

Design and Access Statement

Use of the previously approved loft habitable space as a fourth resident bedroom in connection with the approved Use Class C2 adult care home

at :

25 Gledwood Crescent, Hayes, UB4 0AX



Date: 07/2026

This is not a new C2 care-home proposal. The C3-to-C2 change of use, the rear first-floor extension, the roof-space conversion to habitable use including the rear dormer, and internal alterations were approved under planning permission 78905/APP/2025/688. The present proposal is limited to use of the approved loft habitable space as a fourth resident bedroom and an increase in the maximum number of adults in care to 4, while retaining the approved one-staff-per-shift limit and visitor controls.

1.0 Introduction and Applicant Information

The London Borough of Hillingdon has already accepted the principle of the use of 25 Gledwood Crescent as an adult care home within Use Class C2. Planning permission ref. 78905/APP/2025/688 was granted on 20 November 2025. The approved description includes demolition of the conservatory, a first-floor rear extension, conversion of the roof space to habitable use including a rear dormer, internal alterations and upgrades, and the change of use from Class C3 to Class C2.

The extant permission contains a condition limiting the adult care home to a maximum of three adults in care at any one time and a separate condition limiting staffing to one staff member on shift at any one time. It also controls visitor hours and requires pre-booked visits. The current proposal therefore does not seek to re-establish the C2 use or to obtain permission for the physical loft conversion: both are already established. It seeks approval for the approved loft habitable room to serve as a fourth single-occupancy resident bedroom and for the maximum number of adults in care to increase from three to four.

The proposal is deliberately low intensity. The maximum number of staff on shift remains one; the approved visitor controls remain; the existing communal areas, garden and additional seating area are retained; and no additional building bulk, dormer, window, crossover or parking layout is proposed as a consequence of the fourth bedroom. The applicant also confirms that the separately authorized front parking/highway works, including associated lamp-column works, are already being implemented in liaison with the Council's Highways service and are outside the scope of this application.

This Design, Access and Operational Statement has been prepared to support the current planning application at 25 Gledwood Crescent, Hayes, UB4 0AX. It should be read alongside the submitted application drawings and the decision notice and approved documents for planning permission ref. 78905/APP/2025/688.

The statement has been intentionally refocused from the March 2025 Design and Access Statement. The earlier document supported a much wider proposal: the C3-to-C2 change of use, physical extensions, loft conversion and internal alterations. Those matters have now been determined and approved. The principal planning question for the current application is therefore narrower: whether the already approved C2 care home can accommodate one additional resident in the already approved loft habitable space without causing unacceptable harm to living conditions, neighbours, local character, parking or highway safety.

1.1 Relationship to Conditions of Permission 78905/APP/2025/688

Condition / control	Approved position	Current proposal
Condition 3 - use	Adults Care Home only within C2.	Unchanged.
Condition 4 - Management Plan	Detailed management plan required before first occupation.	The management framework in this statement is updated for four residents and can inform the detailed plan.
Condition 5 - residents	Maximum 3 adults in care at any one time.	Increase to maximum 4 adults in care.
Condition 6 - staffing	Maximum 1 staff member on shift at any one time.	Unchanged.
Condition 7 - visitors	Visitors only 10:00-20:00, Monday-Sunday, pre-booked.	Unchanged.
Condition 8 - outbuilding	Additional seating area only; no sleeping accommodation.	Unchanged.
Approved plans / external form	Rear extension, loft conversion, dormer and associated works approved.	No further external enlargement is sought for the fourth bedroom.

Because the extant permission expressly caps the home at three adults in care, use of the loft room as a fourth resident bedroom necessarily requires the Local Planning Authority to approve an increase in the occupancy cap. This statement therefore addresses the effect of moving from 3 to 4 residents directly rather than treating the proposal as a purely internal alteration.

1.2 Applicant and Operator



Oakwood Care Centre Ltd is a family-owned care home with more than **20 years** of experience and a team of over **26 staff members**. As a dedicated provider of high-quality residential care services, it is committed to delivering compassionate and professional support for individuals in need. With extensive experience in the care sector, Oakwood Care Centre Ltd has a strong track record of operating care facilities that prioritize the well-being, dignity, and independence of residents.

The company is founded on the principles of excellence in care, ensuring that every resident receives personalized support tailored to their unique needs. Oakwood Care Centre Ltd specializes in managing small to medium-sized care homes, focusing on creating a safe, comfortable, and homely environment. The organization works closely with local authorities, healthcare professionals, and families to provide high standards of care in line with national and local regulations. They have a proven track record of operating care facilities that comply with Care Quality Commission (CQC) standards, Building Regulations, and Fire Safety Regulations.

By proposing this new care home, Oakwood Care Centre Ltd aims to address the growing demand for specialist residential care within the local community, contributing to broader efforts to provide high-quality, sustainable, and accessible care services.

2.0 Site, Planning History and Approved Baseline

2.1 Site and Surroundings

25 Gledwood Crescent is a residential property within an established residential street in Hayes. The surrounding area is characterised primarily by dwellinghouses of domestic scale. The site has a front hardstanding/parking area and a rear garden. The property is not being transformed into a large institutional building; the approved C2 use remains accommodated within a building that retains the appearance and scale of a dwellinghouse.



2.2 Original Residential Baseline

The original C3 dwelling was as four-bedroom house. This baseline is relevant to the current assessment. The proposal for four care residents does not introduce four sleeping rooms into a property that was historically of substantially smaller residential capacity; rather, it returns the number of occupied bedrooms to four while the use remains the already approved C2 care use and while staffing and visitor activity remain controlled.

A C2 care home is not identical in planning terms to a C3 household and the comparison is not relied upon as a substitute for assessing operational impacts. It is, however, a useful indicator that four bedrooms and a modest number of occupants are compatible with the physical scale of the property and its longstanding residential character.

2.3 Approved Development Baseline

- The adult care home use within Use Class C2 is already approved.
- The conversion of the roof space to habitable use, including a rear dormer, is already approved.
- The first-floor rear extension and associated internal alterations are already approved.
- The approved scheme includes communal living/dining, kitchen and garden facilities for residents.
- The approved outbuilding is controlled for use as an additional seating area and not as sleeping accommodation.
- The approved operational controls already limit residents, staff and visitors in the interests of amenity.

3.0 Description of the Current Proposal

3.1 Proposed Fourth Resident Bedroom

The current application seeks approval for the existing/approved habitable loft space to be used as a fourth single-occupancy resident bedroom in connection with the approved adult care home. The proposed room remains ancillary to and fully integrated with the single C2 care-home use of the building.

3.2 Increase from Three to Four Residents

The proposal increases the maximum number of adults in care by one person: from three residents under the current permission to four residents. The proposal does not seek any corresponding increase in the planning cap on staff. One staff member will remain on shift at any one time. Visitor restrictions also remain unchanged.

3.3 Matters Not Changed by this Application

- The lawful/planning use remains an Adults Care Home within Use Class C2.
- The external scale and massing approved under ref. 78905/APP/2025/688 are not increased.
- The approved rear dormer and roof form are not enlarged for the purpose of the fourth bedroom.
- No additional overlooking window or opening is proposed as a consequence of the fourth bedroom.
- The existing communal areas and rear garden remain available to all residents.
- The maximum of one staff member on shift remains unchanged.
- The approved visitor hours and pre-booking requirement remain unchanged.
- The current parking/access strategy is retained.

4.0 Design and Access Assessment

4.1 Amount, Scale and Appearance

The present proposal is principally an internal change in how previously approved habitable floor space is occupied. There is no additional built volume, height, dormer projection or footprint arising from the fourth bedroom beyond the development already approved. The external design conclusions reached when permission 78905/APP/2025/688 was granted therefore remain materially unchanged.

This is important when applying Policy BE1 and Policy DMHB 11: the current application does not create a new design impact on the street scene or introduce a larger institutional form. The property will continue to read as a domestic-scale residential building integrated into Gledwood Crescent.

4.2 Internal Layout and Function

The loft room will be used as a single resident bedroom linked to the care home's shared facilities. Its use makes efficient use of floor space that the Council has already accepted as habitable. The proposal therefore avoids unnecessary further building work and allows the approved property to function more efficiently without creating a separate planning unit.

The room will be furnished and managed as a resident bedroom only. Storage, furniture positioning and circulation will be arranged to retain a practical route from the bed to the door and to maintain safe access to the stair. The bedroom will benefit from the natural light and ventilation provided by the approved roof-space design.

4.3 Inclusive Access and Resident Allocation

The care home is intended for residents whose individual care and mobility needs are compatible with the building. The loft bedroom will only be allocated to a resident whose assessed mobility permits safe use of the staircase and safe evacuation in accordance with the home's fire risk assessment and care plan. Residents with greater mobility needs will be accommodated on the lower floors where access is easier.

This approach is consistent with a person-centred care model: room allocation is based on individual need rather than assuming that every resident must use every floor. The application does not remove or reduce the accessible facilities already provided at lower levels.

4.4 Fire and Building Safety

The planning permission does not displace the separate requirements of the Building Regulations, the Regulatory Reform (Fire Safety) Order 2005 as applicable, CQC requirements and the operator's fire risk assessment. Before the loft bedroom is occupied, the internal fire strategy, detection/alarm arrangements, protected escape route, fire doors, emergency procedures and staff training will be reviewed for the four-resident arrangement and implemented as required by the relevant competent authorities.

The operational principle is that no resident will be placed in the loft bedroom unless their needs can be safely supported within the approved staffing model and the building's compliant evacuation strategy.

5.0 Living Conditions and Outdoor Amenity

5.1 Quality of Accommodation

The addition of a fourth resident does not remove any of the approved communal facilities. Residents will continue to have access to shared living/dining space, kitchen facilities and the rear outdoor amenity area. The proposal therefore adds one private sleeping room without converting communal living space into a bedroom.

The quality of a C2 care home is assessed by the accommodation as a whole, including private rooms, communal rooms, access to outdoor space, management and the ability to meet the needs of the resident group. The fourth bedroom is considered acceptable because it is created within habitable floor space already approved and because the wider communal facilities remain intact.

5.2 Outdoor Amenity Space

The previous Design and Access Statement recorded outdoor amenity space, supplemented by an approved additional seating area in the outbuilding. The current application does not reduce that garden area, introduce new structures into it or alter its landscaping function.

Policy DMHB 18 seeks good-quality and usable private outdoor amenity space. While the numerical standards in the policy are primarily framed around conventional residential development, the qualitative objective remains relevant to this C2 use. The care home retains a substantial private rear garden and a separate seating area, giving four residents a choice of shared internal and external spaces. The addition of one resident does not materially diminish the usability, privacy or quality of the approved garden provision.

The current application takes no land from the garden, does not convert the approved seating outbuilding into a bedroom and does not reduce communal living/dining space. The same approved amenity resources will serve four residents rather than three.

6.0 Residential Amenity, Character and Intensity of Use

6.1 Neighbouring Amenity

The fourth resident bedroom does not introduce additional building bulk or new windows. Consequently, the current proposal does not create a new loss of daylight, sunlight or outlook and does not introduce a new physical source of overlooking. The established design and privacy safeguards of the 2025 permission remain in place.

The relevant question is therefore whether the presence of one additional resident would materially increase noise, comings and goings or general activity. In this small care-home model, that increase is limited. Resident occupancy increases by one, but staffing is not increased, visitor hours are not extended and the pre-booking requirement is retained.

6.2 Domestic-Scale Nature of Operation

The home will remain a small, domestic-scale residential care setting. Residents live at the property rather than arriving and departing daily like customers of a commercial premises. Day-to-day activities consist of sleeping, meals, personal care, quiet recreation, use of the garden and pre-arranged family/professional visits. These activities are compatible with a residential environment when properly managed.

- No commercial public opening hours or walk-in service are proposed.
- No increase in the one-staff-per-shift planning cap is sought.
- Visitors remain pre-booked and restricted to 10:00-20:00.
- Visits will continue to be staggered to avoid clustering of vehicles and activity.
- Meals will be prepared on site on a domestic scale rather than through a restaurant-style operation.
- Deliveries and servicing will be modest and managed to avoid unnecessary disturbance.
- Outdoor areas will be used considerably and normal household expectations on noise will be applied.

6.3 Comparison with Original C3 Occupancy

The previous statement recorded the property as a four-bedroom C3 dwelling before the care-home proposal. A normal four-bedroom household can accommodate a number of permanent occupants together with visitors and deliveries without planning controls on staffing, visitor hours or pre-booking. By contrast, the approved C2 use is subject to explicit operational controls. This reinforces the conclusion that four residents, with one staff member on shift and controlled visitors, can remain compatible with the residential character of Gledwood Crescent.

The comparison is not intended to suggest that all C2 activity is automatically equivalent to C3. Rather, it demonstrates that the physical and residential capacity of the building is not inherently exceeded by four resident bedrooms and that the operational safeguards provide additional control over the matters most likely to affect neighbours.

7.0 Access, Parking, Highway and Servicing Matters

7.1 Approved Parking and Transport Position

The 2025 permission was granted with a Response to Highways Authority Comments and Parking Management Plan forming part of the approved document schedule. The present proposal does not seek to alter the approved access strategy or to increase the number of staff on shift. The main source of regular staff vehicle demand is therefore unchanged.

7.2 Front Parking and Lamp-Column / Highway Works

The applicant confirms that the front parking/vehicle crossover arrangements and associated lamp-column/highway works have already been separately approved or authorised through the relevant Highway Authority process and are currently being implemented in liaison with the Council's Highways service. These highway works are not part of the current planning proposal and are not altered by the use of the loft as a fourth bedroom.

This application should therefore not be treated as reopening the design of the separately authorised highway works. The relevant assessment is whether one additional resident generates a material new parking or highway impact. It does not: the one-staff-per-shift limit remains, residents in this type of care setting are not expected to generate independent commuter parking demand, and visitors remain pre-booked and can be staggered.

7.3 Visitor, Delivery and Servicing Management

- Visitors will continue to be pre-booked and limited to the approved hours of 10:00 to 20:00.
- Where practical, only one visiting party will be encouraged at a time and visits will be staggered.
- Visitors will be encouraged to use public transport, walking and taxi/private-hire options where suitable.
- Routine deliveries will be consolidated and arranged during daytime hours.
- No dedicated commercial delivery fleet, minibus base or ambulance station is proposed.
- Waste and recycling will be managed through the property's approved/domestic-scale storage arrangements and normal collection procedures.

On this basis the move from three to four residents does not create a proportionate justification for additional parking or further highway alterations. Policies DMT 2 and DMT 6 remain satisfied because the operational drivers of vehicle demand - staffing, visitor controls and access arrangements - are unchanged.

8.0 Planning Policy Assessment

8.1 Development Plan and Material Considerations

The principal planning framework comprises the Hillingdon Local Plan Part 1: Strategic Policies (2012), the Hillingdon Local Plan Part 2: Development Management Policies (adopted January 2020), the London Plan (2021) and the National Planning Policy Framework (2026) as a material consideration.

Policy	Relevance	Assessment of current proposal
BE1 - Built Environment	High-quality development that responds to context.	No additional external enlargement is proposed. The approved domestic-scale appearance is retained.
DMH 8 - Sheltered Housing and Care Homes	Supports care homes subject to need, quality, integration and amenity.	The principle of the C2 care home has already been approved. The fourth resident remains within the same integrated, small-scale use and does not create a new concentration of care uses.
DMHB 11 - Design of New Development	Design quality and protection of neighbouring amenity.	No new bulk, window or overlooking effect. Operational intensity rises only by one resident, with staff and visitor controls unchanged.
DMHB 16 - Housing Standards / living conditions	Adequate quality and internal living conditions.	The loft is already approved as habitable space. Communal rooms are retained and the fourth room is single occupancy.
DMHB 18 - Private Outdoor Amenity Space	Good-quality, usable outdoor amenity.	Approved garden and seating area are retained without reduction; four residents continue to have usable communal outdoor space.
DMT 2 - Highways Impacts	Safe and efficient highway operation.	No change to access or regular staffing levels; one additional resident does not materially increase vehicle movements.
DMT 6 - Vehicle Parking	Appropriate parking provision and management.	Approved parking strategy remains. Visitor staggering and one staff member per shift control demand.
London Plan H12 - Supported and Specialised Accommodation	Supports specialist accommodation meeting identified needs and suitable standards.	The approved care-home use is maintained and made more efficient through one additional resident room within approved habitable space.
London Plan D14 - Noise	Avoid unacceptable noise and manage agent-of-change effects.	Residential-scale activity, fixed visiting hours and management measures limit noise and disturbance.
NPPF 2026	Sustainable, well-designed, healthy and safe development; efficient use of land/buildings.	The proposal makes efficient use of an approved building without new external works, while retaining safeguards for amenity and safety.

8.2 Policy DMH 8 - Care Homes

Policy DMH 8 is central to the application. The Council has already concluded, through permission 78905/APP/2025/688, that this site is capable in principle of accommodating an adult care home. The current proposal does not create a second care establishment, does not expand the site and does not change the nature of the C2 use. It makes a modest adjustment to the number of residents within the approved home.

The quality criterion remains satisfied because a private bedroom is added within approved habitable floor space while communal facilities and the garden are retained. Integration within the residential surroundings is maintained because the external form and domestic scale remain as approved. The one additional resident does not amount to an over-concentration of care uses or a material change in the character of the street.

8.3 Policies DMHB 11 and D14 - Amenity and Noise

The extant permission already controls resident numbers, staff and visiting because these are the principal operational matters capable of affecting neighbours. The current application retains two of those controls in full - one staff member on shift and pre-booked visiting within 10:00-20:00 - and seeks only a one-person increase in resident occupancy. With no new external works or openings, the incremental amenity impact is modest and can be adequately controlled by a revised four-resident condition.

8.4 Policies DMT 2 and DMT 6 - Transport and Parking

Vehicle demand is more closely linked to staff, visitors and servicing than to the number of sleeping rooms alone. Because the staff cap is unchanged and visitor arrangements remain controlled, the fourth resident does not produce a corresponding increase in regular parking demand. The approved parking management framework therefore remains proportionate and appropriate.

9.0 Operational Management Statement

9.1 Nature of the Home and Resident Profile

The property will operate as a small adult residential care home providing personal care and support in a domestic environment. The home is not proposed as a nursing home or high-intensity medical facility. Admissions will be based on individual assessment so that each resident's care, mobility and behavioural needs can be safely met within the building and the approved operational model.

The maximum number of adults in care proposed is four. Each resident will have a private bedroom and will share the communal living/dining, kitchen and garden spaces. The loft bedroom will be allocated only to a resident for whom stair access and evacuation are appropriate.

9.2 Staffing and Shift Management

The maximum number of staff on shift at any one time will remain one, consistent with Condition 6 of permission 78905/APP/2025/688. The operator will ensure that admissions and care planning are compatible with this staffing model and with the regulatory requirement to provide sufficient suitably competent staff for the needs of residents.

The day/night pattern will be managed so that shift changes and handovers comply with the planning limit. Managerial and supervisory visits will be planned and coordinated so that they do not create an unmanaged increase in staff presence, parking demand or disturbance.

9.3 Visitor Management

Condition 7 of the approved permission will remain the operating basis: visitors will only be received between 10:00 and 20:00, Monday to Sunday, and visits will be pre-booked. The operator will stagger visits, discourage unnecessary vehicle use and avoid multiple visiting parties arriving or leaving at the same time wherever practical.

9.4 Noise and Neighbour Relations

- Residents and visitors will be expected to behave in a manner consistent with a residential neighbourhood.
- Outdoor amenity areas will be used considerately, particularly during early morning and evening periods.
- No amplified external entertainment or routine late-night visitor activity is proposed.
- Any complaint from a neighbour will be recorded, investigated and responded to by the operator/manager.
- Repeated issues will trigger review of the relevant care plan, visitor arrangement or operational procedure.

9.5 Parking and Travel Management

- The approved front parking/access arrangements will be retained.
- The one-staff-per-shift limit means no additional regular staff parking space is required because of the fourth resident.
- Visitors will be pre-booked and staggered; public transport, walking, taxi and private-hire travel will be encouraged where appropriate.
- Deliveries will be planned to avoid clustering with visitor arrivals or shift changes.
- The operator will not use the property as a base for a fleet of care vehicles.

9.6 Safeguarding, Fire Safety and Emergency Management

The care home will maintain resident-specific care plans, risk assessments, safeguarding procedures, medication procedures and emergency arrangements appropriate to the resident group. Fire risk assessment and evacuation planning will expressly consider occupancy of the loft bedroom. Staff will receive relevant training and emergency information will be kept under review.

The detailed Management Plan required by Condition 4 of the 2025 permission will be submitted to the Local Planning Authority before first occupation in accordance with that condition. If the fourth resident is approved, the detailed plan will be updated to reflect the four-resident cap and the management measures set out in this statement.

9.7 Refuse, Deliveries and Day-to-Day Servicing

The home will operate on a domestic scale. Food, household consumables and care supplies will be ordered in modest quantities and deliveries will be managed during daytime hours. Refuse and recycling will be stored securely within the approved arrangements and presented for normal collection. The addition of one resident is not expected to alter the character of servicing activity on Gledwood Crescent.

10.0 Justification for the Fourth Resident Bedroom

The fourth resident bedroom is acceptable in planning terms for the following cumulative reasons:

1. The principle of the C2 adult care-home use has already been established by planning permission 78905/APP/2025/688.
2. The physical conversion of the roof space to habitable use, including the rear dormer, has already been approved. The current proposal does not rely on new roof enlargement to create the bedroom.
3. The original property was described in the previous supporting statement as a four-bedroom C3 dwelling. Four occupied bedrooms are therefore compatible with the physical scale and historic residential capacity of the building.
4. The proposal increases residents by only one person, from three to four. It does not increase the maximum of one staff member on shift.
5. Visitor controls remain unchanged: pre-booking and the approved 10:00-20:00 visiting window continue to limit comings and goings.
6. No additional external built form, overlooking window, access or parking layout is proposed as a consequence of the fourth bedroom.

7. Communal living/dining space, kitchen facilities, garden amenity and the separately controlled seating outbuilding are retained rather than sacrificed to create sleeping accommodation.
8. The loft bedroom will only be occupied by a resident whose assessed mobility and evacuation needs are compatible with upper-floor accommodation.
9. The approved parking management approach remains effective because staffing, the principal source of regular travel demand, is unchanged and visitor activity remains managed.
10. The proposal represents an efficient use of already approved habitable floor space and supports the delivery of specialist residential care without requiring a larger building or a more intensive institutional form.

The proposal is best understood as a modest intensification within an already approved small C2 care home, not as a new care-home use or a new loft extension. With the occupancy cap revised to four residents and the existing controls on staffing, visitors, parking and management retained, the additional bedroom can be accommodated without unacceptable harm to neighbouring amenity, local character, living conditions or highway safety.

11.0 Conclusion and Proposed Planning Control

Planning permission ref. 78905/APP/2025/688 already establishes the acceptability of the C2 adult care-home use, the first-floor rear extension, the conversion of the roof space to habitable use with rear dormer and the associated internal alterations. The current application is substantially narrower. It seeks to allow the approved loft habitable space to function as a fourth resident bedroom and to increase the maximum number of adults in care from three to four.

The proposal does not increase staff numbers, extend visitor hours, alter the approved use class, reduce communal or outdoor amenity space, create new external massing or require additional access/parking works. The applicant confirms that the front parking/highway and lamp-column works are being progressed separately through the Highway Authority and are not changed by this application.

Four residents with a maximum of one staff member on shift remains a small-scale operation. Subject to the existing management, visitor, fire-safety and regulatory controls, the incremental effect of one additional resident is limited. The proposal is therefore consistent with the objectives of Policies DMH 8, DMHB 11, DMHB 16, DMHB 18, DMT 2 and DMT 6 of the Hillingdon Local Plan Part 2, together with relevant London Plan and national policy.

Accordingly, the Local Planning Authority is respectfully requested to approve the use of the approved loft habitable space as the fourth resident bedroom and to permit a maximum of four adults in care at the property, with the existing one-staff-per-shift and visitor controls retained.