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Site Address: 37 Crowland Avenue, Hayes, UB3 4JW

OPERATIONAL MANAGEMENT PLAN (OMP)

Change of use from Class C3 to Class C2 (Children's Residential Care Home).

1. Introduction

This Operational Management Plan has been prepared in support of the proposed change of use from a Class C3 dwellinghouse to a Class C2 Children's Residential Care Home at 37 Crowland Avenue, Hayes. The document explains how the home will operate to ensure it remains compatible with the surrounding residential area and safeguards neighbouring amenity.

2. Purpose

The objectives are to provide a safe, well-managed family-style home, minimise impacts on neighbouring occupiers, establish clear procedures for staffing, visitors, transport and behaviour management, and demonstrate compliance with Ofsted requirements and planning policy.

3. Description of the Home

- Use Class C2 Children's Residential Care Home
- Maximum of 3 resident children.
- Long-term residential care.
- Ofsted registered and inspected.
- Accommodation comprises three children's bedrooms, staff office, open-plan kitchen/dining/living room, bathroom and shower facilities with private rear garden.

4. Staffing and Shift Management

Typical staffing:

- Day: 2–3 care staff depending on care needs.
- Night: 2 staff (1 waking night and 1 sleep-in/on-call).
- Registered Manager attending as required.

Shift handovers are staggered, undertaken within the building and arranged to minimise vehicle movements and avoid unnecessary disturbance.

5. Occupant Behaviour

Each child will have an individual care plan. Children will be supervised at all times. Outdoor activities will normally take place between 08:00 and 20:00 with no amplified music or disruptive activities within the garden.

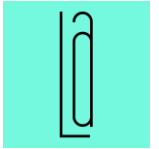
6. Visitor Management

Visitors will comprise social workers, healthcare professionals, education providers, family members (where appropriate) and Ofsted inspectors.

All visits will be pre-booked where possible, generally between 09:00 and 18:00. No ad-hoc visiting will be encouraged.

7. Transport and Parking

The property benefits from two off-street parking spaces retained from the existing dwelling together with EV charging points. Secure cycle storage is provided. Staff are encouraged to use sustainable transport and car share where practicable. Deliveries remain domestic in scale and no minibuses or commercial vehicles are required.



8. Noise and Residential Amenity

Quiet hours will be observed between 22:00 and 07:00. Staff will ensure no congregation outside the property, quiet arrivals and departures, and appropriate supervision of residents at all times.

9. Safeguarding and Security

The property will operate in accordance with the Children's Homes (England) Regulations and Ofsted standards. Secure access, DBS checked staff, safeguarding training and emergency procedures will be maintained.

10. Waste

Only domestic refuse and recycling will be generated. Existing Hillingdon Council collections will continue with bins stored within the site and presented on collection days.

11. Community Liaison

Management will maintain a proactive relationship with neighbours. Any complaints will be recorded, investigated promptly and appropriate action taken where necessary.

12. Monitoring

The OMP will be reviewed periodically, particularly following any significant operational changes or planning requirements. Compliance will be monitored by the Registered Manager and Ofsted.

13. Conclusion

The proposed children's residential care home will operate as a small-scale family environment. The management measures set out within this document ensure the development will not result in unacceptable impacts upon neighbouring amenity, parking or highway safety and is suitable for a residential location.