



4 OAKWOOD ROAD - SITE-SPECIFIC OPERATIONAL INFORMATION

Addendum to the Liaise Operational Management Plan

1. Purpose of this Addendum

This note provides site-specific operational information for the proposed Liaise residential care service at 4 Oakwood Road, Hiltingbury, Chandler's Ford, Hampshire, SO53 1LU. It should be read alongside the Liaise Operational Management Plan, Planning Statement, Travel Plan Statement, Transport Note and Addendum Transport Note submitted in support of the planning application.

The purpose of this addendum is to explain how 4 Oakwood Road will operate in practice, with particular reference to staffing, shift arrangements, staff travel, parking, visitors, deliveries, management oversight, neighbour liaison and ongoing monitoring.

The proposed development comprises the conversion of the existing dwelling and associated garage to provide residential accommodation for up to six adults with learning disabilities and support needs, together with communal facilities, staff accommodation and parking within Use Class C2.

The property will operate as a small-scale residential home within an ordinary residential environment. It will not operate as a clinic, day centre, hostel or facility to which members of the public routinely travel.

2. Operational Summary

Nature of accommodation	Small-scale residential care accommodation for up to six adults with learning disabilities and support needs.
Maximum occupancy	6 residents.
Staffing	24-hour staffing, with a normal maximum of 6 staff present at any one time.
Night staffing	1 waking-night support worker.
Management	Identified Registered Manager supported by senior service staff and Liaise's regional operational structure.
Parking	5 on-site car parking spaces and 4 cycle parking spaces.

Staff travel	Approximately 50% private car and 50% sustainable modes, based on experience from comparable Liaise services (75% private car agreed as robust with HCC).
Visitors	Modest and intermittent; no public visiting hours.
Deliveries	Domestic in nature and low frequency. Home specifically selected due to the locality of amenities.
Neighbour liaison	Local management contact, formal complaints route and ongoing monitoring.

3. Nature and Scale of the Service

4 Oakwood Road will provide accommodation for a maximum of six adults. Each person will occupy the property as their permanent home and will have their own private bedroom and en-suite bathroom, together with access to shared kitchen, dining, lounge and garden areas.

Care will be delivered on a person-centred basis. The level of support provided to each individual will be determined through their assessed needs and individual support plan. Some people supported by Liaise require one-to-one assistance during the day, including support with personal care, appointments, community activities and everyday living.

The service will operate 24 hours a day, with trained staff present at all times. The proposed staffing model is designed around the needs of the people living at the home rather than office-style opening hours or a conventional workplace pattern.

4. Staffing Numbers and Shift Pattern

The home will operate with a maximum of six members of staff present at any one time as part of normal operations. Staffing levels will remain responsive to the assessed needs of the six people living at the property and may therefore vary within this overall maximum.

The anticipated core shift structure is:

- Day shift: approximately 07:00 to 14:00, with up to 6 staff.
- Afternoon/evening shift: approximately 14:00 to 22:00, with up to 6 staff.
- Waking-night shift: approximately 22:00 to 07:00, with 1 staff member.

Exact shift times may be adjusted operationally to reflect residents' assessed needs, but continuous staffing will be maintained at all times. The six-person figure represents the maximum anticipated normal staffing presence rather than a constant staffing level throughout every hour of the day.

5. Staff Handover Arrangements

Structured handover is an important part of ensuring continuity and safety of care. Relevant information is communicated between outgoing and incoming staff, including residents' wellbeing, activities, appointments, medication matters where relevant, changes in presentation and any matters requiring ongoing support.

At Oakwood Road, staff changeovers will be managed on a staggered basis. Incoming and outgoing staff will not arrive and depart as two complete groups simultaneously. Instead, staff movements will be phased to allow an appropriate handover to take place without creating a significant temporary increase in staffing or parking demand.

This is a more realistic operational arrangement than requiring all outgoing staff to leave before incoming staff arrive. The staggered approach protects continuity of care while ensuring that vehicle movements remain predictable and dispersed.

6. Night-Time Staffing

One waking-night support worker will ordinarily be present overnight, from approximately 22:00 to 07:00. The waking-night worker will remain awake and available to support residents throughout the night where required.

No separate sleep-in member of staff is proposed as part of the normal operating model. Night-time staffing is materially lower than daytime staffing because normal daytime activities, appointments and community access do not generally take place overnight.

Staffing will remain responsive to the assessed needs of residents and will be reviewed in accordance with Liaise's care planning and regulatory obligations. The normal operating model for a fully occupied six-person service is nevertheless based on one waking-night staff member.

7. Maximum Staffing and Management Presence

The normal maximum number of Liaise staff present at the property at any one time will be six. This ceiling is intended to provide a clear basis for the planning and transport assessment and reflects the expected operational model of the home.

The maximum relates to normal staff deployment. It does not seek to prevent occasional attendance by an external healthcare professional, maintenance contractor, regulator or other visitor where required. The home is supported by further staff but they are located at Liaise's London headquarters or regional support office.

8. Staff Travel and Sustainable Transport

For the purposes of assessing highway and parking impact, a robust worst-case assumption of 75% private car / 25% sustainable modes has been adopted. This figure is derived from 2011 Census travel-to-work data for the local area and has been confirmed by Hampshire County Council, as Highway Authority, as reasonable and robust, as set out in the Addendum Transport Note prepared by Paul Basham Associates. Based on Liaise's operational experience of comparable services, actual staff travel is typically closer to 50% by private car and 50% by sustainable modes, with sustainable modes including walking, cycling, public transport and car-sharing. This more realistic scenario is presented as a supplement to, rather than a replacement for, the robust 75% assumption used in the transport assessment.

This dual approach, retaining the accepted robust assumption while also evidencing a more realistic operational scenario, is consistent with the Addendum Transport Note and should be reflected consistently across the Travel Plan Statement and Planning Statement.

The location of the property provides realistic alternatives to private-car travel. Local pedestrian routes, cycle connections and public transport are available within walking distance, while Chandler's Ford railway station can also be reached by walking or cycling.

Liaise will encourage sustainable travel through:

- Local recruitment where practicable
- Travel information provided during staff induction
- Promotion of local bus, walking and cycling routes
- Four secure cycle parking spaces
- Access to the Cycle to Work Scheme
- Encouragement of car sharing
- Ongoing rota and travel management by the Registered Manager.

9. Parking Management

The development provides five dedicated on-site car parking spaces and four cycle parking spaces. Residents are not expected to own or operate private vehicles, meaning that routine parking demand will arise principally from staff.

Applying the robust 75% private car mode share accepted by Hampshire County Council to a maximum normal staffing presence of six, anticipated staff parking demand equates to approximately 4.5 vehicles at any one time, comfortably within the five on-site spaces provided. Based on Liaise's operational experience, actual demand is expected to be lower still, with approximately 50% of staff typically travelling by private car. The available spaces also provide flexibility for occasional visitor use.

Parking will be actively managed through staff rota arrangements. Staff will be expected to use the available on-site parking and to park considerately at all times. The Registered Manager will monitor parking demand and may address any recurring issue through staff communication, rota coordination or travel-planning measures.

The accompanying Transport Note demonstrates that vehicles can safely enter, manoeuvre within and leave the site and includes swept-path analysis for a family car, delivery vehicle and fire appliance.

10. Resident Travel and Community Access

Residents will be supported to access the surrounding community as part of their individual care and support plans. Residents are not expected to own private vehicles and therefore will not generate conventional commuter parking demand.

Community access may take place by walking, public transport, taxis, community transport, shared or pool vehicles or staff-supported transport where appropriate. Activities will be individually planned and risk assessed according to the needs of each person.

Resident travel will therefore be dispersed throughout the day and will not generate a conventional morning or evening peak. The approach supports Liaise's wider aim of enabling people to participate in ordinary community activities and develop greater independence where possible.

11. Family and Social Visitors

Family members and friends may visit residents at the property in the same manner that family and friends visit people living in ordinary residential accommodation. Visits will arise according to the individual wishes and circumstances of residents and are expected to be modest, intermittent and spread across the week.

Liaise's experience is that the people it supports often maintain structured daily routines and that visits ordinarily take place away from the property or individually rather than as organised group visiting sessions. The home will have no public visiting hours and will not operate as a destination attracting multiple visitors at fixed times.

Family and friends will not ordinarily be subject to formal booking requirements, reflecting residents' rights to receive visitors within their own home. Where practical, anticipated visits may be communicated to the service team where this assists an individual's routine or support arrangements.

12. Professional Visitors and Visit Management

Professional visitors may include social workers, commissioners, community nurses, therapists, GPs, Positive Behaviour Support practitioners, CQC representatives, maintenance contractors and other professionals involved in an individual's care or the operation of the property.

Professional attendance is expected to be occasional rather than continuous. Where professional meetings at the property are required, they will ordinarily be arranged in advance and coordinated through the Registered Manager or service team.

Visitors will follow the home's normal security and fire-safety arrangements on arrival, with appropriate records maintained where required by Liaise's operational procedures. Visitors can also be advised of sustainable transport options and the limited nature of on-site parking where appropriate.

13. Deliveries and Servicing

The service will not require institutional-scale catering or regular commercial servicing. Deliveries will be domestic in nature and low in frequency.

Typical activity may include groceries and household supplies, ordinary parcel deliveries and occasional maintenance attendance. Groceries and household goods will be obtained through ordinary retail or domestic delivery arrangements comparable with those used by other households.

There will be no scheduled pattern of large commercial deliveries and no routine requirement for bulk goods vehicles. Refuse collection will continue through the existing residential arrangements, with bins moved to the roadside by staff where required.

The Transport Note demonstrates that a large delivery van can manoeuvre within the site if occasional access is necessary.

14. Waste and Specialist Waste

The home is not a nursing facility and is not expected to generate significant routine clinical waste. Ordinary household waste and recycling will be managed through normal domestic waste collection arrangements.

15. Role of the Registered Manager

4 Oakwood Road will have an identified Registered Manager with overall responsibility for the safe and effective operation of the service. The Registered Manager will attend the property routinely and will oversee staffing, regulatory compliance, safeguarding, quality, staff conduct, care delivery, travel and parking arrangements and the management of any neighbour concerns.

The Registered Manager will be supported by appropriately experienced senior staff, including a Team Leader or equivalent senior support role, providing day-to-day leadership and continuity when the Registered Manager is not physically present.

Liaise also operates a wider regional management structure and 24-hour management escalation arrangements, ensuring that the service is not dependent upon a single individual being physically present at all times.

16. Neighbour Liaison

Liaise recognises the importance of operating responsibly within established residential neighbourhoods. Following occupation, neighbours will be able to raise any site-specific operational concern directly with the service management team.

The service telephone number will provide the principal local contact route, with matters escalated to the Registered Manager where appropriate. Liaise also operates an organisation-wide complaints process through which concerns can be raised, recorded and investigated.

The Registered Manager will maintain oversight of neighbour-related concerns and will consider whether changes to parking, staff practices, visiting arrangements or other operational matters are reasonably required.

17. Complaints and Escalation

Any complaint concerning the operation of the property will be recorded, considered and investigated in accordance with Liaise's complaints procedures. Neighbour concerns will be acknowledged promptly and, as an operational service standard, should normally be acknowledged within two working days.

Straightforward operational matters will be addressed as soon as reasonably practicable. Where further investigation is required, the complainant will be advised of the action being taken and provided with a substantive response as soon as the investigation reasonably allows.

Matters will initially be considered by the Registered Manager. Where a complaint cannot be resolved locally, or is sufficiently serious to require escalation, it will be referred through Liaise's regional operational management and formal complaints procedures. Complaints and feedback will also inform ongoing governance and service improvement.

18. Managing Behaviour and Protecting Residential Amenity

Liaise uses structured assessment and Positive Behaviour Support approaches to ensure that individuals are appropriately placed and supported. Before an individual moves into the home, a detailed assessment will be undertaken to confirm that the accommodation and staffing arrangements are appropriate and that the placement is compatible with the other people living at the service.

Where a resident has behaviours of concern, trained staff will use established Positive Behaviour Support strategies designed to understand triggers, reduce distress and promote positive outcomes. Staff also support residents in understanding social boundaries and behaving respectfully towards neighbours and the wider community.

The continuous presence of trained staff provides a level of management and oversight that would not ordinarily exist within a conventional dwelling. This enables concerns to be identified and responded to promptly and helps protect both residents and neighbouring amenity.

19. Comparable Liaise Operational Experience

The proposed service at Oakwood Road is not a new or untested operating model for Liaise. The organisation has extensive experience delivering small-scale residential and supported living services for adults with learning disabilities, autism and complex support needs, including a substantial existing operational presence within Hampshire.

A particularly relevant comparator is Sansa House in Basingstoke, an established Liaise residential service for up to five adults with learning disabilities and/or autism. The Care Quality Commission describes Sansa

House as operating from a residential property close to local amenities and fitting within its surrounding residential environment. The service is currently rated Outstanding overall.

Published CQC findings for Sansa House have recorded person-centred support, sufficient and appropriately skilled staffing, structured shift handovers, active community participation, positive family relationships and established local management and quality-assurance arrangements. This provides independent evidence that Liaise has experience of operating small-scale specialist residential care successfully within an ordinary Hampshire residential setting.

Liaise also operates a broader cluster of services across Hampshire, including around Basingstoke, Romsey, Andover and Tadley. The Southern Region operating strategy identifies the Eastleigh corridor as an appropriate area for further small-scale residential and supported living services, allowing new homes to benefit from established regional management, recruitment, training, clinical and Positive Behaviour Support expertise and commissioner relationships.

20. Monitoring and Review

Operational arrangements at Oakwood Road will be monitored following occupation. This will include review of staffing requirements, staff travel patterns, parking demand, vehicle movements, visitor activity, servicing, complaints, neighbour feedback and any operational incidents relevant to the surrounding area.

Travel and parking monitoring will be led by the Registered Manager and supported by the wider Operations Team. Periodic staff travel surveys and staff engagement will be used where appropriate to identify opportunities to increase sustainable travel and address any recurring parking issue.

Where monitoring identifies a recurring issue, Liaise will consider reasonable changes to operational arrangements. This provides an ongoing management mechanism rather than relying solely on assumptions made before occupation.

21. Consistency Amendments Required to Submission Pack

For clarity, the following site-specific assumptions should be used consistently across the Operational Management Plan addendum, Travel Plan Statement, Transport Note and Planning Statement:

- Maximum normal staff presence: 6 staff.
- Normal night staffing: 1 waking-night support worker.
- Staff travel assumption: a robust worst-case of 75% private car / 25% sustainable modes (as accepted by Hampshire County Council), supplemented by a realistic scenario of approximately 50% private car / 50% sustainable modes based on Liaise's operational experience.
- Shift handovers: staggered and managed, rather than all outgoing staff leaving before all incoming staff arrive.
- Continuous 24-hour staffing with no unexplained gap between the evening and waking-night shifts.

22. Conclusion

4 Oakwood Road will operate as a small-scale, professionally managed residential home for a maximum of six adults. The people supported will live at the property as their permanent home, with 24-hour care delivered by trained staff in accordance with individual assessed needs.

The normal maximum staffing presence will be six, with one waking-night support worker overnight. Five on-site parking spaces and four cycle spaces will be provided, with staff parking demand assessed against a robust 75% private car mode share accepted by Hampshire County Council, supplemented by Liaise's operational experience indicating actual sustainable travel take-up of around 50%. Staff movements,

parking, visitors and servicing will be actively managed and monitored by the Registered Manager and wider Operations Team.

The proposed operation is therefore characterised by predictable and professionally managed activity rather than unrestricted or institutional-scale comings and goings. Visitor and servicing activity will remain modest, residents will not generate private-car parking demand, and a clear management and complaints structure will be available to respond to any local concern.

Liaise has established experience of operating comparable small-scale care services within Hampshire residential environments. The site-specific arrangements described in this addendum provide a clear framework through which 4 Oakwood Road can operate successfully while appropriately protecting the amenity of neighbouring residents and the surrounding residential area.

23. Reference Documents

This addendum has been prepared to sit alongside the following planning and operational documents:

- Liaise Operational Management Plan.
- 4 Oakwood Road Planning Statement.
- 4 Oakwood Road Travel Plan Statement.
- 4 Oakwood Road Transport Note prepared by Paul Basham Associates.
- 4 Oakwood Road Addendum Transport Note (ATN) prepared by Paul Basham Associates, September 2026.
- Eastleigh Borough Council Residential Parking Standards SPD.
- Care Quality Commission regulatory guidance and published evidence for comparable Liaise services, including Sansa House, Basingstoke.