

# Management Plan

16 Hillingdon Road, Uxbridge, UB10 0AD

## 1. Introduction

This Management Plan sets out how the proposed C2 residential children's home will be operated and managed. The home will provide high-quality residential care for **up to two children aged 5–17**, supported by **continuous 24-hour staffing**. The aim is to provide a safe, stable, and nurturing environment while ensuring minimal impact on neighbouring residents.

## 2. Staffing and Shift Patterns

The home will be staffed **24 hours a day, 7 days a week** to ensure the safety and wellbeing of the children at all times.

- **Day Shift:** 08:00–20:00 (two staff members on duty)
- **Night Shift:** 20:00–08:00 (one sleep-in staff member with an on-call manager available at all times)
- **Shift Handover:**
  - Evening: 19:45–20:00
  - Morning: 07:45–08:00

Shift handovers ensure continuity of care, effective communication, and proactive management of any issues.

## 3. Type of Care Provided On-Site

The home will deliver **trauma-informed, child-centred residential care**, tailored to each child's individual needs. Care provision includes:

- Emotional and behavioural support
- Structured daily routines
- Assistance with education and school engagement
- Support with developing life and independence skills
- Positive behaviour support strategies

## 4. Ofsted Registration and Regulatory Compliance

The home will operate in full compliance with the **Children's Homes (England) Regulations 2015** and associated statutory guidance. A **Registered Manager**, approved by Ofsted, will oversee all aspects of care, safeguarding, staffing, and quality assurance.

## 5. Managing Behaviour and Noise

Children's behaviour will be managed through **positive support, clear routines, and consistent staff presence**.

- **Quiet Hours:** 21:00–07:00
- Outdoor activities are fully supervised and restricted during quiet hours
- Any incidents of heightened behaviour or noise are addressed immediately, recorded, reviewed, and managed through care planning and supervision

The approach prioritises early intervention and de-escalation to prevent disturbance.

## 6. Security Measures

Robust security arrangements are in place to ensure safety without negatively impacting the residential character of the area:

- Controlled entry system
- CCTV in **communal areas only** (no private spaces)
- Visitor sign-in procedures
- Secure storage for confidential records and equipment
- Continuous staff supervision

## 7. Visitor Management

Visitor access is strictly controlled:

- All visits are **pre-arranged and risk assessed**
- Professional visits take place during appropriate daytime hours only
- Family visits require Local Authority approval and are supervised by staff
- No unplanned or social visitors are permitted

## **8. Neighbour Impact Management – Enhanced Good Neighbour Policy**

A comprehensive Good Neighbour Policy ensures the operation of the home has **minimal impact on the local community**.

### **A. Noise Control**

- Quiet hours strictly observed between 21:00 and 07:00
- No outdoor use of the garden during quiet hours
- Children are not permitted to congregate outside the property
- Staff intervene early to prevent any potential disturbance

### **B. Monitoring and Staff Oversight**

- Staff presence on the ground floor to monitor entry and exit
- Regular external checks of the property
- On-call management available 24/7

### **C. Visitor Controls**

- Strictly pre-arranged visitors only
- No social visitors permitted
- Professional visits restricted to daytime hours
- Family visits are controlled, approved, and supervised

### **D. Property and Environment Standards**

- Exterior of the property maintained in a clean and presentable condition
- Bins managed appropriately and discreetly
- External lighting designed to minimise impact on neighbours
- No littering, obstruction, or misuse of outdoor areas

### **E. Parking and Traffic Management**

- Two on-site driveway spaces are used for staff only

- No parking that blocks neighbouring driveways or roads
- Shift patterns designed to avoid late-night vehicle movements

## **F. Neighbour Communication**

- Neighbours are provided with contact details for the Registered Manager
- Any concerns raised are acknowledged and responded to within 24 hours
- Follow-up communication provided where appropriate

## **G. Complaint Procedure**

1. Concern logged
2. Investigation undertaken
3. Appropriate action implemented (e.g. staffing adjustments, supervision, behaviour plans)
4. Neighbour updated on outcome
5. Issue reviewed to prevent recurrence

## **H. Staff Training**

All staff receive training in:

- Noise awareness and management
- De-escalation techniques
- Respectful integration within residential communities

## **I. Community Integration**

Children are supported and guided to behave respectfully within the local community and to understand the importance of being good neighbours.

## **9. Staff Office and Sleep-In Room**

A ground-floor room is used as a combined **staff office and sleep-in room**, equipped with secure storage and suitable facilities to support overnight supervision.

## **10. Daily Routines**

Children follow structured daily routines, including:

- School attendance
- Meals
- Homework and study time
- Leisure activities
- Free time appropriate to age and needs

### **11. Cooking, Cleaning and Household Tasks**

Staff manage all household tasks, with children encouraged to participate appropriately to support the development of independence and life skills.

### **12. External Amenity Space**

The rear garden provides safe outdoor amenity space, which is:

- Fully supervised
- Used respectfully
- Managed to prevent disturbance to neighbours

### **13. Parking and Transport**

Two lawful driveway parking space is available and used by staff only. No additional parking demand is generated.

### **14. Education**

Children attend local schools or education provisions. Staff support attendance, communication with schools, and educational engagement.

### **15. Compliance Statement**

The operation of the home complies with:

- **Hillingdon Borough Council planning expectations**
- **Ofsted registration requirements**
- **Children's Homes (England) Regulations 2015**
- All relevant statutory guidance and safeguarding standards