GOOD NEIGHBOUR & COMMUNITY ENGAGEMENT PLAN

Prepared on behalf of: Praveen Videlap
Site address: 29 Cartmel Close, Bolton, BL9 8JA
Application type: Full Planning Permission
Prepared by: Inhaus Planning, Suite Ra01, 195–197 Wood Street, London, E17 3NU

1.0 Introduction

This Good Neighbour and Community Engagement Plan has been prepared by Inhaus Planning on behalf of Praveen Videlap in support of the application for Full Planning Permission for the change of use of 29 Cartmel Close, Bolton, BL9 8JA to a children's residential care home. The purpose of this document is to set out the practical steps that will be taken to ensure that the home operates as a considerate, responsible, and engaged member of the local community.

The provider recognises that the introduction of any new use into a residential neighbourhood has the potential to raise questions and concerns among neighbouring residents, and that proactive engagement is the most effective means of building understanding and mutual respect. This Plan sets out a structured and genuinely committed programme of engagement before, during, and after the commencement of the home's operation.

2.0 Statement of Intent

The provider is committed to operating the proposed home in a manner that is entirely compatible with the character and amenity of the surrounding residential area. The home will present as an ordinary, well-maintained family dwelling. Young people will be supported to conduct themselves appropriately in the community and to develop positive relationships with the neighbourhood.

It is the provider's firm intention that the home should be a positive and stable presence within the community, contributing to the social fabric of the area through the investment of skilled care professionals, the safe and supported inclusion of vulnerable young people, and the maintenance of a property that is kept to a high standard of appearance and upkeep.

3.0 Initial Neighbour Engagement

Prior to the commencement of the home's operation, the Registered Manager and the provider will write to all immediately adjoining residents to introduce the home, explain its purpose and operational model, and provide contact details through which any concerns or questions can be raised directly and informally.

The provider is committed to making this initial engagement personal and transparent. Neighbouring residents will be given the opportunity to ask questions and will be provided with honest and straightforward information about what the home will look like in practice on a day-to-day basis. The provider's experience is that well-informed neighbours are the most effective foundation for positive community relations.

4.0 Ongoing Contact and Communication

A named point of contact — the Registered Manager or a designated senior member of staff — will be made available to neighbouring residents on a continuous basis throughout the operation of the home. A direct telephone number and email address will be provided to all immediate neighbours, enabling any concerns to be raised quickly and addressed informally before they escalate.

The provider will maintain a log of all contacts received from neighbouring residents, recording the nature of the concern, the action taken, and the outcome. This log will be reviewed monthly by the Registered Manager and will inform any adaptations to operational practice where patterns of concern are identified.

5.0 Community Reassurance Measures

Young people resident at the home will be supported to engage positively with the community as part of their personal development and care plan objectives. They may use local parks, shops, leisure facilities, and community spaces in the company of a member of staff. This community participation is a deliberate and therapeutic element of the care model and is consistent with the principle of normalisation that underpins children's residential care practice.

Staff will ensure that young people's conduct in the community is appropriate and will address any incidents promptly and constructively. The home's behaviour management policy emphasises the development of prosocial skills and community awareness, and young people will be supported to understand the expectations of community living and to take responsibility for their behaviour in public spaces.

The property will be maintained to the same standard as any well-kept family home. Gardens will be kept tidy, bins will be presented and removed in accordance with the Council's collection schedule, and any maintenance or repair works will be undertaken promptly. The visual appearance of the property will not give rise to any adverse impact on the visual amenity of the street.

6.0 Conduct of Residents and Staff

All staff will be expected to act as positive role models in their interactions with young people, with neighbours, and with the wider community. Staff will manage any outdoor activities in a supervised and considerate manner, having regard to the amenity of neighbouring properties. Noise levels will be managed within the property and in the garden to ensure that they do not exceed those typical of a family home.

Smoking will not be permitted in any outdoor area that adjoins a neighbouring property boundary. Any outdoor activities conducted by young people will be supervised by staff and will be managed so as to avoid any disturbance to neighbours during the early morning, evening, or late night periods.

7.0 Parking and Site Management

Staff and visitors to the home will be required to use the off-street parking provision available on the private driveway at all times. The provider will implement a parking policy that prevents staff from parking on the public highway in a manner that would cause inconvenience or obstruction to neighbouring residents.

Deliveries to the property will be managed to ensure that delivery vehicles do not obstruct the highway and that any inconvenience to neighbours is minimised. The provider will, where possible, schedule deliveries during normal working hours and will advise delivery contractors of the residential nature of the neighbourhood.

8.0 Escalation and Resolution Procedure

In the event that a neighbouring resident has a concern that cannot be resolved informally through direct contact with the Registered Manager, the provider will have in place a formal complaints and concerns procedure that is accessible and transparent. Any formal complaint will be acknowledged

within 48 hours and investigated fully, with a written response provided within 14 days.

The provider will work cooperatively with Bury Metropolitan Borough Council, Greater Manchester Police, and Ofsted in addressing any concerns that are escalated to those bodies, and will at no time seek to obstruct or discourage residents from raising concerns through statutory channels.

9.0 Review and Ongoing Commitment

This Good Neighbour Plan will be reviewed by the Registered Manager on an annual basis, or sooner in response to any significant change in circumstances or pattern of concern. The findings of each review will be shared with Bury Metropolitan Borough Council's planning monitoring team upon request.

The provider regards community engagement as an ongoing and evolving commitment rather than a one-off exercise. The Registered Manager will remain available to meet with individual neighbours or community groups to discuss any concerns at any time and will actively seek opportunities to strengthen the home's positive relationship with the neighbourhood.

10.0 Conclusion

This Good Neighbour and Community Engagement Plan demonstrates that the provider has given careful and genuine consideration to the interests of the surrounding community and has in place a robust and practical framework for managing the home's relationship with its neighbours. The proposed home will operate as a quiet, responsible, and domestically-scaled residential use that is indistinguishable in its character and impact from the surrounding family dwellings.

Bury Metropolitan Borough Council is invited to conclude that the community engagement arrangements set out in this Plan are comprehensive, proportionate, and consistent with the expectations of a well-managed children's residential care home operating within a residential neighbourhood.