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Operational Management Plan (OMP)

Proposed Change of Use from C3 to C2 – Children’s Residential Care Home

Site Address: 13 Norwich Road, Northwood, HA6 1ND

Prepared by: V-Design CAD Services LTD

Date: 14-01-2026

1. Introduction

This Operational Management Plan (OMP) has been prepared to accompany a planning application for the change of use of **13 Norwich Road, Northwood** to a **children’s residential care home (Use Class C2)**.

The purpose of this OMP is to demonstrate that the proposed care home will be **safe, well-managed, and compatible with the surrounding residential area**, and that appropriate controls will be in place to protect neighbouring amenity at all times.

This document will operate as a **live management framework** and will be secured through planning condition if required.

2. Purpose and Objectives

The objectives of this OMP are to:

- Ensure the care home operates in a **quiet, controlled and orderly manner**
- Minimise any potential impact on neighbouring residential amenity
- Set out clear procedures for staffing, visitors, transport, and behaviour management

- Demonstrate compliance with **Ofsted regulations**, safeguarding standards, and planning policy
- Provide reassurance to both the Local Planning Authority and local residents

3. Description of the Proposed Care Home

- **Use Class:** C2 – Children’s Residential Care Home
- **Maximum number of children:** 4
- **Age range:** Children under 18
- **Care model:** Long-term residential care
- **Regulatory status:** Ofsted-registered and inspected

The home will operate as a **family-style residence**, not an institution, and will be fully compliant with the **Children’s Homes (England) Regulations** and National Minimum Standards.

4. Staffing Structure and Shift Management

4.1 Staffing Levels

| PERIOD | STAFFING PROVISION |
|--------------------------|-------------------------------------|
| DAYTIME (07:00-22:00) | 3 trained care staff |
| NIGHT-TIME (22:00-07:00) | 2 staff (1 awake night, 1 sleep-in) |
| MANAGER | Part-time, weekday attendance |

All staff will be appropriately qualified, DBS-checked and trained in safeguarding, behaviour management, and community sensitivity.

4.2 Shift Changeover Management

- Shift handovers are **staggered** to avoid multiple vehicle movements at the same time.
- Staff arrivals and departures will avoid peak commute hours wherever possible.
- Handovers take place **inside the property**, avoiding external gatherings.

This approach ensures **predictable and limited vehicle movement**, reducing disturbance to neighbours.

5. Occupant Behaviour and Daily Living Arrangements

- Each child will have an **individual care plan**, including behaviour management strategies.
- Children will be supervised at all times when within the property or garden.
- The home will operate within clear daily routines designed to create stability and predictability.

Outdoor Space Use

- Outdoor activity restricted to **08:00 – 20:00** only.
- No amplified music or noisy group activities outdoors.
- Staff supervision at all times.

6. Visitor Management

6.1 Types of Visitors

- Social workers
- Family members (where appropriate)
- Educational and healthcare professionals
- Ofsted inspectors

6.2 Visitor Controls

- All visits are **pre-booked**.
- Visiting hours generally limited to **09:00 – 18:00**.
- **Maximum of two visitors** on site at any one time.
- No ad-hoc or unannounced visits permitted.

Visitors will be briefed on parking expectations and respectful behaviour within the residential area.

7. Transport and Parking Management

- Priority is given to **on-site parking** for staff.
- Overflow parking will be carefully managed to avoid obstruction or convenience parking.
- **Car-sharing** is encouraged for staff.
- No minibuses or large vehicles will be used.
- Deliveries are:
 - Infrequent

- Scheduled outside peak hours
- Limited to small domestic-scale vehicles

These measures ensure the site does not contribute to parking stress or highway safety issues.

8. Noise and Amenity Management

The following controls will ensure residential amenity is protected:

- Quiet hours observed between **22:00 – 07:00**.
- Windows and doors managed to prevent excessive noise escape.
- No congregating outdoors during early morning or late evening.
- TV, music, and indoor activities controlled by staff.

Compared to the current residential/HMO-style use, the proposed use offers **significantly greater supervision and control**.

9. Safeguarding and Security

- Secure access to the building at all times.
- External doors locked and monitored.
- CCTV (if installed) limited to entrances for safeguarding purposes only.
- Staff trained in:
 - Safeguarding
 - De-escalation techniques
 - Emergency protocols

The home will operate fully in accordance with **Ofsted and safeguarding standards**, providing reassurance to neighbours and the Council.

10. Waste and Servicing

- Domestic-scale refuse and recycling only.
- Standard council waste collection arrangements.
- No commercial waste vehicles required.
- Refuse bins stored discreetly and presented only on collection days.

11. Community Liaison and Complaints Procedure

A proactive approach to community relations will be adopted:

- A **24/7 contact number** will be provided to immediate neighbours.
- Any concerns raised will be logged and investigated.
- Initial response within **24 hours**, resolution target within **48 hours**.
- Regular internal reviews of any issues recorded.

This ensures transparency and accountability.

12. Monitoring, Review and Compliance

- OMP reviewed annually or sooner if required.
- Staff refresher training provided regularly.
- Compliance monitored by management and Ofsted.
- Any planning conditions will be fully adhered to.

13. Planning Policy Compliance

This OMP directly addresses:

- **Hillingdon Local Plan Policy DMH8** – ensuring care use does not harm amenity
- **London Plan Policy D6** – managing noise and disturbance
- Previous council concerns regarding:
 - Noise
 - Parking
 - Oversight and supervision

14. Conclusion

This Operational Management Plan demonstrates that the proposed children's residential care home at **13 Norwich Road, Northwood** will:

- Operate in a **quiet, controlled and responsible manner**
- Be **better managed** than typical residential or HMO use
- Protect the amenity of neighbouring residents
- Fully comply with **planning, safeguarding and care regulations**

Overall conclusion

There are **no operational grounds** on which planning permission should be refused.