



Frank House

GOOD NEIGHBOUR PROCEDURE

In support of the full planning application for change of use to a residential children's home (Use Class C2). Demonstrating the commitment of Frank House to operating considerately and responsibly as a neighbour in the Dewsbury residential community.

38 Frank Lane
Dewsbury
WF12 0JN

Date: September 2026
Prepared by: C2 Homes Planning Consultancy

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1. Introduction and Purpose

This Comprehensive Good Neighbour Procedure has been prepared in support of the full planning application for change of use to a residential children's home (Use Class C2) for Frank House, 38 Frank Lane, Dewsbury, WF12 0JN. It 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 Dewsbury community.

Frank House will operate as a 3-bedded residential children's care home for up to three children aged 8–17 with EBD at a medium priority level. Two Residential Care Workers are on duty, with the Registered Manager on-site on weekdays; normally 3 staff are on-site, with a maximum of 4 for up to 30 minutes during the staggered morning handover. The home generates a maximum of 8 vehicle movements per weekday and 6 at weekends — comparable with ordinary family residential use of a house of this size.

We aspire to be a positive, responsible, and genuinely valued member of the Dewsbury 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 shared with Kirklees 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 complies with The Children's Homes (England) Regulations 2015 in every respect and is registered with and inspected by Ofsted prior to opening. The home co-operates fully with all reasonable requests from Kirklees Council in relation to its management and community impact.

2.2 Local Authority Liaison

Proactive, regular, and transparent communication is maintained with Kirklees Council's Children's Services and Planning Department. Any planning conditions attached to planning permission are adhered to in full and without exception.

2.3 Movement and Staffing Commitments

This home formally commits to: a maximum of 4 staff on-site at any time (normally 3); not exceeding 8 vehicle movements per day on weekdays and 6 at weekends; and ensuring all staff conduct themselves professionally and considerately in relation to the neighbourhood at all times.

2.4 Regulatory Oversight

In addition to Ofsted registration, this home engages with Kirklees Council's commissioning processes, the Kirklees Safeguarding Children Partnership, and West Yorkshire Police neighbourhood policing teams.

3. Communication and Community Relations

3.1 Neighbour Liaison Protocol

A designated neighbourhood liaison contact — the Registered Manager — is clearly identified to all immediate neighbours. Specific commitments:

- Personalised contact cards to all immediately adjacent properties with a 24-hour telephone number.
- Minimum 48 hours advance notice for any planned maintenance causing disruption.
- An annual informal neighbourhood meeting offered at neighbours' convenience.
- All community concerns acknowledged within 24 hours and addressed within categorised timescales.

3.2 Information Sharing

This home is committed to being an open and approachable neighbour. Whilst maintaining strict confidentiality about the children in its care, general information about the home's operation and movement patterns is shared with neighbours on request.

3.3 Proactive Community Engagement

Where opportunities arise to engage constructively with the broader Dewsbury community, this home will explore these appropriately. Staff are expected to be positive ambassadors for the home and for children in care whenever they are in the community.

4. Operational Management

4.1 Staffing and Supervision

The staffing model normally has 3 staff on-site, and never more than 4:

- 2 Residential Care Workers on duty during waking hours; overnight, 1 waking night worker and 1 sleep-in.
- Staggered handover — one RCW at a time — between approximately 8:30am and 9:00am, lasting 15–30 minutes.
- 1 Home Manager attending on weekdays from approximately 9:00am.
- All staff conduct themselves professionally and considerately in relation to the neighbourhood at all times.
- Staff vehicles always parked in full compliance with the Parking Policy (Section 7).

4.2 Daily Routines

Structured daily routines provide predictability whilst minimising neighbourhood disruption:

- School runs co-ordinated and timed to avoid peak local traffic where possible.
- Outdoor activities planned in advance, risk assessed, and timed to avoid unsocial hours.
- Home settled and quiet, with no outdoor activity, after 9:00pm every day.
- Staff meetings and reviews held inside or off-site — not in external communal areas.

4.3 The Three-Child Model and Community Impact

With only three children in placement, Frank House generates materially fewer movements, less noise, and a smaller community footprint than a larger children's home or a typical family home. The 3-bedded model means the home is genuinely quiet, settled, and unobtrusive in the neighbourhood — three children living a normal residential life with their care team.

4.4 Visitor Management

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

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 and inconvenience.

5. Noise Management Protocol

5.1 Permitted Hours

- General indoor activities (television, music, recreation): 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–Friday; 9:00am to 1:00pm Saturday only.
- No noisy works on Sundays or Bank Holidays except genuine emergencies.

5.2 Noise Control Measures

- Television and entertainment kept at levels consistent with an ordinary family home.
- Windows and doors managed to prevent unnecessary noise transmission.
- All noise complaints responded to immediately, substantively, and respectfully.

5.3 Behaviour Management

All staff practise proactive, trauma-informed behaviour management. The 3-bedded model — with only three children and a dedicated 1:1 staff ratio — means the home's therapeutic environment is exceptionally settled and calm. The risk of significant noise disturbance affecting the neighbourhood is materially lower than in larger residential settings.

6. Property Maintenance and Appearance

6.1 External Standards

- Garden maintained weekly in the growing season and fortnightly in winter.
- Any damage, defect, or deterioration receives immediate attention.
- Cyclical repainting and maintenance of gates, fences, and external surfaces.
- The property is maintained at all times to a standard that enhances the neighbourhood.

6.2 Waste Management

- Full compliance with Kirklees Council's waste separation and recycling requirements.
- Daily litter management of the front garden and immediately adjacent external areas.
- Food waste managed to prevent odour and to avoid attracting pests.

6.3 Maintenance Schedule

A formal documented maintenance schedule is maintained covering: weekly external area checks; monthly property inspection; quarterly boundary and drainage checks; and an annual external maintenance programme.

7. Parking and Traffic Management

7.1 Parking Policy

- All staff and visitors must park safely, legally, and considerately at all times.
- Staff and visitors park on the property's existing block-paved driveway, which provides off-street parking for approximately three vehicles (as shown on the site plan), so that on-street parking on Frank Lane is not needed.
- Parking across neighbouring driveways, on grass verges, or causing obstruction is strictly prohibited.
- Contractors and delivery drivers briefed on parking requirements before attending.
- Staff encouraged to use public transport — Dewsbury railway station and local bus services provide good public transport links.

7.2 Traffic Mitigation

The timing and co-ordination of all staff changeovers, deliveries, and other vehicular activity is proactively managed to minimise traffic concentration. With 2 RCWs on duty and normally 3 staff on-site, vehicular activity is minimal.

8. Privacy and Safeguarding

8.1 Privacy Measures

- High-quality window treatments installed and maintained to prevent overlooking.
- Appropriate garden screening maintained where necessary.
- Any CCTV covers only the home's external perimeter — not neighbouring properties — with full ICO-compliant signage.
- No confidential information about children is ever disclosed to neighbours.

8.2 Safeguarding

Comprehensive risk assessments are completed for all activities. All three children are actively supported to understand appropriate community conduct and to be considerate and responsible members of the Dewsbury neighbourhood.

9. Complaints Procedure

9.1 Response Protocol

Any concern from a neighbour is taken seriously, acknowledged within 24 hours, and addressed substantively within the categorised timescale below.

9.2 Escalation

All community complaints are recorded in the community relations log, reviewed monthly by the Registered Manager, and reported quarterly to the Responsible Individual. Neighbours retain the right to contact Kirklees Council Planning Department, Environmental Health, or Ofsted directly.

9.3 Categories and Response Timescales

Category	Classification	Examples and Response Timescale
A	Urgent — Within 60 Minutes	Safety concerns; aggressive behaviour; significant noise disturbance; damage to a neighbouring property.
B	Serious — Within 24 Hours	Persistent noise; repeated parking infringements; staff conduct concerns; ongoing maintenance issues causing inconvenience.
C	General — Within 48 Hours	Minor maintenance issues; general queries; requests for improved communication.

10. Emergency Procedures

10.1 Emergency Response

A 24-hour on-call management system ensures a senior staff member is always available. Where emergency services attend, every step is taken to minimise neighbourhood disruption. The Registered Manager personally contacts any immediately affected neighbours at the earliest appropriate opportunity.

10.2 Missing Child Protocol

Where a child goes missing, the home's Missing Children's Policy is immediately activated. Staff follow the agreed protocol — contacting the child; notifying West Yorkshire Police; notifying management and the social worker — without delay. Any locally directed enquiries are conducted sensitively and in close co-operation with West Yorkshire Police.

11. Community Integration

11.1 Positive Contribution

- Maintaining the property to a high standard — visibly enhancing the neighbourhood.
- Contributing to the local economy through employment of local staff and use of local contractors.
- Supporting all three children to become positive, respectful members of the Dewsbury community.
- Building partnerships with local schools, faith communities, and community organisations.

11.2 Community Partnerships

- Kirklees Council Children's Services 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 services.
- Local CAMHS services and advocacy organisations.
- Faith and cultural communities relevant to the children's backgrounds and identities.

12. Monitoring and Review

12.1 Internal Monitoring

The Registered Manager conducts a formal monthly review of all aspects of community relations. Monthly findings are reported to the Responsible Individual.

12.2 External Monitoring

Monthly Regulation 44 independent visits include an assessment of the home's neighbourhood impact. Observations are included in the written Regulation 44 report.

12.3 Annual Review

This Procedure is formally reviewed as part of the Regulation 45 Quality of Care Review at least every six months. The updated Procedure is shared with Kirklees Council on request.

13. Quality Assurance Framework

KPI / Performance Indicator	Target
Neighbour complaints received	Target: Zero; or all acknowledged within categorised timescale
Response time — Category A	Within 60 minutes of receipt
Response time — Category B	Within 24 hours — written response from Registered Manager
Response time — Category C	Within 48 hours from neighbourhood liaison contact
Property maintenance standard	Maintained to a standard that enhances the neighbourhood at all times
Community relations log	Reviewed monthly by Registered Manager; quarterly by Responsible Individual
Annual neighbourhood meeting	Offered annually; feedback documented

14. Staff Training

14.1 Induction Programme

All new staff complete a mandatory community relations module at induction covering: this Good Neighbour Procedure in full; noise, parking, waste, and conduct policies; cultural awareness relevant to the diverse Dewsbury community; and conflict de-escalation in community 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.

15. Environmental Considerations

- Energy efficiency measures throughout the home — LED lighting, insulation, energy-efficient appliances.
- Full participation in Kirklees Council's recycling and waste reduction programmes.
- Active promotion of public transport for staff — Dewsbury railway station and local bus routes provide good connections.
- Regular inspection and maintenance of drains, gutters, and drainage.
- Pest control contracts maintained as appropriate.
- Garden managed sustainably with composting and natural pest management.

16. Declaration and Commitment

The management and staff of Frank House, 38 Frank Lane, Dewsbury, WF12 0JN, formally and unconditionally commit to implementing this Comprehensive Good Neighbour Procedure in its entirety. With normally 3 staff on-site (a maximum of 4 briefly at handover) and a maximum of 8 vehicle movements per weekday, the operation of this home is consistent with ordinary family residential use of a house of this size.

The 3-bedded model means this is a genuinely quiet, settled, and family-like home. We are confident that Frank House will be a positive, considerate, and responsible presence in the Dewsbury community.

We commit to: responding within categorised timescales to all community concerns; maintaining the property to the highest standards; engaging proactively with Kirklees Council and West Yorkshire Police; and continuously seeking and acting on community feedback.

Completed by	Date	Signature
Registered Manager	September 2026	

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

16a. The 3-Bedded Model — A Positive Note for Neighbours

Frank House is a 3-bedded children's care home — a small, quietly domestic residential care configuration. With only three children and normally 3 staff on-site, this home generates a very small community footprint. Neighbours of this home should experience little meaningful difference from a family living next door.

The 3-bedded model is particularly good for residential communities because: the small number of children generates fewer movements than a typical family; the dedicated and professional staff team ensures consistent, considerate, and quiet conduct in and around the property; and the regulatory framework — particularly Ofsted's monthly Regulation 44 inspection programme — provides constant external oversight of the home's impact on the community.

16a.1 Evidence from Similar Homes

Residential children's care homes of this type, operated properly, are consistently found by planning inspectors and regulators to be quiet, settled, and compatible with residential neighbourhoods. Planning Inspectorate decisions have repeatedly found that small, well-managed children's homes do not cause unacceptable harm to neighbours' living conditions.

This home will demonstrate, through its actions every day, that it is a positive, considerate, and responsible presence in the Dewsbury community. The management and staff are committed to this as a genuine operational priority — not simply a planning commitment.

16a.2 A Specific Commitment to Immediate Neighbours

Frank House makes the following specific, named, and enforceable commitments to the immediate neighbouring properties at 38 Frank Lane, Dewsbury, WF12 0JN:

- Normally 3 staff on-site, and never more than 4 — maintained through the staggered handover model.
- Daily handover between approximately 8:30am and 9:00am — conducted quietly and considerately.
- No outdoor activities, maintenance works, or external noise before 8:00am or after 9:00pm.
- All staff and visitors parking legally, safely, and considerately at all times.
- The property maintained to the highest standard of external appearance at all times.
- A 24-hour contact number provided to all immediately adjacent properties.
- Any concern acknowledged within 24 hours and addressed substantively within the category timescale.
- An annual neighbourhood meeting offered to immediate neighbours.

16b. 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 Community Report is made available to Kirklees Council and to immediate neighbours upon request, and is included in the Regulation 45 Quality of Care Review. It demonstrates through evidence — not just assertion — that this home is fulfilling its commitments as a responsible and considerate neighbour.

16b.1 Environmental Commitments

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

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

16b.2 Final Message to the Community

Frank House looks forward to being a positive, quiet, and responsible member of the Dewsbury community. We understand that the arrival of a new residential children's care home may generate questions and concerns. We welcome those questions and commit to answering them honestly, fully, and in a spirit of genuine community partnership. The children who will live here are three vulnerable young people who deserve, and will receive, a safe, stable, and nurturing home. We ask our neighbours to see them as what they are: children, who deserve to be here.

16c. Regulatory Accountability and Community Transparency

The commitments made in this Good Neighbour Procedure are enforced through: the home's community relations log; Regulation 44 independent visitor reports; the Regulation 45 Quality of Care Review; and an annual Community Report made available to Kirklees Council and to neighbours upon request.

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

16c.1 Environmental Commitments

In addition to the commitments made throughout this document, Frank House makes the following specific environmental commitments:

- All exterior lighting is motion-sensor and directional — avoiding light spillage into neighbouring properties.
- No external music, amplified sound, or PA systems at any time outside the building.
- All deliveries co-ordinated to arrive between 9:00am and 4:00pm wherever possible.
- Active participation in Kirklees Council's environmental initiatives and recycling programmes.

Frank House looks forward to being a positive, quiet, and responsible member of the Dewsbury community — and to earning its neighbours' confidence through its actions, day after day.

16d. Community Benefits — The Bigger Picture

This home is not merely an acceptable presence in the Dewsbury community — it aspires to be a genuinely positive one. A well-operated residential children's care home contributes to the community: it employs local people; commissions local contractors; and demonstrates, visibly and daily, the community's commitment to some of its most vulnerable young people.

The three children who will live at Frank House are members of the Dewsbury community. They will attend local schools, visit local shops and parks, and grow up in this neighbourhood. This home's commitment to the community is, at its heart, a commitment to them.

Completed by	Date	Signature
Registered Manager	September 2026	

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

Appendix — Annual Community Report

Each year the Registered Manager and Responsible Individual produce an Annual Community Report covering: concerns received and outcomes; improvements implemented; operational changes affecting community impact; and plans for the coming year. This is shared with Kirklees Council and immediate neighbours upon request, and forms part of the Regulation 45 review.

The report demonstrates through evidence — not assertion — that Frank House is fulfilling its commitments as a responsible, considerate, and positive neighbour.

Appendix — Annual Community Report

Each year the Registered Manager and Responsible Individual produce an Annual Community Report covering: community concerns received and outcomes; improvements implemented; and plans for the coming year. The report is made available to Kirklees Council and immediate neighbours upon request.