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Operational Management Plan (OMP)

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

Site Address: 3 Deane Avenue, Ruislip

Prepared By: V-Design CAD Services Ltd

Date: 24.09.2025

1. Introduction

Purpose of the OMP

- Outline how the care home will operate on a day-to-day basis.
- Demonstrate how the facility will safeguard residents, staff, and the local community.
- Provide clear management procedures to **minimise noise, traffic, and neighbour disturbance.**
- Meet planning policy requirements under:
 - **Hillingdon Local Plan Part 2 – DMHB11, DMH8**
 - **London Plan Policy D6**
 - **NPPF Paragraph 135 (2024).**

Scope

This OMP applies to:

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

2. Description of the Care Home

Overview of Use:

- Maximum of **4 resident children** aged between [**8–17 years**].
- 24-hour care provided, **365 days a year**.
- Staffed at all times with defined shift patterns.

Goals of the Home:

- Provide a safe, nurturing, and therapeutic environment.
- Support children with social, emotional, and behavioural challenges.
- Facilitate family reunification or transition to independent living.

Regulatory Compliance:

- The home will be registered and regulated by **Ofsted**.
- All operations will follow Ofsted standards and the **Children's Homes (England) Regulations 2015**.

3. Staffing and Shift Management

Staffing Levels:

Time Period	Number of Staff	Role
Daytime (07:00–22:00)	3 full-time staff on site	Carers / key workers
Night (22:00–07:00)	2 staff (1 sleep-in, 1 awake)	Night supervision
Part-time Manager	Visits during working hours	Oversight and admin

Shift Changeover Procedure:

- **Staggered handovers** to prevent multiple cars arriving/leaving at the same time.
- No more than **two vehicles on site at any one time** for shift change.
- Staff to use designated parking space(s) or nearby public transport.

Noise Management During Shifts:

- Quiet arrivals and departures (e.g., engines off while waiting).
- No outdoor staff handovers; all briefings take place indoors.

4. Resident Management

Resident Behaviour Management:

- Each child will have an **individual care plan**.
- Therapeutic support provided on-site or off-site appointments managed by staff.
- **Behavioural incidents** handled indoors in line with safeguarding protocols.

Outdoor Use:

- Garden/outdoor space to be used only **between 08:00–20:00** to minimise noise.
- Supervised activities only — no unsupervised play.

Off-site Activities:

- Transport coordinated to minimise vehicle trips.
- Shared transport used where possible for group outings.

5. Visitor and Professional Access

Visitor Types:

- Social workers
- Family members (pre-scheduled)
- Health professionals (e.g., therapists, NHS workers)
- Ofsted inspectors

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

Visitor Management:

- Maximum **two visitors at a time**.
- Pre-booked visits only (no drop-ins).
- Visitors informed of parking rules in advance.

6. Parking & Transport Management

On-Site Parking:

- Total available spaces: 2.
- **Priority order for space use:**
 1. Emergency vehicles (if required).
 2. Staff on duty.

3. Visitors (overflow managed off-site).

Car Use Reduction Strategies:

- Encourage public transport use for staff.
- Car-sharing arrangements for shift workers.
- Local taxi contracts for emergency use.

Delivery & Servicing:

- Deliveries scheduled **between 09:30–16:00**.
- Refuse collection coordinated with council's existing service.

7. Noise and Disturbance Controls

General Controls:

- Outdoor activities limited to daytime hours.
- No amplified music outdoors or in communal areas with open windows.
- Night-time curfew inside communal spaces (22:00 onwards).

Staff Training:

- Induction includes noise awareness and neighbour relations.
- Code of Conduct for all staff on behaviour when arriving/leaving.

Incident Management:

- Any neighbour complaints logged and addressed within **48 hours**.
- Escalation process for unresolved issues.

8. Community Engagement

Pre-Opening Engagement:

- Letter drop to neighbouring households explaining:
 - Purpose of the home.
 - Staffing arrangements.
 - Contact details for queries/concerns.
- Offer a meet-and-greet session with neighbours.

Ongoing Engagement:

- Dedicated 24/7 **community liaison phone number**.
- Quarterly check-ins with local residents' association (if applicable).
- Annual open house session for community awareness.

9. Security and Safeguarding

- Secure access system with controlled entry.
- CCTV at main entrance and car park areas (GDPR compliant).
- No exterior lighting that causes light spill to neighbouring homes.
- Safeguarding officer responsible for all resident welfare and security matters.

10. Emergency Management

Procedures Include:

- Fire evacuation drills conducted quarterly.
- Staff trained in first aid and emergency response.
- Local emergency services notified about the care home location and purpose.

11. Monitoring and Review

- OMP reviewed **annually** or following any significant incident.
- Log of complaints and incidents maintained and shared with Ofsted during inspections.
- KPIs to monitor:
 - Number of neighbour complaints.
 - Parking compliance.
 - Resident wellbeing outcomes.

12. Appendices

Include supporting material such as:

- Example staff rota.
- Map of designated parking spaces.

Summary Table of Key Commitments

Issue	Control Measure
Parking pressure	Staggered shift changes, Travel Plan, visitor booking system
Noise disturbance	Outdoor curfew, staff training, complaint process
Neighbour relations	Pre-opening letter, quarterly updates, 24/7 contact line
Safeguarding	Ofsted compliance, secure access, CCTV
Traffic impact	Limited vehicle trips, deliveries off-peak
