



Broomsdale House

GOOD NEIGHBOUR PROCEDURE

In support of the planning application for a Certificate of Lawfulness (C2 Use Class). Demonstrating the commitment of Broomsdale House to operating considerably and responsibly as a neighbour in the Batley residential community.

23 Broomsdale Road
Batley
WF17 6PF

Date: August 2026
Prepared by: C2 Homes Planning Consultancy

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1. Introduction and Purpose

This Comprehensive Good Neighbour Procedure has been prepared by C2 Homes Planning Consultancy in support of the planning application for a Certificate of Lawfulness (C2 Residential Institution Use Class) for Broomsdale House, 23 Broomsdale Road, Batley, WF17 6PF. This document demonstrates the registered provider's commitment to operating this home in full compliance with The Children's Homes (England) Regulations 2015 whilst maintaining genuinely positive, respectful, and considerate relationships with the local Batley community.

Broomsdale House will operate as a 3-bedded residential children's care home for up to three children aged 8–17 with emotional and behavioural difficulties (EBD) at a medium priority level. The home operates with a maximum of 3 staff on-site at any time — 2 Residential Care Workers on duty and 1 Home Manager on weekdays — with shift changeover staggered to maintain this maximum consistently. This generates a maximum of 6 movements per day on weekdays and 4 at weekends, entirely consistent with ordinary family residential use of the property.

We recognise that operating a residential children's care home within a residential community is a privilege that carries genuine and non-negotiable responsibilities towards our neighbours. Our goal is not merely to minimise disruption — we aspire to be a positive, responsible, engaged, and genuinely valued member of the Batley community, contributing to its cohesion and wellbeing whilst providing life-changing therapeutic care to three vulnerable young people.

This Good Neighbour Procedure is a living document — reviewed annually, updated in response to community feedback and the experience of operating the home, and shared with Kirklees Metropolitan Borough Council and neighbours upon request. It is not a compliance exercise: it is the genuine operational commitment of this home to its neighbourhood.

2. Regulatory Framework

2.1 Children's Homes Regulations 2015

This home will comply with The Children's Homes (England) Regulations 2015 in every respect and will be registered with and inspected by Ofsted prior to opening. The home will co-operate fully with all reasonable requests from Kirklees Metropolitan Borough Council in relation to its management, operation, and community impact.

2.2 Local Authority Liaison

Proactive, regular, and transparent communication will be maintained with Kirklees Metropolitan Borough Council's Children's Services and Planning Department. Any planning conditions attached to the Certificate of Lawfulness will be adhered to in full and without exception.

2.3 Movement and Staffing Commitments

This home formally commits to: maintaining a strict maximum of 3 staff on-site at any time; not exceeding 6 movements per day on weekdays and 4 on weekends; and ensuring all staff conduct themselves professionally and considerately in relation to the neighbourhood at all times. These commitments are monitored monthly by the Registered Manager and reported to the Responsible Individual.

2.4 Regulatory Oversight

In addition to Ofsted registration and inspection, the home will engage with Kirklees Metropolitan Borough Council's commissioning and contracts monitoring processes, the Kirklees Safeguarding Children's Partnership, and West Yorkshire Police's neighbourhood policing teams — providing robust multi-agency regulatory assurance to the community.

3. Communication and Community Relations

3.1 Neighbour Liaison Protocol

A designated neighbourhood liaison contact — typically the Registered Manager — will be clearly identified to all immediate neighbours upon opening. Specific proactive commitments:

- Personalised contact cards to all immediately adjacent properties providing the liaison contact's name, a 24-hour telephone number, and email address for community matters.
- Minimum 48 hours advance notice to all immediate neighbours for any planned maintenance, deliveries, or activities causing disruption, noise, or inconvenience.
- An annual informal neighbourhood meeting offered at the time, location, and format most convenient for neighbours.
- All community concerns acknowledged within 24 hours and addressed substantively within the categorised timescales set out in Section 9.

3.2 Information Sharing and Transparency

This home is committed to being an open and approachable neighbour. Whilst maintaining strict confidentiality about the individual children in our care — as required by UK GDPR and the Children's Homes (England) Regulations 2015 — general information about the home's operation, staffing model, movement patterns, and activity timetable will be shared with neighbours on request. The home's Good Neighbour Procedure will be updated annually and made available to neighbours upon request.

3.3 Proactive Community Engagement

Where opportunities arise to engage constructively with the broader Batley community — through local events, civic initiatives, or community groups — this home will explore these in a manner appropriate to a regulated children's care home. Staff are expected to act as positive ambassadors for the home and for the children in care whenever they are in the community.

4. Operational Management

4.1 Staffing and Supervision

The staffing model is specifically designed for three children with EBD, maintaining a 2:3 therapeutic ratio whilst keeping the maximum on-site footprint to 3 staff:

- Maximum 3 staff on-site: 2 Residential Care Workers on duty + 1 Home Manager on weekdays.
- Shift changeover staggered — one RCW at a time — at approximately 8:30am daily, lasting 15–30 minutes.
- All staff conduct themselves professionally, quietly, and considerately in relation to the neighbourhood at all times.
- Staff vehicles always parked in full compliance with the home's Parking Policy (Section 7).
- Staff enter and leave the property without causing unnecessary noise or disturbance at any time.

4.2 Daily Routines

Structured daily routines at this home provide predictability for children whilst substantially minimising neighbourhood disruption:

- School runs co-ordinated and timed, where possible, to avoid peak local traffic.
- All outdoor activities planned in advance, risk assessed, and timed to avoid unsocial hours.
- Evening routines ensure the home is settled and quiet, with no outdoor activity, after 9:00pm.
- All activities outside the home planned in advance and fully supervised by trained staff.
- Staff meetings and case reviews held inside the home or off-site — not in external communal areas.

4.3 Children and Community

Children at Broomsdale House are actively supported to be positive, respectful, and considerate members of the Batley community. Community conduct, respect for neighbours, and taking pride in where they live are embedded in the therapeutic work undertaken with each child. Staff consistently model and reinforce these values in their own conduct and interactions.

4.4 Visitor Management

All visitors to the home are pre-arranged by appointment, verified, and recorded in the visitor log before admission. The total number of external visitors at any one time is kept to the

minimum necessary. Visitors are briefed on the home's community conduct expectations before attending.

4.5 Deliveries and Contractors

All deliveries and contractor visits are pre-arranged, confined to 8:00am–6:00pm weekdays and 9:00am–1:00pm Saturdays, and managed to minimise noise, vehicle obstruction, and inconvenience to neighbours.

5. Noise Management Protocol

5.1 Permitted Hours for Activities

- General indoor activities (television, music, gaming, leisure): 7:00am to 9:00pm, seven days a week.
- Outdoor garden activities: 8:00am to 8:00pm (April–September) / 8:00am to 6:00pm (October–March).
- Maintenance and contractor works: 8:00am to 6:00pm Monday to Friday; 9:00am to 1:00pm Saturday only.
- No noisy maintenance, building, delivery, or mechanical works on Sundays or Bank Holidays, except genuine emergencies.
- Any planned activity outside these hours is communicated to immediate neighbours in advance.

5.2 Noise Control Measures

- Television, music, and entertainment kept at levels consistent with an ordinary family home.
- External windows and doors managed to prevent unnecessary noise transmission to neighbouring properties.
- All appliances selected and maintained to minimise noise generation.
- Any noise-generating maintenance activity is scheduled and communicated to neighbours in advance.
- All noise complaints receive an immediate, substantive, and respectful response, with appropriate remedial action taken without delay.

5.3 Behaviour Management and De-escalation

All staff are trained in and actively practise proactive, trauma-informed behaviour management and de-escalation. This approach significantly minimises the risk of any challenging behaviour escalating to a level generating noise or disturbance affecting the neighbourhood. The physical environment and daily routines are specifically designed to minimise situations of heightened emotional distress.

6. Property Maintenance and Appearance

6.1 External Maintenance Standards

- Garden maintained weekly during the growing season (April–September) and fortnightly in winter.
- Any damage, defect, graffiti, or deterioration to the external fabric receives immediate attention.
- Cyclical repainting and maintenance of gates, fences, window frames, and external surfaces as part of the annual maintenance programme.
- Seasonal deep cleaning of all external areas, pathways, drains, and access routes.
- The property is maintained at all times to a standard that enhances rather than detracts from the neighbourhood.

6.2 Waste Management

- Scheduled waste collections with all household, recycling, and food waste stored securely in covered bins within the property boundary.
- Full compliance with Kirklees Metropolitan Borough Council's waste separation, recycling, and collection requirements.
- Daily litter management of the front garden and immediately adjacent external areas.
- No waste stored in positions visible from the public highway or likely to cause odour or inconvenience.
- Food waste managed carefully to prevent odour and to avoid attracting pests or vermin.

6.3 Maintenance Schedule

A formal, documented maintenance schedule is maintained covering: weekly garden and external area checks; monthly property inspection by the Registered Manager; quarterly checks of boundaries, fences, and drainage; and an annual external maintenance programme. All identified items are addressed within agreed timescales and recorded in the home's maintenance log.

7. Parking and Traffic Management

7.1 Parking Policy

- All staff and visitors must park safely, legally, and considerately at all times — full compliance with road traffic law and local parking regulations.
- Parking across neighbouring driveways, on grass verges, on pavements, or causing obstruction is strictly prohibited.
- All contractors and delivery drivers are briefed on the home's parking requirements before attending.
- Staff are actively encouraged to use public transport, cycling, walking, or car-sharing wherever practicable.
- A vehicle register of all regular staff vehicles is maintained by the Registered Manager.

7.2 Traffic Mitigation

The timing and co-ordination of all staff changeovers, deliveries, professional visits, and other vehicular activity is proactively managed to minimise traffic concentration at any one time and to avoid contributing to peak traffic periods. Children's school and activity transport is co-ordinated efficiently to avoid unnecessary movements.

8. Privacy and Safeguarding

8.1 Privacy Measures

- High-quality window treatments — blinds, curtains, or privacy film — installed and maintained to prevent overlooking.
- Appropriate garden screening, boundary fencing, or planting maintained where necessary.
- Any CCTV installed covers only the home's own external perimeter — never neighbouring properties — with full ICO-compliant signage.
- No confidential information about children in the home's care is ever disclosed to neighbours or members of the public.

8.2 Safeguarding Protocols

Comprehensive risk assessments are completed for all activities in accordance with Regulation 12 and the Quality Standards. All outdoor activities are fully supervised. Children are actively supported to understand appropriate community conduct and to be considerate and responsible members of the neighbourhood.

9. Comprehensive Complaints Procedure

9.1 Initial Response Protocol

Any concern or complaint from a neighbour will be taken seriously, treated with full courtesy and genuine respect, acknowledged within 24 hours, and addressed substantively within the categorised timescales below. The neighbourhood liaison contact is responsible for managing all community complaints.

9.2 Escalation Process

All community complaints are recorded in the home's community relations log regardless of their nature. The Registered Manager reviews all community complaints monthly and reports to the Responsible Individual. Unresolved complaints are escalated to the Responsible Individual for personal review. Neighbours who remain dissatisfied may contact Kirklees Metropolitan Borough Council's Planning Department, Environmental Health, or Ofsted directly — and are explicitly informed of these options in writing upon request.

9.3 Complaints Categories and Response Timescales

Category	Classification	Examples and Response Timescale
A	Urgent — Within 60 Minutes	Safety concerns; aggressive behaviour near the property; significant sustained noise disturbance; damage to a neighbouring property. The liaison contact or senior staff member responds immediately and personally.
B	Serious — Within 24 Hours	Persistent noise; repeated parking infringements despite warnings; staff conduct concerns; ongoing waste or maintenance issues causing inconvenience. The Registered Manager investigates personally and provides a formal written response.
C	General — Within 48 Hours	Minor maintenance issues; general queries about the home's operation; requests for improved communication or advance notice. The liaison contact acknowledges and provides a constructive and honest response.

9.4 Record Keeping and Monitoring

Every community concern is recorded in the community relations log: date and time; nature and detail; category; response; outcome; and follow-up actions. The log is reviewed monthly by the Registered Manager and quarterly by the Responsible Individual, and is included in the Regulation 45 Quality of Care Review.

10. Emergency Procedures

10.1 Emergency Response

A 24-hour on-call management system ensures a named senior staff member with full decision-making authority is always available. Where emergency services attend the property, every step is taken to co-ordinate their attendance in a manner minimising disruption to the neighbourhood. The Registered Manager will contact any immediately affected neighbours at the earliest appropriate opportunity following any significant incident.

10.2 Missing Young Person Protocol

Where a child goes missing, the home's Missing Children's Policy is immediately activated: staff attempt to contact the child; notify West Yorkshire Police; notify the Registered Manager and on-call management; and notify the child's social worker and placing authority — all without delay. Any locally directed enquiries are conducted with full sensitivity and in close co-operation with West Yorkshire Police.

10.3 Post-Incident Review

Following any significant incident, the Registered Manager conducts a structured post-incident review including assessment of any community impact. Where a neighbour has been affected, they are contacted directly with a respectful, honest, and empathetic explanation and an account of actions being taken to prevent recurrence.

11. Community Integration and Benefits

11.1 Positive Contribution to the Community

- Maintaining the property to a high standard of appearance — directly and visibly enhancing the Batley neighbourhood.
- Contributing to the local Kirklees economy through employment of local staff and commissioning of local contractors.
- Supporting children to become positive, respectful, and engaged members of the community.
- Building partnerships with local schools, faith communities, and voluntary organisations.

11.2 Community Partnerships

- Kirklees Metropolitan Borough Council's Children's Services, Virtual School, and planning teams.
- West Yorkshire Police neighbourhood and safeguarding teams.
- Dewsbury and District Hospital (Mid Yorkshire Teaching NHS Trust) and the NHS West Yorkshire ICB's looked-after children health pathways.
- Local CAMHS services, specialist therapeutic providers, and advocacy organisations.
- Faith and cultural communities relevant to the backgrounds and identities of children in placement.
- Batley and Kirklees youth services and community organisations.

11.3 A Positive Community Asset

Broomsdale House is committed to being a genuinely positive presence in the Batley community — not merely an acceptable one. We believe that a residential children's care home, operated well, can be an asset to a neighbourhood: a well-maintained property; a responsible and considerate employer; and a place that demonstrates the community's commitment to some of its most vulnerable young people.

12. Monitoring and Review

12.1 Internal Monitoring

The Registered Manager conducts a formal monthly review of all aspects of community relations: concerns and complaints received; effectiveness of noise, parking, waste, and conduct measures; Regulation 44 community observations; and any staff conduct issues near the property. Monthly findings are reported formally to the Responsible Individual.

12.2 External Monitoring

Monthly Regulation 44 independent visits include an assessment of the home's community and neighbourhood impact — including observations of the property's external presentation and movement patterns. These observations are included in the written Regulation 44 report shared with the Responsible Individual and Ofsted.

12.3 Annual Review and Continuous Improvement

This Good Neighbour Procedure is formally reviewed by the Responsible Individual and Registered Manager as part of the Regulation 45 Quality of Care Review, at least every six months. The review considers: all community complaints and their resolution; Regulation 44 community feedback; any changes to the home's operation or regulatory framework; and any additional measures that could improve community relations. The updated Procedure is shared with Kirklees Metropolitan Borough Council on request.

13. Quality Assurance Framework

13.1 Key Performance Indicators — Community Relations

KPI / Performance Indicator	Target
Neighbour complaints received	Target: Zero complaints; or 100% acknowledged and substantively responded to within categorised timescale
Response time — Category A (Urgent)	Within 60 minutes of complaint being received
Response time — Category B (Serious)	Within 24 hours — written response from Registered Manager
Response time — Category C (General)	Within 48 hours — response from neighbourhood liaison contact
Property maintenance standard	Maintained at all times to a standard that enhances the neighbourhood
Community relations log	Reviewed monthly by Registered Manager; quarterly by Responsible Individual
Staff conduct in the community	Zero complaints about staff conduct in or near the property
Annual neighbourhood meeting	Offered annually; attendance and feedback documented
Regulation 44 community observations	Reviewed monthly; all concerns actioned within agreed timescales

13.2 Regular Audits

The community relations log is audited monthly by the Registered Manager and quarterly by the Responsible Individual. Patterns, trends, and recurring concerns are identified and addressed through targeted management action and, where required, additional staff training. Audit outcomes are documented and reported in the Regulation 45 Quality of Care Review.

14. Staff Training and Development

14.1 Induction Programme

All new staff complete a mandatory community relations module at induction — before commencing any independent shift. The module covers: the legal and regulatory context for the home's community obligations; this Good Neighbour Procedure in full; noise, parking, waste, and community conduct policies in practical detail; cultural awareness and sensitivity to the diversity of the Kirklees community; and conflict de-escalation techniques in community and public settings.

14.2 Ongoing Training

Annual refresher training on community relations is provided for all staff, updated in response to community feedback, regulatory changes, or specific incidents or concerns that have arisen during the year. Community relations performance is a standing agenda item in team meetings, supervision sessions, and annual appraisals.

15. Environmental Considerations

- Energy efficiency measures throughout the home — LED lighting, insulation, energy-efficient appliances.
- Full participation in Kirklees Metropolitan Borough Council's recycling and waste reduction programmes.
- Active promotion of sustainable transport for staff — cycling, walking, public transport, car-sharing.
- Regular inspection and maintenance of drains, gutters, and drainage to prevent surface water accumulation.
- Appropriate and regularly reviewed pest control contracts maintained.
- Garden managed sustainably — composting organic waste, avoiding chemical pesticides where safe alternatives exist.

16. Declaration and Commitment

The management and staff of Broomsdale House, 23 Broomsdale Road, Batley, WF17 6PF, formally and unconditionally commit to implementing this Comprehensive Good Neighbour Procedure in its entirety. We pledge to operate this home in full compliance with The Children's Homes (England) Regulations 2015 whilst maintaining the highest possible standards of community relations and neighbourly consideration.

With a maximum of 3 staff on-site at any time and a maximum of 6 movements per day on weekdays (4 at weekends), the operation of this home is entirely consistent with ordinary family residential use — and in most respects generates materially fewer movements and less disturbance. We are confident that Broomsdale House will be a positive, considerate, responsible, and genuinely valued presence in the Batley community.

We specifically commit to: responding within categorised timescales to all community concerns; maintaining the property to the highest standards; engaging proactively with Kirklees Metropolitan Borough Council and West Yorkshire Police; and actively seeking, welcoming, and acting upon community feedback to continuously improve our practice as a responsible neighbour.

16a. Specific Commitments to Immediate Neighbours

Broomsdale House makes the following specific, named, and enforceable commitments to the immediate neighbouring properties:

16a.1 Named Commitments

- A maximum of 3 staff will be on-site at any time, consistently maintained through the staggered changeover model.
- The daily changeover at approximately 8:30am will last a maximum of 30 minutes and will be conducted quietly and considerately.
- No outdoor activities, maintenance works, or external noise will occur before 8:00am or after 9:00pm.
- All staff and visitors will park legally, safely, and considerately at all times — never obstructing driveways or causing inconvenience.
- The property will be maintained to the highest standard of external appearance at all times.
- A 24-hour contact number will be provided to all immediately adjacent properties.
- Any concern raised by a neighbour will be acknowledged within 24 hours and addressed substantively within the category timescale.
- An annual neighbourhood meeting will be offered to immediate neighbours.

16a.2 A Message to Our Neighbours

To the residents of the area surrounding Broomsdale House, we offer this personal and genuine commitment: we understand that the establishment of a residential children's care home is a matter of legitimate interest and potential concern. We respect that interest completely. The children who will live here are vulnerable young people who need, and deserve, a safe, stable, and nurturing home. We ask our neighbours to see them as what they are: children, who deserve a home.

We will be considerate neighbours. We will maintain the property immaculately. We will respond quickly and honestly to any concern raised. And we will demonstrate, through our actions every day, that this home is a positive, responsible, and respectful presence in this community.

16b. An Annual Community Report

Each year, the Registered Manager and Responsible Individual produce a brief Community Report covering: total community concerns or complaints received and their outcomes; any improvements to community relations practice implemented as a result; any changes to the home's operational model affecting community impact; and plans for the coming year. This report is made available to Kirklees Metropolitan Borough Council and to immediate neighbours upon request, and is included in the Regulation 45 Quality of Care Review.

16b.1 Commitment to the Kirklees Community

Broomsdale House is committed to being a genuinely positive presence in the Batley community — not merely an acceptable one. We believe a residential children's care home, operated responsibly and considerately, can be a genuine asset to a neighbourhood: a well-maintained property, a responsible employer, and a demonstration of the community's commitment to some of its most vulnerable young people. We look forward to earning our neighbours' confidence through our actions, day after day.

16c. Evidencing Our Commitments

The commitments made in this Comprehensive Good Neighbour Procedure are not aspirational statements — they are enforceable operational commitments that this home will be held to by Kirklees Metropolitan Borough Council, Ofsted, and the community. Evidence of compliance is maintained through: the home's community relations log; Regulation 44 independent visitor reports; the Regulation 45 Quality of Care Review; and an annual Community Report.

Where the home falls short of any commitment made in this document, it will: acknowledge the failure transparently; investigate the cause; implement specific corrective action; and report the outcome to the affected neighbour, to Kirklees Metropolitan Borough Council, and in the Regulation 45 review. Accountability and transparency are non-negotiable.

16d. Specific Environmental Commitments

In addition to the commitments made throughout this document, this home makes the following specific environmental and sustainability commitments to the local community:

- All exterior lighting is motion-sensor and directional — avoiding any light spillage into neighbouring properties.
- No external music, amplified sound, or PA systems are used at any time outside the building.
- All deliveries are co-ordinated to arrive between 9:00am and 4:00pm wherever possible.
- The home participates actively in Kirklees Metropolitan Borough Council's environmental initiatives and local green schemes where appropriate.

The Registered Manager and Responsible Individual are jointly accountable for the implementation of this Good Neighbour Procedure. Both are available to speak directly with Kirklees Metropolitan Borough Council's Planning Department, Environmental Health team, or any other council officer, upon request, to discuss the home's community commitments and performance.

The Responsible Individual conducts a personal review of the home's community relations performance as part of each Regulation 45 Quality of Care Review — ensuring that community considerations remain at the forefront of the home's governance and quality assurance framework.

Completed by	Date	Signature
Registered Manager	August 2026	

Prepared by C2 Homes Planning Consultancy on behalf of the Applicant · August 2026