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Operational Management Plan (OMP)

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

Site Address: 9 St Anselms Road, Hayes UB3 1SB

Prepared By: V-Design CAD Services Ltd

Date: 13-01-2026

1. Introduction

Purpose of the OMP

This Operational Management Plan (OMP) sets out how the proposed Children’s Residential Care Home will operate on a day-to-day basis in a manner that:

- Provides a safe, nurturing and supervised environment for children;
- Safeguards residents, staff and the local community;
- Minimises noise, traffic, parking pressure and neighbour disturbance; and
- Demonstrates that impacts can be effectively controlled through enforceable operational measures.

Planning Policy Context (Hillingdon)

This OMP is prepared to support compliance with relevant planning policy including:

- **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 and standards / amenity considerations).
- **NPPF (2024)** – Paragraph 135 (good design and amenity considerations).

Scope

This OMP applies to:

- All care home staff (full-time, part-time and agency);
- Visitors, contractors and regulatory inspectors; and
- Residents (children up to 17 years old).

2. Description of the Care Home

Overview of Use

- **Maximum of 4 resident children** aged between **[8–17] years** (final range to be confirmed by the Operator's registration).
- **24-hour care**, 365 days a year.
- Staffed at all times with defined shift patterns and supervision.
- Operated within a domestic dwelling environment, with no institutional character.

Goals of the Home

- Provide a safe, stable and therapeutic home environment;
- Support children with social, emotional and behavioural needs;
- Help maintain education attendance and access to local services; and
- Support transition planning (reunification, step-down care, or independence pathways as appropriate).

Regulatory Compliance

- The home will be **registered and regulated by Ofsted**.
- All operations will comply with **Children's Homes (England) Regulations 2015** and **National Minimum Standards**.

3. Staffing and Shift Management

Staffing Levels (Typical Baseline)

TIME PERIOD	NUMBER OF STAFF	ROLE
DAYTIME (07:00–22:00)	3 staff on site	Carers / Key Workers
NIGHT (22:00–07:00)	2 staff (1 sleep-in, 1 awake/waking)	Night supervision
REGISTERED MANAGER / DEPUTY	Visits during working hours	Oversight, compliance, liaison

(Staffing levels are needs-led. Additional staffing will be provided where a child's risk assessment requires it.)

Shift Changeover Procedure

To prevent multiple cars arriving/leaving at the same time and to reduce disturbance:

- Shift handovers will be **staggered**, with defined arrival/departure windows.
- **No outdoor handovers:** all briefings occur indoors.
- Staff are required to arrive/depart quietly (no shouting, no car door slamming, no idling).

Noise Management During Shifts

- "Quiet arrivals and departures" policy.
- Engines off immediately on arrival (no waiting with idling engines).
- Staff do not congregate outside the property.

4. Resident Management

Resident Behaviour Management

- Each child will have an **individual care plan** and risk assessment.
- Therapeutic support is coordinated on-site or via scheduled appointments.
- Behavioural incidents are managed indoors using de-escalation techniques and safeguarding protocols.

Outdoor Use (Garden / External Area)

- Outdoor space use restricted to **08:00–20:00** to minimise noise impacts.
- **Supervised activities only.**
- No amplified music outdoors.
- If neighbour concerns arise, additional restrictions will be applied immediately (e.g., reduced outdoor periods, quieter activity types).

Off-site Activities

- Transport is coordinated to minimise vehicle trips.
- Shared transport used where possible (group outings).
- Children do not drive; any travel is staff-led and risk-assessed.

5. Visitor and Professional Access

Visitor Types

- Social workers / personal advisers
- Family members (pre-scheduled and subject to safeguarding/care plan)
- Health professionals (therapists, NHS workers)
- Education professionals
- Ofsted inspectors / commissioning visits

Visiting Hours Policy

VISITOR TYPE	PERMITTED HOURS
SOCIAL WORKERS / PROFESSIONALS	09:00–18:00 (Mon–Fri)
FAMILY VISITS	10:00–18:00 (Sat–Sun)
EMERGENCY VISITS	Case-by-case approval (managed by Registered Manager)

Visitor Management Measures

- **Pre-booked visits only** (no drop-ins).
- **Maximum two visitors at a time** (excluding emergency services).
- Visitors receive parking and conduct instructions in advance.
- Visits are scheduled to avoid overlap where practicable.

6. Parking & Transport Management

On-Site Parking

The proposed site plan indicates **1 on-site parking space**. The home will operate a **managed parking strategy** to ensure no unacceptable parking stress:

Priority order for space use:

1. Emergency vehicles (if required)
2. On-duty night staff (to avoid late-night on-street parking)
3. Pre-booked professional visitor (only where necessary and scheduled)

Shift Changeover Controls (Parking)

- Staggered handovers to prevent clustering.
- Staff are encouraged to use public transport, walking, cycling, and car sharing where practicable.
- Visitors are instructed to park legally and considerately and never to block driveways or dropped kerbs.

Car Use Reduction Strategies

- Encourage public transport use for staff (where practicable).
- Car-sharing arrangements for shift workers.
- Local taxi contract for emergency/urgent travel where needed.

Delivery & Servicing

- Deliveries scheduled between **09:30–16:00** where practicable.
- No large commercial servicing expected; domestic-scale deliveries only.
- Drivers instructed not to obstruct the footway or neighbouring accesses.

7. Noise and Disturbance Controls

General Controls

- Outdoor activity limited to **08:00–20:00** only.
- No amplified music outdoors.
- Night-time quiet period: **22:00 onwards** (quiet hours supported by staff supervision).
- Windows and doors managed to limit breakout noise during evening periods.

Staff Training

- Induction includes noise awareness, neighbour relations, and frontage behaviour standards.
- Staff are trained to intervene early to prevent nuisance and to manage conflict/de-escalation.

Incident Management

- Any neighbour complaint logged and acknowledged within **24 hours**.
- Investigation and corrective action within **48 hours** (or agreed timeline).
- Escalation process for repeated issues, including tightened routines and activity restrictions.

8. Community Engagement

Pre-Opening Engagement

- Letter drop to neighbouring households explaining:

- purpose of the home,
 - staffing arrangements and visiting controls,
 - key contact details for queries/concerns.
- Offer a meet-and-greet session with neighbours (optional / subject to safeguarding considerations).

Ongoing Engagement

- 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 (non-confidential).

9. Security and Safeguarding

- Secure access system with controlled entry and staff oversight.
- CCTV at main entrance (and parking area if applicable) – GDPR compliant and not directed into neighbours' private areas.
- Boundaries maintained and kept secure.
- Safeguarding lead/Registered Manager responsible for resident welfare and site security.

10. Emergency Management

Procedures Include

- Fire evacuation drills conducted at appropriate intervals (and recorded).
- Staff trained in first aid and emergency response.
- Emergency contacts and procedures displayed internally.
- Clear access maintained at all times.

11. Monitoring and Review

- OMP reviewed **annually** or after any significant incident/complaint.
- Logs maintained (non-confidential):
 - Visitor log
 - Complaints log
 - Incident log
 - Shift change monitoring notes (where relevant)

KPIs to monitor:

- Number of neighbour complaints and response time
- Parking compliance and any overspill concerns
- Noise incidents and mitigation actions
- Operational stability (routine adherence)