

GOOD NEIGHBOUR POLICY

90 Turks Road, Radcliffe, M26 4QB



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1.0 Introduction

This Good Neighbour Policy has been prepared in support of an application for a **Lawful Development Certificate for a Proposed Use or Development** for the proposed use of **90 Turks Road, Radcliffe, M26 4QB** as a small, family-style children's home.

The proposed use would provide care and accommodation for **one child or young person only**. The property would operate as a small domestic home, with care provided by non-resident staff working on a rota basis.

The property is a 3-bedroom, 2-bathroom semi-detached dwelling of approximately 91 sq m. The submitted ground floor plan shows a conventional domestic arrangement, including a living room, kitchen/dining room and WC, while the first floor plan shows Bedroom 1, Bedroom 2, Bedroom 3 and bathroom accommodation.

The applicant is the owner of the property. It is intended that the day-to-day management, staffing, care provision and regulatory obligations would be undertaken by an external Ofsted-registered operator once appointed. This policy is intended to set the operational expectations for any future operator and to ensure that the property is managed in a way that respects neighbouring residents and preserves the residential character of the area.

2.0 Purpose of the Policy

The purpose of this Good Neighbour Policy is to:

1. ensure that the home operates in a respectful, well-managed and neighbourly manner;
2. preserve the residential character of the property and surrounding area;
3. provide clarity on how the property would be managed day to day;
4. minimise the potential for disturbance, noise, parking pressure or anti-social behaviour;
5. provide a clear process for neighbours to raise any concerns;
6. ensure that staff understand their responsibilities to the local community;
7. support a stable, safe and family-style home environment for the child.

This policy is not intended to create an institutional or public-facing service. The property would remain a domestic home in both appearance and operation.

3.0 Core Good Neighbour Commitments

The applicant and future operator commit to the following:

The property will be used as a **single-child children's home only**.

There will be **no emergency placements**.

There will be **no external alterations** as part of the proposed use.

There will be **no signage**, advertising or external indication that the property is operating as a children's home.

The home will not operate as a hostel, HMO, refuge, secure accommodation, short-stay crisis facility or multi-child institution.

The property will remain in use as a single domestic household-style home.

Staff and visitors will be expected to behave respectfully and avoid causing disturbance to neighbouring occupiers.

Any future operator will be required to operate in accordance with this Good Neighbour Policy, the submitted Operational Management Statement and any Lawful Development Certificate issued by the Council.

4.0 Nature of the Home

The proposed use is for a small, family-style children's home for **one child or young person**.

The child would live at the property as their home. The day-to-day routine would be domestic in character and would include normal household activities such as meals, rest, education, appointments, recreation, family contact where appropriate and ordinary day-to-day living.

The home would not be open to the public. There would be no public counter, reception area, clinic, treatment room or institutional facility.

The property would not be subdivided. It would remain one planning unit and would retain the layout and character of a conventional dwelling.

5.0 Accommodation Layout

The internal layout would remain domestic in character.

At ground floor level, the property would retain a conventional living arrangement, including a living room, kitchen/dining room and WC. These spaces would be used for ordinary household activities.

At first floor level:

Bedroom 1 would be used as the sole bedroom for the child or young person. The applicant confirms that Bedroom 1 benefits from an ensuite bathroom, although this is not currently shown on the submitted first floor plan.

Bedroom 2 would be used as staff quarters / office and storage space ancillary to the operation of the home. This would support the safe and organised running of the home and provide space for staff records, household administration and staff use during rota periods.

Bedroom 3 would be retained as a flexible room within the domestic layout of the property.

The property would not be adapted in a manner that would create an institutional layout or separate planning unit.

6.0 Management Responsibility

The future operator will be responsible for the day-to-day management of the home.

Prior to occupation, the operator will ensure that all staff are made aware of this Good Neighbour Policy and understand the importance of maintaining positive relations with neighbours.

The future operator will appoint a suitable manager or senior responsible person who will act as the main point of contact for operational matters.

The manager or nominated responsible person will be responsible for:

1. ensuring staff comply with this policy;
2. maintaining appropriate standards of behaviour at the property;
3. responding to neighbour concerns;
4. ensuring parking and visitor arrangements are properly managed;
5. ensuring the home remains quiet, safe and well maintained;
6. ensuring the child is supported within a stable domestic routine;
7. keeping records of any complaints and action taken.

7.0 Staffing Conduct

Staff will be expected to behave in a professional, respectful and neighbourly manner at all times.

Staff must:

1. arrive and leave the property quietly;
2. avoid unnecessary engine idling;
3. avoid loud conversations outside the property;
4. avoid slamming car doors, particularly early in the morning or late in the evening;
5. park responsibly and lawfully;
6. keep handovers calm, brief and managed internally;
7. avoid gathering outside the property;
8. respect neighbouring privacy;
9. ensure that household waste is managed properly;
10. report any neighbour concerns to the manager or nominated responsible person.

Staff will not use the property as a social meeting point. Staff attendance will be limited to those required for the care, supervision and management of the home.

8.0 Child-Centred Residential Routine

The home will operate around a stable, planned and child-centred routine.

The child will be supported to follow ordinary domestic routines, including:

1. regular mealtimes;
2. education or training attendance where applicable;
3. appointments with professionals where required;
4. appropriate recreational activity;
5. rest and sleep routines;
6. family contact where this is part of the child's care plan;
7. positive engagement with the local community where appropriate.

The purpose of the home is to provide stability and consistency. It is not intended to operate as a high-turnover or crisis-led environment.

There will be no emergency placements. This is important to ensure that the home remains predictable, stable and low intensity.

9.0 Visitors

Visitors to the property will be controlled and managed.

Visitors may include, where appropriate:

1. social workers;
2. education professionals;
3. healthcare professionals;
4. Ofsted or regulatory visitors;
5. family members, where this is planned and appropriate;
6. maintenance contractors by appointment;
7. senior staff or management representatives.

Visits will be arranged in advance wherever possible. The property will not operate on a drop-in basis.

Visitors will be asked to park responsibly, avoid obstructing neighbouring driveways and avoid unnecessary disturbance.

Professional visits will generally take place during normal daytime hours unless there is a clear safeguarding or operational reason for a visit outside those hours.

10.0 Parking and Vehicle Movements

The home will be managed to avoid unnecessary parking pressure or vehicle activity.

The proposed use is limited to one child only and would not generate the level of vehicle movement associated with a larger care facility, HMO, hostel, office or public-facing use.

Vehicle movements would generally be limited to:

1. staff arrivals and departures;
2. care-related appointments;
3. education-related journeys;
4. occasional professional visits;
5. planned family contact, where appropriate;
6. household deliveries similar to those associated with a normal dwelling.

Staff and visitors will be instructed not to block neighbouring driveways, access points or footways.

Where possible, staff handovers will be arranged to avoid unnecessary overlap and to keep vehicle movements similar to those expected from an ordinary household.

11.0 Noise Management

The home will be operated as a quiet residential property.

The operator will ensure that:

1. staff arrivals and departures are managed quietly;
2. handovers take place inside the property;
3. outdoor activity is reasonable and residential in nature;
4. music, television and household noise are kept to a reasonable level;
5. doors and windows are used considerately;
6. staff avoid congregating outside the property;
7. any maintenance activity is undertaken at reasonable times;
8. waste bins are moved and presented without unnecessary disturbance.

The child would be supported through clear routines and professional care planning. Any behaviour that could give rise to disturbance would be managed by trained staff in accordance with the child's care plan and the operator's safeguarding procedures.

12.0 Use of Outdoor Areas

Any outdoor areas associated with the property will be used in a normal domestic manner.

Outdoor spaces will not be used for organised group activities, public events, staff gatherings or any activity inconsistent with a family home.

Staff will supervise outdoor use where necessary and ensure that it does not cause unreasonable disturbance to neighbouring occupiers.

13.0 Waste and Refuse Management

Waste will be managed in the same way as a normal residential dwelling.

The operator will ensure that:

1. bins are stored appropriately within the property boundary;
2. bins are only placed out for collection at the appropriate time;
3. bins are returned promptly after collection;
4. waste is not allowed to accumulate;
5. the frontage and any external areas are kept clean and tidy;
6. bulky waste is disposed of appropriately and not left outside the property.

The proposed use would not generate commercial waste or waste materially different from that of a normal household.

14.0 Property Maintenance and External Appearance

The property will be maintained to a good residential standard.

The operator will ensure that:

1. the garden and frontage are kept tidy;
2. the exterior of the property is maintained;
3. there is no external signage;
4. there is no external storage that would harm residential character;
5. any repairs are carried out promptly;
6. any contractors are managed to avoid unnecessary disturbance.

The property will continue to appear as an ordinary residential home.

15.0 Safeguarding and Privacy

The home will operate in accordance with safeguarding requirements and the privacy needs of the child.

The child's identity, personal circumstances and care arrangements must remain confidential. Staff will not discuss the child's circumstances with neighbours or members of the public.

Neighbours will not be expected to take any role in the operation or supervision of the home.

Where safeguarding concerns arise, these will be managed by the operator through appropriate professional channels.

16.0 Community Relations

The operator will seek to maintain positive and respectful relationships with neighbouring residents.

The home will not be promoted or advertised locally. It will operate quietly as a domestic home.

Where appropriate, the operator may provide immediate neighbours with a contact email address or telephone number for non-emergency operational concerns.

The operator will encourage staff to be courteous, considerate and respectful when entering and leaving the property.

17.0 Complaints and Concerns Procedure

A clear complaints process will be maintained.

If a neighbour has a concern about the operation of the home, they will be able to contact the manager or nominated responsible person.

The operator will:

1. acknowledge complaints promptly;
2. record the date, nature and details of the concern;
3. investigate the matter proportionately;
4. take corrective action where necessary;
5. keep a record of the outcome;
6. review whether any operational changes are required.

Where a concern relates to an immediate emergency, neighbours should contact the appropriate emergency service.

Where a concern relates to planning control, neighbours may contact the Local Planning Authority. However, the operator will seek to resolve day-to-day operational matters directly and constructively where possible.

18.0 Staff Training

Staff will be made aware of this Good Neighbour Policy as part of their induction.

Training and induction will cover:

1. respectful arrival and departure;
2. parking expectations;
3. noise management;
4. visitor management;
5. neighbour privacy;
6. waste and property maintenance;
7. complaints escalation;
8. safeguarding confidentiality;
9. maintaining the domestic character of the home.

Staff will be reminded that the property is located within a residential setting and must be operated accordingly.

19.0 Review of the Policy

This policy will be reviewed by the operator once appointed and thereafter as required.

The policy may also be reviewed if:

1. a neighbour concern identifies a need for improvement;
2. the staffing or management arrangements change;
3. the Local Planning Authority requests clarification;
4. Ofsted or another regulatory body recommends operational changes;
5. the operator considers that changes are needed to improve neighbour relations.

Any review will continue to respect the certified planning envelope for the property.

20.0 Summary

The proposed use of 90 Turks Road would provide a small, family-style children's home for one child only. The property would remain residential in appearance, layout and day-to-day character.

There would be no emergency placements, no external alterations, no signage, no public-facing activity and no institutional use of the property.

This Good Neighbour Policy sets out how the home will be managed to protect neighbouring amenity, maintain the residential character of the area and ensure that the property operates quietly, safely and responsibly.

The future operator will be required to comply with this policy and to ensure that all staff understand their responsibilities to the child, the home and the surrounding residential community.