

# Chessel Support Services Supporting Document

## Site adjacent to 501 Bursledon Road

### 1. Introduction

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- a) This Management Plan has been prepared by Chessel Support Services in support of a full planning application for use **of land adjacent to 501 Bursledon Road, Southampton (SO19 8NJ)**, to develop a new Class C2 (residential institution), care facility consisting of 7 bedrooms.
- b) The purpose of this document is to set out the proposed operational framework for the development and to address material planning considerations relevant to C2 use, including residential amenity, site management, and the nature of occupancy.
- c) This Management Plan should be read in conjunction with the submitted Planning Statement. The applicant confirms that the development will be operated in accordance with the principles set out herein and accepts that compliance may be secured by planning condition.
- d) The service is registered with the Care Quality Commission (CQC) and will operate in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Act 2014, and associated statutory guidance. CQC Service Provider Code: 1-101663792.

### 2. Chessel Support Services

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- a) Chessel Support Services have developed a strong reputation for delivering high-quality Supported Living and Outreach services for people with learning disabilities, autism, mental health needs and individuals who may present behaviours of concern. Everything we do is built around consistent standards, a skilled

workforce, and a firm understanding of what people in this sector need to thrive.

- b) Chessel Support Services was founded in 2010, and for more than a decade we have been dedicated to supporting people across Southampton and the wider Hampshire area with compassion, consistency and a genuine commitment to improving lives.
- c) We proudly operate 11 Supported Living services throughout Hampshire. Two of these are based in Waterlooville, with the remaining services located in Southampton, where our teams work every day to provide safe, nurturing and person-centred support.
- d) There is consistently high demand for our services, and our homes frequently operate at full capacity. In many cases, individuals and families wait as long as seven months for a suitable vacancy, reflecting both the need in the community and the trust people place in the quality of support we provide.
- e) We currently provide homes and personalised support to 53 people with learning disabilities, mental health needs and acquired brain injuries. This brings us to our full operating capacity, reflecting both the level of need in our community and the trust people place in the quality and compassion of our services.
- f) Commissioners from Southampton and Hampshire ICBs have written letters of support with our previous application for 501 Bursledon Road showing a clear need for further provision.

### 3. Description of the Use

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- a) The proposed development comprises a small-scale, 7-bed residential care facility operating under Use Class C2.
- b) The service will deliver the following regulated activities:
  - i) Accommodation for persons requiring personal care (care home without nursing)

- ii) supported living, enabling residents to develop and maintain independent living skills
- c) The scale and operation of the facility are consistent with a domestic residential environment. The property will not present institutional characteristics in its appearance or day-to-day operation, and no external signage is proposed.

#### **4. Nature of Occupation**

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- a) The facility will accommodate adults in accordance with its CQC registration, including:
  - i) Adults aged 18–65
  - ii) Individuals with learning disabilities
  - iii) Individuals with mental health conditions
  - iv) Individuals with physical disabilities
  - v) Individuals with acquired brain injuries
- b) Occupancy will be carefully limited to individuals with clearly assessed care needs. Every placement will be arranged and supported by statutory partners, such as Southampton City Council, Hampshire County Council and relevant NHS bodies, to ensure that each person receives the right level of coordinated responsible support.
- c) Before anyone moves in, they will have a fully agreed care and support plan in place. Our thorough pre-admission assessment and risk-assessment process ensures that every placement is safe, appropriate and well-matched to the staffing model and scale of the home, while also safeguarding the comfort and wellbeing of neighbouring residents.
- d) We accommodate people whose assessed needs can be safely and sensitively supported within this residential environment. Individuals whose needs or behaviours would be incompatible with the setting will not be placed, ensuring the stability, safety and wellbeing of all residents and the wider community.

- e) Southampton faces exceptionally high levels of adult-social-care need, with demand for support among 18–64-year-olds reported as three times the national average. The city also experiences high levels of long-term health conditions, loneliness and unmet support needs.<sup>1</sup>
- f) By providing small, well-supported and community-integrated homes, Chessel directly helps relieve this pressure by offering safe, stable, local accommodation that supports independence.

## 5. Supporting Daily Life & Independence

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- a) Every resident receives person-centred support from staff who are fully trained in independence-building skills, positive behaviour support, mental health awareness, trauma-informed care and daily-living development. We help people with cooking, cleaning, managing money, attending appointments, learning new skills and accessing meaningful occupation.
- b) Our teams work alongside people rather than doing things for them, encouraging confidence and independence at a pace that feels safe and achievable. This approach directly supports Southampton’s strategic aim of enabling more adults to “live independently in the place they call home” and reducing reliance on institutional care pathways.
- c) Residents are supported to be part of the community such as accessing local gyms, libraries, employment events, training opportunities and physical-activity programmes. The goal is to reduce isolation, increasing social connection and improving mental and physical health.

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<sup>1</sup> Adult Social Care Strategy 2024–2029, Southampton City Council: “Based on 2021–22 benchmarking, demand in Southampton is 3× higher than the average for 18–64 and 50% higher for 65+.”  
<https://www.southampton.gov.uk/council-democracy/council-and-democracy-online-documents/adult-social-care-strategy-2024-2029/#section2-1>

- d) In Southampton, an estimated 4,988 adults (18+) were living with a learning disability in 2025, and this is expected to rise to around 5,278 by 2040<sup>2</sup>, highlighting the growing importance of providing safe, supportive and empowering community-based homes.

## 6. Staffing and Management

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- e) The facility will be staffed on a 24-hour basis, 365 days per year, with staffing levels proportionate to residents' assessed needs and in accordance with CQC fundamental standards.
- f) Staffing levels will typically comprise two staff during daytime hours and two waking night staff, in addition to the Registered Manager.
- g) Staff numbers, visitor activity, and vehicle movements will remain comparable in scale to a large family dwelling and will not result in material intensification of use.
- h) The service will be managed by a CQC-registered manager holding, or working towards, a Level 5 Diploma in Leadership for Health and Social Care.
- i) The service will be supported by a structured on-call arrangement. A senior manager will remain available by telephone throughout the night to provide guidance, authorise decisions, and escalate issues where required. Should circumstances necessitate, the on-call manager will attend the property within an appropriate response time to ensure that both residents and staff are fully supported.
- j) All staff will be subject to enhanced Disclosure and Barring Service (DBS) checks and ongoing training in accordance with regulatory requirements.

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<sup>2</sup> Supporting Adults JSNA, Southampton City Council: "In Southampton, an estimated 4,988 adults (18+) were living with a learning disability in 2025, with this forecast to rise to around 5,278 by 2040."  
<https://data.southampton.gov.uk/health/healthy-ageing/supporting-adults/>

- k) With economic inactivity in Southampton now affecting 21.6% of the working-age population - a rising trend identified by the ONS (2024)<sup>3</sup> - the creation of new local employment opportunities is of clear value. The development will provide a range of permanent roles, including support workers, senior care staff, and managerial and ancillary positions, contributing positively to the local labour market and supporting wider economic participation.

## 7. Site Suitability

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The application site is considered appropriate for the proposed C2 use for the following reasons:

- a) The site layout and separation from neighbouring properties ensure that the development will not give rise to unacceptable impacts in terms of noise, disturbance, or overlooking, in accordance with local plan amenity policies.
- b) Excluding the existing supported-living home at 501 Bursledon Road, the closest residential dwelling is located approximately 142 metres from the application site.
- c) The site provides a low-stimulus, therapeutic environment supported by woodland surroundings, with good access to public transport such as bus stops and local services. This reflects the Southampton Health and Wellbeing Strategy's emphasis on the wider determinants of health, including the influence of "*housing, the built environment... [and] access*") on wellbeing.<sup>4</sup>
- d) There is an identified and ongoing need for specialist accommodation of this nature within the local authority area, with limited availability of suitable placements.
- e) The operator has an established presence and management experience at the adjoining property, supporting effective oversight, continuity of care, and site management.

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<sup>3</sup> ONS (2024). 'Employment, Unemployment and Economic Inactivity in Southampton'. Data accessed 25 March 2026

<https://www.ons.gov.uk/visualisations/labourmarketlocal/E06000045/>

<sup>4</sup> Southampton City Council (2026). *Southampton Health and Wellbeing Strategy 2026–2035*, p.11.

- f) According to the Southampton Health and Wellbeing Strategy 2026–2035, only 5% of people in contact with secondary mental health services are in paid employment, and employment among those in receipt of long-term support for a learning disability is also below the national average.<sup>5</sup> The proposed site's proximity to a range of local businesses such as Aldi and Snows Toyota offers meaningful opportunities to support residents in accessing suitable employment pathways.

| Indicator code | Indicator                                                                                                                                              | Southampton | England |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|
| B08c           | The percentage of the population who are in contact with the secondary mental health services that are in paid employment 2021/22                      | 5.0%        | 6.0%    |
| B08b           | The percentage of the population who are in receipt of long term support for a learning disability that are in paid employment (aged 16 to 64) 2022/23 | 4.1%        | 4.8%    |

## 8. Health and Safety

- a) Fire safety arrangements for the service will follow all statutory obligations, including a maintained and regularly reviewed fire risk assessment, supported by appropriate staff and resident training, routine evacuation drills, and the installation and upkeep of compliant fire detection and alarm systems.
- b) The operator will maintain a clear and robust safeguarding approach in line with the Care Act 2014 and Southampton City Council's Multi-Agency Safeguarding Adults procedures, ensuring that all staff are trained to recognise and report concerns promptly, and will work openly with the local authority or any other statutory body in

<sup>5</sup> Ibid, p.50.

the event of a safeguarding enquiry.

- c) A comprehensive approach to health and safety will be implemented across the service, incorporating ongoing property wide risk assessments, safe working practices for care delivery, proper management of hazardous substances, and clear procedures for recording and responding to incidents, with all documentation reviewed periodically to ensure accuracy and compliance.
- d) Our staff are trained in Positive Behaviour Support, trauma-informed approaches, de-escalation and Team Teach. Every resident's plan includes early-warning signs, triggers and personalised strategies to prevent crisis.

## 9. CQC Registration

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- a) The service will operate as a regulated care provider under the oversight of the Care Quality Commission (CQC). Registration will cover the delivery of personal care and accommodation for individuals requiring nursing or personal care, ensuring that the facility functions within a nationally recognised regulatory framework.
- b) Day to day leadership of the service will be undertaken by an appropriately qualified and experienced manager, registered with the CQC and holding or actively progressing towards a Level 5 qualification in health and social care leadership. Their role will encompass governance, workforce supervision, and the maintenance of compliance across all aspects of the service.
- c) As part of statutory monitoring arrangements, the facility will be subject to periodic CQC inspections. The provider will maintain an up-to-date inspection status and will respond swiftly to any recommendations, ensuring that standards remain aligned with the CQC's fundamental expectations of safety, effectiveness, and quality.
- d) The operator will ensure full compliance with the statutory and regulatory duties governing adult social care provision. This includes, but is not limited to, adherence to:

- i) The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- ii) The Care Act 2014
- iii) The Mental Health Act 1983 (as amended)
- iv) The Mental Capacity Act 2005
- v) The Equality Act 2010
- vi) The Data Protection Act 2018 and UK GDPR requirements
- vii) Relevant NICE standards and best practice guidance relating to supported living, residential care, and person-centred care delivery