

STATEMENT OF COMMUNITY INVOLVEMENT

THE LAURELS, BOURNE TERRACE, LLANGOLLEN, LL20 7ST

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1. Introduction

This Statement of Community Involvement describes how **Charles Safapour Ltd**, as the applicant and property owner, will engage with residents, stakeholders, and community representatives throughout the planning process for the proposed change of use of The Laurels.

It also explains how the **incoming CIW-registered children's home operator** will continue and expand this engagement once operational. The SCI has been prepared in line with good practice recognised by Wrexham County Borough Council, emphasising transparency, responsiveness, and long-term community confidence.

2. Community Engagement During the Planning Process

2.1 Applicant's Approach

Charles Safapour Ltd will provide clear channels of communication during the planning application and will remain available to respond to enquiries from residents or elected members. All requests for information will be handled promptly, and clarification will be offered where necessary to ensure that the community fully understands the nature of the proposed change of use.

Residents will be informed that the proposal relates to a **single young person**, that the property will remain visually unchanged, and that the use will be low-impact, quiet, and closely supervised by trained staff. The applicant will explain that shift patterns, travel behaviour, safeguarding practices, and parking arrangements will all be designed to prevent any disturbance to neighbours.

2.2 Transparency and Availability

The applicant will continue to be accessible throughout the application period, and any concerns raised will be addressed constructively. The applicant intends to demonstrate openness and reliability, establishing the foundations of positive engagement prior to the home becoming operational.

3. Transition to Engagement by the Incoming Care Provider

3.1 Handover of Community Responsibilities

If planning permission is granted, the incoming CIW-registered operator will assume responsibility for day-to-day community liaison. Before the home becomes operational, the provider will introduce themselves to neighbouring households and provide details about the Registered Manager, the operational approach, and contact information for non-emergency enquiries.

3.2 Establishing Local Communication

The incoming operator will ensure that residents have a clear and reliable point of contact. This communication route will be used for general enquiries, reassurance, and the resolution of any issues that may arise. The provider will ensure that communication is respectful, prompt, and supportive of neighbour confidence.

4. Building Positive Neighbourhood Relationships

4.1 Conduct and Professional Standards

Staff working within the home will conduct themselves professionally at all times. Arrivals and departures will be carried out quietly, with parking contained within the property's large private driveway. Staff will avoid gathering

outside the property or engaging in behaviour that could disturb neighbours. The provider will ensure that the home blends seamlessly into the residential character of Bourne Terrace.

4.2 Supporting Community Cohesion

The operator will work to ensure the young person is well supported in forming healthy, appropriate connections with the community. This may include involvement in local activities, engagement with schools or youth services, and use of local amenities in a supervised, respectful manner. The focus will be on enabling the young person to participate safely in community life without creating any undue impact.

5. Engagement With Local Agencies and Services

5.1 Multi-Agency Working

The provider will maintain strong relationships with Wrexham County Borough Council Children's Services, North Wales Police, local schools, healthcare providers, and relevant voluntary organisations. These partnerships will ensure continuity of support, coordinated safeguarding, and a joined-up approach to meeting the young person's needs.

5.2 Safeguarding Communication

The operator will adopt recognised safeguarding frameworks, including the **Philomena Protocol**, and will ensure that any safeguarding-related communication with agencies is prompt and transparent. This multi-agency engagement will reinforce safety for the young person and confidence for the local community.

6. Ongoing Review and Adaptation

6.1 Living Document Approach

This Statement of Community Involvement is intended to be a **living document**. Once the operator is appointed, and once the young person has been placed, the SCI will be reviewed to ensure it reflects the particular needs of the child, the staffing model in use, and any feedback from neighbours or Wrexham County Borough Council.

6.2 Continuous Improvement

The operator will refine its engagement approach over time, taking into account the stability and wellbeing of the young person, the functioning of the home, and any emerging concerns or suggestions raised by neighbours. The aim will be to maintain long-term, positive, and respectful relationships within the community.

7. Conclusion

Charles Safapour Ltd will approach the planning process with openness, accessibility, and a commitment to constructive engagement. Should planning permission be granted, the incoming CIW-registered operator will strengthen this engagement by introducing themselves to residents, maintaining clear communication channels, and ensuring that the home operates quietly, safely, and harmoniously within the neighbourhood.

Together, the applicant and the future operator will ensure that The Laurels becomes a well-managed, unobtrusive, and positively integrated part of the community, providing a stable and supportive environment for a young person while protecting the amenity and character of Bourne Terrace.

Appendix 1. Neighbour Information Letter

Charles Safapour LTD

From: Charles Safapour Ltd
Re: Proposed Change of Use – The Laurels, Bourne Terrace, Llangollen, LL20 7ST

Dear Neighbour,

We are writing to let you know that *Charles Safapour Ltd*, The Laurels, Bourne Terrace, will shortly be submitting a planning application for a change of use from a residential dwelling (C3) to a small children's home (C2).

We are contacting you in advance as a courtesy and to reassure you about what is being proposed.

What the proposal will involve

If permission is granted, the property will be used as a home for up to two young persons between the ages of 7 and 17. This is not a group home and will never accommodate more than a maximum of two children at a time.

The home will be operated by a fully regulated care provider, registered with Care Inspectorate Wales (CIW), who will provide the day-to-day support. This provider has not yet been appointed, but once selected, they will introduce themselves to you directly and share their contact details.

The aim is to provide a stable, safe and family-style home environment for a young person who needs support.

How the home will operate

A member of staff will be present at all times, day and night. Depending on the needs of the young person, staffing may be on a 1:1, 2:1 or 3:1 basis, but this does not mean increased activity outside the home. Staff work quietly and professionally and will arrive and leave the property in a discreet and respectful manner.

The driveway at The Laurels is large and can accommodate up to four cars off the road, so all staff vehicles will be parked on the property.

This means there will be no additional on-street parking.

There will be no changes to the appearance of the building.

There will be no signage, no external alterations and no institutional features.

Safety and safeguarding measures

The home will include a small number of discreet safeguarding features to keep the young person safe. This includes domestic-scale CCTV at the front and back doors only and internal window restrictors for safety. These features are standard for children's homes and do not affect privacy or create any visible change to the exterior.

The care provider will work closely with Wrexham County Borough Council and will follow recognised safeguarding procedures, including the Philomena Protocol, to ensure that the young person is supported and safe at all times.

Impact on the neighbourhood

We understand that residents may have questions about how the home will affect the area. We want to reassure you that this will be a quiet, low-impact home, operating very similarly to how an ordinary household would.

There will be:

- No noise or disturbance
- No gatherings or large numbers of visitors
- No changes to traffic levels beyond normal staff arrivals and departures
- No visual changes to the property
- No impact on parking or access on Bourne Terrace

Single-occupancy children's homes are among the lowest-impact forms of residential care, and we are committed to ensuring that the home blends seamlessly into the street.

Ongoing communication

Throughout the planning process, we will be available to answer questions or provide further information.

After a care provider is appointed, they will write to you again with their contact details and will remain available to you at all times as the point of contact for the property.

If you have any questions now, or at any time during the planning process, please feel free to contact us at:

info@nextstepnursing.co.uk

We value being part of this community and will work hard to ensure this home operates in a way that is respectful, professional and positive for the area.

Thank you for taking the time to read this letter.

(Saf) Charles Safapour