Operational Strategy for Supported Living Household – C3(b) Use

1. Company Overview

RISE UP ONE LIMITED is a private limited company specialising in supported living services for vulnerable young adults with mental health challenges. Our ethos is rooted in compassion, dignity, and person-centred rehabilitation. The company is privately owned and governed by an internal board comprising the managing director, registered care manager, and a safeguarding advisor. Day-to-day operations are overseen centrally by a qualified Registered Manager with over 20 years of sector experience. All staff members undergo enhanced DBS checks and are supported through structured training, performance reviews, and reflective supervision.

2. Project Summary

This project proposes the conversion of an existing dwelling into a supported living household operating under Use Class C3(b), supporting up to 4 residents. The aim is to create a safe, nurturing, and genuinely domestic environment for young adults who require semi-independent support due to mental health conditions. The property will function as a single household with care staff available on-site to provide structured support and enablement.

3. Reason for C3(b) Conversion

The requested change of use from Class C3(a) to Class C3(b) reflects the single household nature of the proposed service while complying with planning legislation. The residents will live together as a single household and receive care, in line with the parameters of the Town and Country Planning (Use Classes) Order 1987 (as amended). This designation allows for domestic residential living with care while maintaining community integration and avoiding an institutional atmosphere.

4. Local Demand for Mental Health Care Services

There is an identified and growing need for transitional mental health services in the region, particularly for young adults who are not yet ready for independent living but do not require inpatient care. In direct response to this, RISE UP ONE LIMITED is committed to meeting this local demand by providing a high-quality, small-scale supported living household for 4 young adults. Our service aims to bridge the gap between hospital discharge or care transitions and independent living, offering a stable and supportive domestic environment that promotes recovery, independence, and wellbeing.

5. Target Client Group

The service will cater to:

- Young adults strictly aged 18–25
- Individuals experiencing mild to moderate mental health challenges, including anxiety disorders, depression, PTSD, emotional dysregulation, and emerging personality disorders
- Clients with dual diagnoses or mild learning difficulties, where appropriate
- Individuals transitioning from care, hospital discharge, or community breakdowns

Placements will be based on thorough compatibility assessments to ensure the group functions safely and harmoniously as a single household.

6. Resident Profile

- **Age:** 18–25
- **Gender:** Mixed, based on compatibility and safety assessment
- **Mobility:** All residents will be independently mobile
- **Support Needs:** Varying levels of emotional, behavioural, and practical support
- **Supervision:** 24-hour staffing including night support

Residents will be selected following referral, risk assessment, and placement planning in coordination with statutory partners.

7. Facilities for Care Provision

The home will consist of:

- 4 single occupancy bedrooms
- One shared bathroom with privacy locks
- Shared living room and dining space
- Fully equipped communal kitchen
- Staff Bedroom / Study (for sleep-in staff and administrative use)
- Garden/outdoor recreational area
- Quiet room or designated space for 1:1 support or visiting professionals

All communal and private spaces are designed to reflect a domestic, welcoming atmosphere while meeting safety and accessibility standards.

8. Daily Living and Household Dynamics

Central to the C3(b) use class definition, the property will function entirely as a single domestic household rather than a clinical facility. The residents will:

- Share domestic chores, including cooking, cleaning, and managing the household environment.
- Prepare and eat meals together in the communal kitchen and dining space.
- Socialise together in the shared living room, watching television, playing games, or relaxing as a family unit would.
- Function collaboratively to manage the day-to-day running of their home, supported by staff whose role is to facilitate rather than dictate their daily routines.

9. Health & Safety Compliance

RISE UP ONE LIMITED is committed to full compliance with all relevant legislation and regulatory frameworks while strictly preserving the residential character of the property:

- **Fire safety:** Unobtrusive fire safety measures, in line with domestic HMO or building control regulations (e.g., standard interlinked smoke alarms and correctly rated domestic doors), ensuring the property retains its home-like feel without commercial-style signage or institutional alarms.
- **Health and safety risk assessments:** Conducted for each resident and all site operations.
- **Infection control:** Routine cleaning schedules and PPE use as per public health guidance.
- **Medication:** Secure, discreet storage, administration logs, and trained staff oversight.
- **Hygiene and food safety:** Certified food hygiene training for all relevant staff.

Internal quality assurance and external audits will support continued compliance and service improvement.

10. Staffing Requirements and Shift Patterns

Core Staffing Structure:

- Registered Manager (Overseeing operations centrally, with occasional site visits)
- 1–2 Support Workers (Day)
- 1 Waking Night Support Worker

Shift Patterns:

- Day Shift: Staggered handovers around 08:00 (1–2 staff on duty)
- Night Shift: Staggered handovers around 20:00 (1 waking staff)

Note: Shift changeovers are staggered to prevent simultaneous vehicle arrivals and departures, eliminating material impacts on neighbourhood traffic and noise. On-call management will be available 24/7 for escalation or emergencies.

Parking: The property provides sufficient off-street parking for two vehicles, easily accommodating the standard staff presence without impacting neighbours or requiring on-street parking.

11. Staff Training and Qualifications

All care staff will hold, or be working towards:

- Care Certificate (within first 12 weeks)
- Level 2 or 3 Diploma in Health and Social Care
- Mental Health Awareness & De-escalation
- First Aid and Emergency Procedures
- Medication Administration Training
- Safeguarding Adults and Children
- Fire Safety, Food Hygiene, and Infection Control

Mandatory training refreshers and regular reflective supervision ensure that staff remain competent and compliant.

12. Care Delivery Model

Our care model is person-centred, recovery-focused, and tailored to individual needs, operating 24 hours a day. Services include:

- Emotional support and therapeutic engagement
- Daily living skills development (e.g. cooking, hygiene, budgeting)
- Goal setting and progress monitoring
- Medication prompts and support with health appointments
- Facilitation of education, volunteering, or employment pathways
- Behaviour support planning, where needed

Each resident will have a bespoke support plan, reviewed monthly in collaboration with care coordinators and families (where appropriate).

13. Policies and Procedures

The service operates under a comprehensive suite of policies including:

- Safeguarding and Whistleblowing
- Medication Management
- Incident and Emergency Procedures
- Missing Persons Policy
- Complaints and Feedback
- Equality, Diversity and Inclusion
- Data Protection and Confidentiality
- Positive Behaviour Support and De-escalation

All policies are reviewed annually and are aligned with CQC fundamental standards and local authority commissioning frameworks.

14. Community Engagement Strategy

We are committed to maintaining positive and respectful relationships with the local community. Our approach includes:

- Sending introductory letters to neighbours outlining the nature of the service and providing contact details for the home manager
- Appointing a community liaison contact to respond to any questions or concerns
- Encouraging residents to engage with local amenities, volunteering, or activities
- Hosting informal meet-and-greet sessions (with resident consent) to promote understanding
- Maintaining a quiet, clean and safe environment consistent with residential expectations

We believe that transparency, respect, and communication are key to successful integration within the community.

15. Conclusion

This operational strategy outlines a robust, compassionate framework for supporting 4 young adults with mental health needs in a non-institutional, home-based setting. The proposed change to Use Class C3(b) will enable RISE UP ONE LIMITED to meet a local need while perfectly preserving the single-household, residential character of the area. We welcome the opportunity to discuss this proposal further with planning officers, commissioners, or other stakeholders, and are committed to working with professionalism, integrity, and care.