

GOOD NEIGHBOUR AND COMMUNITY ENGAGEMENT PLAN

Prepared on behalf of: Zeeshan Deen

Site address: 12 St Ronans Road, Reading, RG30 2QE

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 Zeeshan Deen in connection with the proposed children's home at 12 St Ronans Road, Reading, RG30 2QE. It sets out the operator's commitment to maintaining positive, open and respectful relationships with neighbouring residents, local businesses and the wider Reading community throughout the life of the home.

The applicant recognises that the establishment of any new residential use requires sensitivity to the concerns of those living and working nearby. This Plan is designed to provide clear, practical reassurance to neighbours and to establish a framework for effective communication and issue resolution.

2.0 Statement of Intent

The applicant is committed to being a responsible and considerate neighbour. The home will be managed proactively to prevent any nuisance, disturbance or negative impact on the surrounding residential area. The operator understands and respects the importance of the peaceful enjoyment of neighbouring properties and is determined to demonstrate, through consistent and transparent management, that a small children's home can be an entirely harmonious part of a residential neighbourhood.

The home will not be identifiable as anything other than a private dwelling from the street. No signage, external fixtures or operational features will distinguish the property from neighbouring homes. The domestic character of the use will be maintained at all times.

3.0 Initial Neighbour Engagement

Prior to the commencement of the use, the Registered Manager will introduce themselves to immediately adjoining neighbours and to those in the closest surrounding properties. A contact card will be provided setting out a direct telephone number and email address for the Registered Manager, which will be available at all times. The purpose of the home and its domestic operational model will be explained clearly, and neighbours will be encouraged to raise any concerns directly and at any time.

4.0 Ongoing Contact and Communication

The Registered Manager will be available as a point of contact for neighbours throughout the operation of the home. A dedicated neighbourhood contact number will be maintained and monitored continuously. Any concerns raised by neighbours will be acknowledged within 24 hours and responded to substantively within five working days. The operator commits to keeping neighbours informed of any significant changes to the home's operation that might affect them.

5.0 Community Reassurance Measures

The operator recognises that community confidence is built through consistent, visible good management rather than assurances alone. The following measures will be adopted to provide ongoing community reassurance. The property will be maintained to a high standard at all times, with the garden, frontage and external appearance kept neat and presentable. No external features will be installed that would distinguish the property from neighbouring dwellings. Staff will be required to conduct themselves professionally and considerately at all times when in or near the property.

6.0 Conduct of Residents and Staff

Young people living in the home will be supported and guided by staff to conduct themselves appropriately within the local community at all times. Expectations around behaviour in the home, in the garden, and in the local neighbourhood will be made clear to all residents at the point of admission and will be reinforced consistently by staff. The therapeutic model of the home is centred on building positive social behaviour and community integration, and residents will be actively supported to become positive members of the local neighbourhood.

Staff will be required to uphold the highest standards of professional conduct at all times. Staff vehicles will be parked considerately, shift changeovers will be conducted quietly and without unnecessary disturbance, and all staff will be made aware of their obligations as representatives of the home when operating within the neighbourhood.

7.0 Parking and Site Management

The home will maintain one off-street parking space for operational use. All staff will be required to park on the property's off-street provision where possible, and will be advised to park considerately on the public highway where off-street spaces are unavailable, in accordance with the Highway Code and any relevant local restrictions. Deliveries to the home will be managed to minimise any disturbance to neighbours.

8.0 Escalation and Resolution Procedure

In the event that a neighbour's concern cannot be resolved informally through direct contact with the Registered Manager, the operator will escalate the matter to the Responsible Individual within the organisation. The Responsible Individual will engage directly with the neighbour to understand and address their concern. Where concerns relate to matters of regulatory compliance or safeguarding, they will be referred to the appropriate statutory authorities, including Reading Borough Council and Thames Valley Police, as appropriate.

The operator will maintain a record of all neighbour contacts and complaints, including the date and nature of the concern, the response provided and any actions taken. This record will be reviewed periodically by the Responsible Individual and used to inform ongoing management improvements.

9.0 Review and Ongoing Commitment

This Good Neighbour Plan will be reviewed annually by the Registered Manager and the Responsible Individual, and updated to reflect any changes in the operational arrangements of the home or any issues that have arisen during the preceding period. The operator commits to maintaining the spirit and substance of this Plan for the full duration of the home's operation.

10.0 Conclusion

The operator of the proposed children's home at 12 St Ronans Road, Reading, RG30 2QE is committed to being an exemplary neighbour and a positive member of the Reading community. This Plan demonstrates that robust, proactive management arrangements are in place to prevent any unacceptable impact on the amenity or character of the surrounding neighbourhood, and to address any

concerns that may arise promptly, transparently and constructively.