation and planned departures. Vehicles leave in a coordinated manner.
Day	Education, appointments, key work, household tasks and activities. Children not attending school receive an agreed structured programme.
After school	Return home, snack, relaxation, homework, appointments and supervised activities.
Evening	Shared meal, family contact where planned, leisure, personal routines and settling.
Night	Quiet household operation with staff available; safeguarding and checks follow individual plans.
Weekends / holidays	Planned recreation, community activities, family time and household routines; garden use remains considerate.

8.1 Education and health access

The home will work with placing authorities, schools, virtual schools, health professionals and other agencies. Transport will be planned and combined where safe. Child-specific destinations and schedules will remain confidential.

9. Safeguarding and missing-from-care

9.1 Safeguarding system

- A current safeguarding policy consistent with national and local arrangements.
- Safer recruitment, DBS checks, references, induction, supervision and training.
- Individual risk assessments addressing exploitation, online harm, self-harm, substances, bullying and peer dynamics.
- Clear reporting to the local authority designated officer, police, placing authority, Ofsted and other bodies where required.



- Whistleblowing and allegations procedures that protect children and preserve evidence.
- Safe use of phones, internet, transport, visitors and community activities.
- Regular consultation with children, access to advocacy and a child-friendly complaints route.

9.2 Missing-from-care response

Staff will follow the child's missing protocol and local procedures. They will search and contact as authorised, notify police and the placing authority promptly, keep accurate time-stamped records, support return-home processes and review triggers and prevention measures. Staff will not create unnecessary noise or neighbourhood alarm; police attendance and information sharing will be proportionate and safeguarding-led.

10. Behaviour support and incidents

The home will use trauma-informed, relationship-based practice, predictable routines, de-escalation and restorative work. Sanctions will never be degrading or unlawful. Restrictive practice is a last resort to prevent harm, used only by trained staff, recorded and reviewed under the Regulations.

10.1 Incident management

7. Immediate safety, first aid and separation where necessary.
8. Shift-leader assessment and emergency-service contact where required.
9. Notification to manager, placing authority, parents/others and Ofsted according to law and plans.
10. Accurate records, debrief with the child and staff, and preservation of confidentiality.
11. Review of placement/risk plans, staffing and environmental controls.
12. Neighbour contact only where a land-use effect occurred or reassurance is appropriate; no disclosure of personal data.

11. Visitors and access control

VISITOR TYPE	ARRANGEMENT
Family / approved contacts	Planned through the child's care/contact plan; identity and authorisation checked; supervised where required.
Social care / health / education	By appointment where practicable; statutory and urgent visits accommodated.
Ofsted / Regulation 44 / emergency services	Access in accordance with legal functions; may be unannounced.
Contractors / deliveries	Appointment, identity check and supervision; avoid child areas and sensitive information.
Personal visitors of staff	Not permitted during duty.

- Visitors sign in and out and receive safeguarding/fire instructions.
- Routine visits are scheduled outside shift handover and normally within daytime/early evening.
- No unmanaged gatherings or waiting on the highway.
- Unknown callers are not admitted; staff verify identity and purpose.
- Visitor records are stored securely and reviewed after concerns.

12. Transport, parking and travel

Travel arises from staff shifts, education, appointments, activities, family contact, professionals, deliveries and emergencies. The manager will coordinate journeys so that the site functions without unsafe or obstructive parking.

12.1 Parking protocol

- Use the approved on-site spaces efficiently and keep them available for operational vehicles.
- Allocate spaces by shift and record staff mode of travel.

- Stagger handovers and appointments where parking demand would overlap.
- Do not park across driveways, on the footway or verge, close to junctions, or where visibility/access is harmed.
- No idling, unnecessary horn use, loud audio, door slamming or extended vehicle conversations.
- Encourage walking, cycling, public transport and car sharing where safe and practicable.
- Provide secure covered cycle parking in the location shown on the approved plan.
- Keep emergency access clear at all times.

12.2 Transport review

METRIC	FIRST 6 MONTHS	THEREAFTER
Staff vehicles at each handover	Monthly review	Quarterly
Visitor vehicles / appointment clashes	Monthly review	Quarterly
Parking or access complaint	After each event	After each event
Sustainable travel participation	At months 3 and 6	Annually

13. Noise and residential amenity

The expected sound profile is domestic. Management will focus on controllable operational sources rather than assumptions about children in care.

SOURCE	CONTROL
Staff handover	Inside the building; short, staggered and quiet.
Vehicles	No idling, horns, loud audio, door slamming or waiting conversations.
Garden	Supervised as required; no amplified music; curtail noisy use in the late evening.
Visitors	Appointment system; no external congregation.
Maintenance	Planned within normal daytime hours except emergencies.
Plant / alarms	Domestic equipment maintained; external plant only with required consent and suitable noise control.
Incidents	Trained de-escalation; prompt management review if a neighbour-facing impact occurs.

Windows and doors will be managed sensitively during noisy indoor activity, without compromising fire safety or children's welfare. The manager will investigate repeated disturbance, identify its cause and amend staffing, routines or environmental measures.

14. Waste, servicing and maintenance

- Waste and recycling remain domestic in scale and use the Council's collection arrangements.
- Bins are stored securely within the site, screened where shown on the approved plan, and presented only around collection time.
- Clinical or controlled waste, if generated, is stored and collected under an appropriate contract.
- Deliveries are consolidated and scheduled during normal residential hours where practicable.
- Contractors sign in, are supervised and do not access confidential records or children unsupervised.

- The building, garden, boundaries, drainage, lighting and approved parking layout are maintained in good order.

15. Premises, fire and emergencies

15.1 Premises safety

- Current fire risk assessment and emergency plan, with drills and staff training.
- Fire detection, warning, emergency lighting and escape arrangements appropriate to the final Building Regulations/fire strategy.
- Gas, electrical and appliance checks; water hygiene and legionella controls where indicated.
- Secure storage of medicines, cleaning products, sharp items and confidential records.
- Window, door, furniture, garden and vehicle safety checks.
- First-aid equipment and trained staff available.
- Personal emergency evacuation planning where a child needs it.

15.2 Emergency command

The shift leader takes immediate control, calls 999 when necessary, accounts for children, staff and visitors, uses the safest assembly/relocation arrangement and contacts management and statutory bodies. Business-continuity arrangements will identify temporary accommodation, communications and records access without using neighbours' property unless agreed in an emergency.

16. Health, medication and infection control

- Health plans and consent arrangements maintained for each child.
- Medicines received, stored, administered, recorded and disposed of safely by competent staff.
- Medication errors and adverse effects escalated and reviewed.
- Staff support registration/access to GP, dentist, mental-health and specialist services as appropriate.
- Infection-control measures, cleaning, laundry, food hygiene and outbreak plans maintained.
- Smoking/vaping prohibited inside the premises and managed so it does not affect boundaries or children.

17. Information, privacy and security

Records will be accurate, access-controlled, retained and shared lawfully. Children will be informed about privacy in an age-appropriate way. Staff will not discuss cases outdoors, in vehicles or with neighbours.

17.1 CCTV and security

Any CCTV or door-entry system must be necessary, proportionate, privacy-assessed and compliant with data-protection law and the Regulations. Cameras will not be installed in bedrooms, bathrooms or other areas where privacy is expected. External cameras, lighting, fencing or security features must not create an institutional appearance and require any necessary planning approval.

18. Community liaison and complaints

18.1 Neighbour liaison

The registered manager will be the principal community liaison contact. Before occupation, immediate neighbours may be given a business contact method for operational concerns, without disclosing children's information. Contact details will be updated when management changes.

18.2 Complaint process

13. Log the date, time, contact details (if offered), issue and immediate risk.
14. Acknowledge within two working days where contact details are available.
15. Investigate records, rota, visitors, vehicles and relevant staff accounts.
16. Provide a proportionate response normally within ten working days, preserving confidentiality.
17. Record actions, owner and completion date.
18. Escalate repeated or serious issues to the provider and include them in quality review.

19. Recruitment, training and supervision

CONTROL	MINIMUM ARRANGEMENT
Recruitment	Identity, right to work, enhanced DBS, references, employment history, qualifications and suitability checks.
Induction	Safeguarding, fire, first aid, missing, behaviour support, medication, records, privacy, transport and this OMP.
Core training	Role-appropriate safeguarding, exploitation, trauma-informed care, de-escalation, equality, health and safety and information governance.
Supervision	Regular recorded supervision, probation review and annual appraisal.
Competency	Observed and documented for medicines, driving, physical intervention and other safety-critical tasks.

20. Monitoring and review

The manager will use incidents, missing episodes, complaints, visitor/vehicle data, staff feedback, children's views, premises checks, Regulation 44 reports and Regulation 45 quality-of-care reviews to improve the service.

REVIEW	FREQUENCY / TRIGGER
OMP implementation	Monthly for first six months; quarterly thereafter.
Location assessment	At least annually and after a material local risk change.
Fire risk assessment	Review under fire-safety advice and after relevant change/incident.
Placement and individual risk	At admission, planned intervals and after significant change.
Neighbour / parking / noise log	Monthly for first six months; quarterly thereafter.
Regulation 45 quality of care	At least every six months in accordance with regulation 45.
Full OMP	Annually and before any material operational change.

A material change includes increased resident capacity, materially different needs profile, altered staffing/shift pattern, external security works, reduced parking, new plant, or use of additional buildings. Planning advice will be sought before implementation.

21. Planning commitments

Subject to confirmation by the applicant, the following commitments are offered as the enforceable operational basis of the proposal:

NO.	COMMITMENT
1	No more than four resident children at any time.
2	Use only as one children's residential care home; no other Class C2 use and no separate unit.

NO.	COMMITMENT
3	No child accommodated until effective Ofsted registration is secured.
4	Operation in accordance with the approved Operational Management Plan.
5	Routine staffing not to exceed four staff on site, with two overnight, save short handover overlap or emergency/statutory attendance; final wording to reflect the agreed rota.
6	Routine visits by appointment and arranged to avoid handover/parking peaks where practicable.
7	Approved parking, cycle and refuse facilities provided, available and retained.
8	No institutional signage, external lighting, CCTV, fencing, plant or security apparatus without any necessary approval.
9	No routine staff training, large meetings or public-facing service at the site.
10	Neighbour concerns logged, investigated and included in management review.

21.1 Conclusion

With a four-child cap, clear staffing and visitor controls, Ofsted regulation and active management of transport, noise, waste, safeguarding and emergencies, the proposal is capable of operating as a small domestic household. The controls in this plan directly address the principal planning considerations identified in Hillingdon policy and comparable local decision-making.

Appendix A - Roles and contact schedule

FUNCTION	NAME / CONTACT	STATUS
Registered provider	Required before occupation	Required before Ofsted application / occupation
Responsible individual	Required before occupation	Required before occupation
Registered manager	Required before occupation	Required before occupation
Deputy / out-of-hours manager	Required before occupation	Required before occupation
Community liaison contact	Required before occupation	Provide to immediate neighbours before occupation
Emergency services	999	Live
Ofsted	0300 123 1231 / official channels	Check current details before use
Hillingdon children's safeguarding contact	Verify before occupation	Verify before occupation

Appendix B - Incident and emergency matrix

EVENT	IMMEDIATE ACTION	FOLLOW-UP
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EVENT	IMMEDIATE ACTION	FOLLOW-UP
Fire / smoke	Raise alarm, evacuate, call 999, account for all persons.	Notify, preserve records, review fire plan and risk assessment.
Medical emergency	First aid, call 999/111 as appropriate, follow health plan.	Notify and record; medication/health review.
Missing child	Follow individual protocol, search/contact as authorised, notify police/placing authority.	Return-home process, debrief and risk-plan review.
Safeguarding allegation	Protect child, preserve evidence, notify manager/LADO/Ofsted/police as required.	Cooperate with enquiries; support child; suitability review.
Violence / serious damage	De-escalate, protect people, call police if necessary.	Incident review, repairs, placement/staffing review.
Utility failure	Make safe, contact provider, relocate if essential.	Repair, continuity review and records.
Neighbour complaint	Assess immediate safety/amenity issue; log and acknowledge.	Investigate, respond and monitor corrective action.
Vehicle obstruction	Move vehicle safely at once and identify driver/rota cause.	Parking allocation and handover review.

Appendix C - Monitoring schedule

INDICATOR	OWNER	RECORD / THRESHOLD	ACTION
Resident occupancy	Manager	Daily register; maximum 4	Escalate any inconsistency immediately.
Staff on site	Shift leader	Rota/sign-in; within agreed envelope	Review deployment and handover.
Visitor numbers/times	Shift leader	Visitor log	Reschedule recurring clashes.
Vehicles at handover	Manager	Monthly sample first 6 months	Adjust allocation/times.
Noise/amenity events	Manager	Incident/complaint log	Root-cause review and mitigation.
Missing episodes	Manager	Child and incident records	Multi-agency/risk review.
Emergency-service attendance	Manager	Incident log	Assess pattern and mitigation.
Waste/servicing	Premises lead	Weekly check	Correct storage/collection issue.
Training/supervision	Manager	Matrix; no overdue safety-critical item	Remove from task/refresh training.
OMP actions	Responsible individual	Quarterly assurance	Close actions with evidence.

Appendix D - Policy compliance matrix

POLICY / REQUIREMENT	RESPONSE IN THIS PLAN
Hillingdon DMH 8	Small care-home use; need and suitability supported by controlled domestic operation and regulatory compliance.

POLICY / REQUIREMENT	RESPONSE IN THIS PLAN
DMHB 11, 16 and 18	Domestic appearance, suitable room-use plan, private amenity and avoidance of institutional alterations.
DMT 1, 2, 5 and 6	Parking allocation, staggered handovers, sustainable travel, cycle storage and access protection.
London Plan H12 / S1	Supported/specialised accommodation integrated within the community and linked to services.
London Plan D3, D5, D6, D11-D14	Fit-for-purpose, inclusive, safe, fire-aware and noise-managed operation.
London Plan T2, T4-T7	Healthy travel, impact management, cycles, parking and delivery controls.
NPPF	Specific housing need, healthy/safe community, sustainable transport, effective land use and good design.
Children's Homes Regulations	Quality standards, staffing, safeguarding, premises, records, independent visits and quality review.
Ofsted registration policy	Planning permission, registration and location assessment before operation.

Appendix E - Evidence sources

REF	SOURCE	URL
E1	Hillingdon Council, Local Plan and Review; adopted Parts 1 and 2	https://www.hillingdon.gov.uk/planning-policy/local-plan-review
E2	Hillingdon Local Plan Part 1: Strategic Policies (2012)	https://www.hillingdon.gov.uk/media/3080/Local-Plan-Part-1---Strategic-Policies/pdf/Local_Plan_Part_1_Strategic_Policies_15_feb_2013_a_1_1.pdf
E3	Mayor of London, London Plan 2021	https://www.london.gov.uk/programmes-strategies/planning/london-plan/london-plan-2021
E4	MHCLG, National Planning Policy Framework (current online version)	https://www.gov.uk/guidance/national-planning-policy-framework
E5	DfE, Guide to the Children's Homes Regulations, including Quality Standards	https://www.gov.uk/government/publications/childrens-homes-regulations-including-quality-standards-guide
E6	Ofsted, Children's homes registration policy (updated 10 July 2026)	https://www.gov.uk/government/publications/register-a-childrens-home/childrens-homes-registration-policy
E7	Ofsted, Apply to register a children's home (updated 10 July 2026)	https://www.gov.uk/government/publications/register-a-childrens-home/apply-to-register-a-childrens-home
E8	Ofsted, Social Care Common Inspection Framework: children's homes	https://www.gov.uk/government/publications/social-care-common-inspection-framework-sccif-childrens-homes
E9	DfE, Working Together to Safeguard Children	https://www.gov.uk/government/publications/working-together-to-safeguard-children--2
E10	Hillingdon permission 47625/APP/2023/2751, comparable three-child C2 home	https://planning.hillingdon.gov.uk/OcellaWeb/viewDocument?file=dv_pl_files%5C47625_APP_2023_2751%5CPDECST-D-47625_APP_2023_2751-KTO-20241128-14291167314.pdf&module=pl



REF	SOURCE	URL
E11	Hillingdon planning history for 5 Barnhill Lane, ref. 57780/APP/2026/13	https://planning.hillingdon.gov.uk/OcellaWeb/viewDocument?file=dv_pl_files%5C57780_APP_2026_13%5COREPHHD-57780_APP_2026_13-YIS-20260302-13491326169.pdf&module=pl