
Prepared on behalf of: Last Chipendo / Diana Chipendo – DMC Consulting Services Ltd

Site address: 73 Beaumont Drive, Northfleet, Gravesend, Kent, DA11 9NN

Application reference: GB/20250016

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 Last Chipendo and Diana Chipendo of DMC Consulting Services Ltd in support of planning application GB/20250016 for the change of use of 73 Beaumont Drive, Northfleet, Gravesend, Kent, DA11 9NN from Class C3 (dwellinghouse) to Class C2 (residential institution) for use as a children's home.

The applicant recognises that the proposed use may give rise to questions and concerns among neighbouring residents, and that proactive engagement with the local community is both a mark of good professional practice and an important means of building the trust and goodwill that will enable the home to operate harmoniously within the neighbourhood over the long term. This plan sets out the commitments that the operator will maintain throughout the life of the use.

2.0 Statement of Intent

DMC Consulting Services Ltd is committed to being a considerate, responsible, and engaged neighbour. The home will be operated in a manner that is indistinguishable from a well-managed family household: quiet, domestic, and having no perceptible impact on the surrounding residential environment. The operator understands that the confidence of the local community is earned through consistent, respectful behaviour over time and through open, accessible communication.

3.0 Initial Neighbour Engagement

Prior to the commencement of operation, the management of DMC Consulting Services Ltd will introduce themselves to the immediately adjoining neighbours and to residents in the immediate vicinity of the property. This introduction will be conducted sensitively, respecting the privacy and confidentiality of the children who will be resident at the home, while providing neighbours with the information they need to understand the nature of the use and to make contact if they have any concerns.

A named contact — typically the Registered Manager or Deputy Manager — and a direct telephone number and email address will be provided to immediately neighbouring households. Neighbours will be encouraged to make contact directly and at any time if they have a concern about the operation of the home, and will be assured that all concerns will be taken seriously and responded to promptly.

4.0 Ongoing Communication

The named contact provided to neighbours will remain current and accessible throughout the operation of the home. Where there is a change in the designated contact person, neighbours will be notified in advance of the change and provided with the new contact details. The management team will remain open to feedback from neighbours at all times and will take all representations seriously.

5.0 Community Reassurance

DMC Consulting Services Ltd recognises that some members of the local community may have concerns about the impact of a children's home on the neighbourhood's character and on local safety.

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The operator commits to being open, transparent, and responsive in addressing such concerns. Where a neighbour raises a specific concern, the management team will engage with that concern directly, explain the steps being taken to address it, and follow up to confirm that the matter has been resolved to the neighbour's reasonable satisfaction.

The children resident at the home are looked-after children who deserve the same respect, privacy, and community inclusion as any other young person living in the neighbourhood. The operator asks that neighbours extend the same courtesy and goodwill to the residents of the home as they would to any neighbouring family.

6.0 Conduct of Residents and Staff

Staff will actively support the children in developing appropriate community behaviours and in building positive relationships within the neighbourhood. Children will be supervised by staff when outside the property and will be supported to engage respectfully with neighbours and the wider community. Where any incident occurs involving a resident that may have caused concern or disturbance to a neighbour, the management team will make contact with the affected neighbour promptly, apologise unreservedly, and explain what steps are being taken to prevent a recurrence.

Staff will conduct themselves professionally and courteously at all times, both within and outside the property. Noise from staff vehicles, conversations, and changeovers will be minimised, particularly at night and in the early morning. The extended shift pattern of twenty-four to forty-eight hours adopted by the operator further reduces the frequency and impact of staff movements.

7.0 Parking and Site Management

All staff vehicles will be parked within the curtilage of the property at all times. The three available parking spaces — two to the front driveway and one to the rear — are sufficient to accommodate the maximum number of vehicles likely to be associated with the operation of the home. Staff will not park on the public highway in circumstances that would cause inconvenience or obstruction to neighbouring residents.

8.0 Escalation and Resolution Procedure

If a neighbour is not satisfied with the response to a concern raised directly with the management team, they may escalate their complaint to the Responsible Individual of DMC Consulting Services Ltd, whose contact details will be made available on request. If the matter remains unresolved, the neighbour may contact Gravesham Borough Council's planning compliance team or, where the concern relates to the welfare or behaviour of the children, Ofsted.

9.0 Review and Ongoing Commitment

The management of DMC Consulting Services Ltd will review the effectiveness of this Good Neighbour Plan on an annual basis and following any significant incident or complaint. Where experience suggests that additional measures would improve relations with the local community, such measures will be introduced without delay. The commitments set out in this plan represent a genuine and enduring

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undertaking, not a document prepared solely for the purposes of securing planning permission.

10.0 Conclusion

This Good Neighbour and Community Engagement Plan demonstrates that DMC Consulting Services Ltd approaches the operation of a children's home in Northfleet with a full awareness of its responsibilities to the local community and a genuine commitment to being a considerate and engaged neighbour. The home will be a quiet, well-managed, and domestically-scaled presence on Beaumont Drive, and the operator looks forward to building positive relationships with the local community over the long term.