GOOD NEIGHBOUR POLICY

25 Heathfield Road, BL9 8HB

Certificate of Lawfulness of Proposed Use - Maximum Two Children

Existing lawful C2 children's home - proposed increase from one child to a maximum of two children or young people

November 2026

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1.0 Purpose and Status of the Policy

1.1 Purpose

This Good Neighbour Policy has been prepared in support of a fresh application for a Certificate of Lawfulness of Proposed Use under section 192 of the Town and Country Planning Act 1990 relating to 25 Heathfield Road, BL9 8HB.

The property already benefits from an established lawful Use Class C2 children's home use for one child or young person under Bury Metropolitan Borough Council application reference 73494. The current application seeks confirmation that the same small family-style C2 use may operate with a maximum of two resident children or young people aged 7–18 years without giving rise to a further material change of use.

The purpose of this Policy is to set clear expectations for the operation of the home so that neighbouring amenity, privacy and the established residential character of Heathfield Road are respected. It is a planning-focused document and should be read alongside the Planning Statement, Materiality Position Statement, Operational Management Plan, Needs and Demand Statement, Travel and Vehicle Movement Management Statement and revised floor plans.

1.2 Status

The future operator will be responsible for day-to-day management, Ofsted registration, staffing, safeguarding and care delivery. The operator must work within the planning envelope established by the Lawful Development Certificate and the supporting application documents. Nothing in a later Statement of Purpose, placement plan or regulatory document will authorise an increase in occupancy, staffing intensity or operational activity beyond that planning envelope.

2.0 Existing Lawful Use and Scope of the New Application

The existing lawful use is a small children's home falling within Use Class C2 for one child or young person, supported by non-resident staff working on a rota basis. The new application does not revisit the principle of C2 use at the property. It seeks only to increase the maximum resident occupancy from one child to two while retaining the same domestic residential care function.

Planning baseline
Existing lawful use: C2 children's home for one child. Proposed use: the same C2 family-style children's home for a maximum of two children or young people aged 7–18 years. Planned placements only; no emergency or crisis placements; normally two care staff; absolute maximum of three staff/carers present at any one time, inclusive of management attendance and temporary handover.

3.0 Core Good Neighbour Commitments

- The home will accommodate a maximum of two children or young people aged 7–18 years only.
- All placements will be planned and appropriately matched; emergency, crisis, same-day and short-notice placements will not be accepted.
- The home will normally operate with two non-resident Residential Care Staff.
- No more than three staff or carers will be present at the property at any one time, inclusive of management attendance and temporary handover.
- There will be one principal daily staff handover, undertaken internally and sequentially; there will be no routine evening or night-time staff change.
- The property will not be used as a general staff base, regional office, recruitment venue, group training venue or public-facing service.
- Professional and family visits will be planned, coordinated and managed to avoid unnecessary overlap.

- The home will remain a single planning unit with a domestic appearance and family-style day-to-day operation.
- There will be no commercial signage, advertising, public reception area or institutional frontage.
- Staff and visitors will be required to park lawfully and considerately and to avoid obstructing neighbouring access, footways or emergency access.
- The future operator will maintain a clear route for neighbours to raise non-emergency operational concerns.

4.0 Nature of the Home and Domestic Character

The children will live at 25 Heathfield Road as their home. The use will remain residential in nature and will revolve around ordinary household activities: meals, education, homework, recreation, appointments, hobbies, family contact where appropriate, rest and sleep.

The home will not operate as a hostel, HMO, secure facility, treatment centre, clinic, school, refuge, emergency-placement facility or commercial premises. Staff attendance will be wholly ancillary to the residential care and safeguarding of the two resident children.

The property will not be open to the public and there will be no customer or client activity. Any records, care planning or administration undertaken at the property will relate only to the children living there and will not create a separate office use.

5.0 Accommodation and Internal Use

Room / area	Proposed use
Bedroom 1	Private bedroom for one resident child or young person.
Bedroom 2	Private bedroom for the second resident child or young person.
Bedroom 3	Ancillary staff sleep-in, records, storage and care-related administration space. It will not be used to accommodate a third child.
Living / dining / kitchen areas	Shared domestic spaces for meals, recreation, homework, relaxation and ordinary household routines.
Bathroom	Shared domestic bathroom provision within the existing residential layout.

The children will not occupy self-contained units and there will be no separate tenancy, independent kitchen or subdivision of the property. The internal arrangement will remain that of one family-style home.

6.0 Staffing, Handover and Staff Conduct

6.1 Staffing Envelope

The home will normally operate with two Residential Care Staff supporting the two resident children. A Registered Manager, Duty Manager or other senior person may attend where required, provided that the absolute maximum of three staff or carers present at the property is not exceeded.

A placement that would routinely require on-site staffing above this maximum would not be accepted under the certified operating model.

6.2 Handover

There will be one principal daily handover. Handover will take place inside the property and will be sequentially managed so that no more than three staff are present at any one time. Any temporary overlap will be brief and limited to the exchange of information needed for continuity of care. There will be no routine evening or night-time shift change.

6.3 Staff Conduct

- arrive and leave quietly and avoid unnecessary engine idling;
- avoid loud conversations, congregating outside or unnecessary activity at the frontage;
- park lawfully and considerately and avoid obstructing driveways, footways, junctions and access points;
- keep staff handovers and care discussions inside the property;
- respect neighbouring privacy and property;
- report any neighbour concern promptly to the Registered Manager or nominated senior person;
- comply with this Policy as part of their induction and ongoing supervision.

7.0 Child-Centred Residential Routine

The home will operate around a stable, planned and child-centred routine. Both children will be supported to participate in ordinary daily life appropriate to their age, individual needs and care plans.

- regular mealtimes and household routines;
- school, college, education or training attendance where applicable;
- homework, study and structured learning activities;
- healthcare and other planned appointments;
- recreation, hobbies and community activities;
- age-appropriate independence and life-skills development;
- family contact where this forms part of an individual care plan;
- consistent evening, rest and sleep routines.

The exclusion of emergency placements is a fixed operational commitment. The home will not operate as a crisis-led, high-turnover or short-stay facility.

8.0 Visitors, Professional Attendance and Family Contact

Professional involvement is a normal part of residential care. Visitors may include social workers, independent reviewing officers, education professionals, healthcare professionals, therapists, advocates, placing-authority representatives, Ofsted inspectors and maintenance contractors by appointment.

Professional visits will normally be arranged in advance and, wherever practicable, outside the principal staff handover period. Appointments will be coordinated to avoid unnecessary overlap. The property will not be used for general staff meetings, recruitment interviews, group training sessions or multi-agency meetings unrelated to the resident children.

Family contact will be arranged in accordance with each child's care plan and safeguarding requirements. Contact at the property, where appropriate, will be planned rather than drop-in and will be managed by staff.

9.0 Travel, Parking and Vehicle Movements

Vehicle activity will remain associated with the residential care of the children and will principally comprise the single daily staff handover, child-related education and appointment journeys, occasional professional visits, planned family contact, ordinary household deliveries and maintenance attendance.

The parking strategy will utilise the property's driveway/frontage parking provision where available, with lawful on-street parking used where required. The operator will not rely on any assumption that a particular on-street space will always be available.

- staff handover will be sequentially managed to reduce vehicle overlap;
- management attendance will be planned around the staffing ceiling and, where practicable, outside handover;
- professional visits will be coordinated to avoid unnecessary concurrent attendance;
- staff will be encouraged to walk, use public transport, car share or use other appropriate travel options where practical and safe;

- staff and visitors will not obstruct neighbouring driveways, footways, junctions or emergency access;
- there will be no customer traffic, public access, commercial servicing or emergency-placement traffic.

10.0 Noise and Residential Amenity

The property will be managed as a quiet residential home. Household noise will be managed in the same practical way expected of responsible residential occupation, supported by trained staff and consistent routines.

- staff arrivals and departures will be managed quietly;
- handover will occur inside the property;
- music, television and household activity will be kept at reasonable residential levels;
- outdoor use will remain domestic and proportionate;
- maintenance activity will normally be undertaken at reasonable daytime hours;
- doors, windows, bins and vehicles will be used considerately, particularly during early morning and evening periods.

If an unanticipated incident gives rise to temporary disturbance, staff will respond promptly and proportionately in accordance with the relevant child's care plan, safeguarding procedures and the operator's incident-management arrangements.

11.0 Use of Outdoor Areas

Any garden, frontage or other outdoor area associated with the property will be used in a normal domestic manner. Outdoor spaces will not be used for public events, organised group sessions, general staff gatherings or activities unrelated to the two resident children.

Staff will provide supervision where required and will manage outdoor activity so that it remains reasonable in duration, frequency and noise level for a residential setting.

12.0 Waste, Refuse and Property Maintenance

Waste and recycling will be managed in accordance with Bury Council requirements and in a manner comparable to an ordinary household. The proposed two-child use will not generate commercial waste.

- bins will be stored appropriately and presented only at the appropriate collection time;
- bins will be returned promptly after collection;
- waste will not be allowed to accumulate externally;
- the garden and frontage will be kept tidy;
- repairs and maintenance will be undertaken promptly and contractors will be managed to minimise disturbance;
- no commercial or institutional signage will be displayed.

13.0 Safeguarding, Privacy and Confidentiality

The privacy and safeguarding of the resident children will take priority. Their identity, personal circumstances, placement history and care arrangements will remain confidential and will not be discussed with neighbours or members of the public.

Neighbour liaison will therefore focus on operational matters such as parking, noise, property maintenance or other amenity concerns. It will not involve disclosure of confidential information about either child.

14.0 Community Liaison and Neighbour Contact

Before the two-child operating model is implemented, the operator will make a dedicated telephone number or email contact available to immediate neighbouring occupiers for non-emergency operational concerns. The contact will be monitored by the Registered Manager or another nominated senior person.

The operator will seek to maintain courteous and constructive relations with neighbours while respecting the safeguarding and privacy needs of the children.

15.0 Complaints and Concerns Procedure

A clear record will be maintained of neighbour concerns relating to the operation of the home. Non-emergency concerns will be handled through the following process:

Stage	Action
1. Acknowledge	Acknowledge the concern promptly and, where practicable, within two working days.
2. Record	Record the date, nature of the concern and relevant factual circumstances.
3. Investigate	Review the concern proportionately, including speaking with relevant staff where appropriate.
4. Respond	Provide a substantive response as soon as reasonably practicable, subject to safeguarding and confidentiality.
5. Act	Take corrective or preventative action where appropriate.
6. Review	Consider whether staff guidance, visitor arrangements, parking practices or other operational measures require adjustment.

Immediate emergencies should be directed to the appropriate emergency service. Planning-control matters may also be raised with Bury Metropolitan Borough Council, but the operator will seek to resolve ordinary day-to-day operational matters directly and constructively where possible.

16.0 Staff Induction and Training

All staff will be made aware of this Policy as part of induction and ongoing supervision. Planning-specific induction will cover:

- the maximum two-child occupancy limit;
- the absolute maximum three-person staff presence;
- the single principal daily handover and sequential exchange procedure;
- parking and arrival/departure expectations;
- visitor coordination and the restriction on general meetings or training at the property;
- noise, waste and property-maintenance expectations;
- neighbour privacy and complaints handling;
- the requirement to preserve the property as one domestic planning unit.

17.0 Monitoring and Review

The Registered Manager or nominated responsible person will monitor compliance with this Policy. The Policy may be reviewed following a neighbour concern, change in management, regulatory recommendation or operational learning, but any review must remain within the planning envelope certified by the Council.

No review of this Policy may authorise a third resident child, routine staffing above the certified maximum, emergency placements, additional routine handovers, a public-facing use or any other material expansion of the certified operation.

18.0 Fixed Planning Commitments

Parameter	Fixed commitment
Resident children	Maximum of two children or young people aged 7–18 years.
Placement type	Planned and matched placements only; no emergency, crisis, same-day or short-notice placements.
Routine staffing	Normally two non-resident Residential Care Staff.
Maximum staffing	Three staff/carers at any one time, inclusive of management attendance and temporary handover.
Handover	One principal daily handover; internal and sequential; no routine evening/night-time change.
Bedroom 3	Ancillary staff sleep-in / records / storage / care-related administration only; not a third child bedroom.
Visitors	Planned and managed; no drop-in or public-facing service.
Parking	Driveway/frontage parking used where available; lawful on-street parking where required; no obstruction.
Planning unit	One domestic planning unit; no subdivision or independent units.
External character	No commercial signage, reception area or institutional frontage.

19.0 Summary

The proposed increase from one to a maximum of two resident children will remain within a tightly controlled, family-style C2 residential care model. The children will live at 25 Heathfield Road as their home, supported by a small and consistent non-resident staff team.

This Policy provides practical safeguards for neighbouring amenity through the exclusion of emergency placements, a fixed staffing ceiling, one principal daily handover, planned visitor attendance, managed parking, quiet residential routines, clear staff conduct expectations and a direct route for neighbour concerns.

Any future operator will be required to comply with this Policy and the wider planning envelope forming the basis of the new Certificate of Lawfulness application.