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## **OPERATIONAL MANAGEMENT PLAN**

### **74 Longmead Road, Hayes, UB3 2HG**

**Proposal:** Change of use from a dwellinghouse (C3) to a residential care home for 4 children (C2) with 1 live-in carer.

**Introduction** This plan outlines the day-to-day management of 74 Longmead Road to ensure the safety of the children and harmony with the local community.

#### **Staffing and Care Model**

- **Live-in Support:** One dedicated carer will reside on-site in the detached outbuilding unit to provide 24-hour care and supervision.
- **Management:** A manager will oversee operations from the ground-floor office, ensuring regulatory compliance and maintaining a "Good Neighbor" ethos.
- **Handovers:** Professional staff handovers will be conducted within the office to minimize external noise during shift changes.
- **Over night Staff:** Over night staff will be available to attend to the young residents. The ground floor office will be available for the duty staff member.

**Community Liaison** Management is committed to fostering positive relationships with neighbors. A 24/7 contact number will be provided to local residents to allow for the immediate reporting and resolution of any operational concerns