

# Operational Management Plan (OMP)

Updated Version — Incorporating Officer and Children's Services Clarifications

Site: 9 St Anselm's Road, Hayes, UB3 1SB

Ref: 24037 / OMP-REV-A | Date: March 2026 | V-Design CAD Services Ltd

<b>Document Type:</b>	Operational Management Plan (Updated)
<b>Revision:</b>	A — Incorporating LBH Officer and Children's Services comments
<b>Application:</b>	Change of Use C3 to C2 – Children's Residential Care Home
<b>Site:</b>	9 St Anselm's Road, Hayes, UB3 1SB
<b>LPA:</b>	London Borough of Hillingdon
<b>Original OMP Date:</b>	13 January 2026
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<b>Prepared By:</b>	V-Design CAD Services Ltd
<b>Ref:</b>	24037 / OMP-REV-A

## 1. Introduction

### 1.1 Purpose of this Updated OMP

This document is an updated version of the Operational Management Plan (OMP) originally submitted on 13 January 2026. It has been revised to:

- Clarify the intended client group (low to moderate SEMH needs) and the scope of the home's function;
- Address Children's Services' observations regarding SEND and UASC cohorts;
- Incorporate additional controls relating to the flat roof / top-floor extension, visitor numbers, boundary treatment, and front forecourt management;
- Cross-reference the Transport Assessment Addendum on staff shift patterns and trip generation;
- Confirm the Ofsted registration condition and operator commitment.

### 1.2 Planning Policy Context

This OMP is prepared to support compliance with:

- **Hillingdon Local Plan Part 2** — Policy DMH8 (specialist/supported accommodation including care uses) and Policy DMHB11 (design, amenity and impacts in residential areas)
- **London Plan** — Policy D6 (housing quality, standards and amenity)
- **NPPF (2024)** — Paragraph 135 (good design and amenity considerations)

## 2. Description of the Care Home

### 2.1 Client Group — Clarified

This home is proposed for **looked-after children with low to moderate Social, Emotional and Mental Health (SEMH) needs**, capable of living in a standard residential street environment within a family-style domestic setting.

**Note:** This home is NOT intended to operate as a specialist SEND facility, dedicated UASC provision, or complex-needs/clinical placement. Children with severe physical disabilities, significant learning disabilities, or those requiring nursing/clinical care (CQC-regulated) would not be placed at this home. Such children are more appropriately placed in specialist or CQC-registered settings.

References to SEND and UASC pressures in the Local Needs Assessment Report were intended to contextualise overall placement sufficiency pressures in Hillingdon, not to indicate that this home would be targeted at those specific cohorts. This is clarified in the updated Local Needs Assessment and Planning Statement.

### 2.2 Overview

Element	Detail
Maximum residents	4 children
Age range	8–17 years (subject to Ofsted registration)
Care needs	Low to moderate SEMH; able to attend mainstream/local school and access community amenities
Operating hours	24 hours / 365 days per year

Element	Detail
Regulatory body	Ofsted (Children's Homes (England) Regulations 2015)
CQC registration	Not required — no nursing or clinical care provided
Setting character	Domestic dwelling; no institutional character

### 3. Staffing and Shift Management

#### 3.1 Staffing Levels

The following table sets out concurrent on-site staffing levels. These figures represent the number of staff present on site at any one time, not the total daily headcount. See Transport Assessment Addendum for the reconciliation of staffing levels with daily vehicle trip generation.

Time Period	Staff On Site	Role
Daytime (07:00–22:00)	3 (needs-led)	Carers / Key Workers + Senior/Manager (part of day)
Night (22:00–07:00)	2	1 waking night + 1 sleep-in/on-call
Registered Manager	Working hours (typical)	Oversight, compliance, regulatory liaison

#### 3.2 Shift Changeover Controls

- Shift handovers are staggered to prevent clustering of arrivals/departures and avoid peak-time on-street parking stress.
- All briefings and handovers occur indoors — no outdoor congregating.
- Staff are required to arrive and depart quietly: no shouting, no slamming car doors, no engine idling.
- Staff are encouraged to use public transport, cycling, or car-sharing wherever practicable.

### 4. Resident Management

#### 4.1 Care Planning

Each child will have an individual care plan and risk assessment prepared in accordance with Children's Homes (England) Regulations 2015 and National Minimum Standards. Therapeutic and educational support is coordinated on-site or via scheduled external appointments.

#### 4.2 Outdoor Use Controls

- Garden use restricted to **08:00–20:00** to minimise noise impact on neighbours.
- Supervised activities only — no unsupervised access to external areas.
- No amplified music outdoors at any time.
- No use of the flat roof / top-floor extension roof as amenity space (see Section 7 below).
- If any neighbour concern is raised regarding outdoor activity, additional restrictions will be applied immediately.

## 5. Visitor and Professional Access

### 5.1 Visitor Categories and Permitted Hours

Visitor Type	Permitted Hours	Typical Frequency
Social workers / reviewing officers / professionals	09:00–18:00 (Mon–Fri)	1–2 per day average; up to 3 on review days
Family contact visits (where agreed in care plan)	10:00–18:00 (Sat–Sun, or by arrangement)	0–2 per week; often held off-site or at contact centres
Health / education professionals	09:00–18:00 (by appointment)	As required by individual care plans
Ofsted / commissioning inspections	By arrangement	Infrequent
Emergency visits	Case-by-case (Registered Manager approval)	As required

### 5.2 Clarified Visitor Numbers

In response to the Planning Officer's request for clarification:

- **Average daily visitors:** 1–2 per day
- **Typical weekly total:** 7–12 visitors per week (professional and family combined)
- **Maximum on any one day:** no more than 3 visitors; visits scheduled to avoid overlapping wherever possible

**Note:** All visits are pre-booked, recorded in the visitor log, and subject to the parking and behaviour rules set out in this OMP. No drop-in visits are permitted.

## 6. Parking and Transport Management

### 6.1 On-Site Parking

The proposed site plan (Drawing PL-02) indicates 1 on-site parking space within the front forecourt. Priority order for use of this space:

- Emergency vehicles (if required)
- On-duty night staff (to reduce late-night on-street demand)
- Pre-booked professional visitor (only where necessary and scheduled in advance)

### 6.2 Front Boundary Treatment

The front boundary will be defined by a modest, domestic-scale treatment consistent with the residential character of St Anselms Road. The boundary enclosure will:

- Not exceed 1.0m in height adjacent to the highway (consistent with PD limits and highway sightline requirements);
- Be finished in materials appropriate to the street character (e.g. brick pier and metal railing, or close-boarded fence where not adjacent to the highway);
- Maintain clear sightlines for vehicle exit from the forecourt.

A planning condition requiring details of any new front boundary enclosure to be submitted and approved prior to installation is accepted by the applicant.

## 7. Flat Roof — Safety Controls

The top-floor extension includes a flat roof element. In response to Children's Services' concerns regarding potential access by children:

- The flat roof **will not be used as a terrace, play area, or any form of external amenity space**.
- There is **no door access** to the flat roof.
- Any windows giving onto the flat roof will be fitted with **restricted opening mechanisms** (limiters, toughened/locking hardware) as required by Building Regulations Part K and Ofsted expectations.
- Appropriate guarding will be provided around any roof edges accessible from within the building envelope, in accordance with Building Regulations.

The applicant accepts a planning condition explicitly:

- Prohibiting use of the flat roof as an accessible external amenity space; and
- Requiring details of window-opening restrictors and any guarding to be submitted and approved prior to first occupation.

## 8. Noise and Disturbance Controls

Control Measure	Detail
Outdoor activity	08:00–20:00 only; supervised; no amplified music
Night-time quiet hours	22:00–07:00: controlled indoor noise; windows managed
Staff arrivals/departures	Quiet policy; no idling; no congregation outside
Incident management	Complaints acknowledged within 24hrs; resolved within 48hrs
Internal acoustic measures	Carpets/underlay in circulation areas; party-wall acoustic lining (where feasible) — details subject to condition if required by LPA

## 9. Community Engagement

### 9.1 Pre-Opening

- Letter drop to immediately neighbouring households explaining: purpose of the home; staffing and visiting arrangements; and contact details.
- Offer of a meet-and-greet session (subject to safeguarding considerations).

### 9.2 Ongoing

- Dedicated 24/7 community liaison phone number.
- Quarterly review of any issues raised (parking/noise/visitors).
- Annual written update to immediate neighbours summarising operational controls.

## 10. Ofsted Registration and Operator Commitment

The following commitments are given:

- The home will be operated by a dedicated children's residential care provider. The operating entity will be confirmed following engagement with the LBH Supplier Relationship Team and commissioning colleagues.

- Ofsted registration for 9 St Anselms Road will be secured **prior to any children being placed**. No children will be admitted until Ofsted registration is granted.
- This is Ofsted-regulated children's home provision. No nursing or clinical care is proposed; CQC registration is not required.
- The applicant accepts a planning condition: 'No children shall be accommodated at the premises until the use is registered with Ofsted as a children's home, and evidence of such registration has been submitted to the Local Planning Authority.'

## 11. Monitoring and Review

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The OMP will be reviewed annually and following any significant incident or complaint. The following logs will be maintained:

- Visitor log (non-confidential summary available to LPA on request)
- Complaints log with response times and actions
- Incident log and mitigation actions
- Shift change monitoring notes (where relevant)

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