

Operational Management Plan

Daisy Care Homes Supporting C2 Planning Application

1. Purpose

This Operational Management Plan has been prepared in support of the proposed change of use to a C2 Children's Residential Home. It explains how the home will operate on a day-to-day basis and demonstrates that it will be managed in a way that protects neighboring amenity while providing a safe, stable and nurturing home for vulnerable children.

2. Nature of the Home

The home will accommodate a maximum of three children in a family-style environment. It is intended to provide long-term residential care, offering stability, routine and continuity rather than short-term or emergency accommodation.

3. Staffing Arrangements

The home will be staffed by a sufficient number of suitably qualified and experienced staff to meet the assessed needs of the children in residence, in accordance with all relevant regulatory requirements and individual care plans. Staff will predominantly work 12-hour shifts, reducing the number of daily changeovers and helping to provide continuity of care.

Where operationally appropriate, sleep-in staff will be utilised. By remaining on site overnight, sleep-in staff reduce late evening and early morning arrivals and departures, helping to minimise vehicle movements, noise and general activity around the property.

4. Professional Management

The home will be professionally managed and operated in accordance with all relevant legislation, regulatory requirements and internal management procedures to ensure a safe, stable and well-managed environment for children.

5. Daily Operation

- Children will attend school, education or approved activities.
- The home will operate as a normal family household with shared meals and household routines.
- Children will participate in structured recreational and educational activities.

- There will be no commercial activity, public drop-in use or institutional appearance.

6. Staff Training

Staff training, mandatory refresher courses and professional development will normally be delivered online or at external training venues. The property will not routinely be used as a training venue, reducing additional traffic and parking demand.

Daisy Care Homes is committed to employing suitably qualified and experienced staff. Care staff will normally hold, or be working towards, a Level 3 qualification in Residential Childcare (or an equivalent recognised qualification) in accordance with the relevant regulatory requirements. In addition, staff will normally have a minimum of two years' experience working within children's residential care or a closely related children's care setting, ensuring that children receive consistent support from experienced and appropriately trained professionals.

7. Staff Experience and Qualifications

Daisy Care Homes is committed to employing suitably qualified, experienced and competent staff who are able to meet the individual needs of the children in its care. Staff will be recruited in accordance with safer recruitment practices and will receive appropriate induction, training, supervision and ongoing professional development.

Care staff will hold, or be working towards, the qualifications required by the relevant regulatory framework, including the Level 3 Diploma for Residential Childcare (or an equivalent recognised qualification), within the required timescales. Staffing arrangements will ensure that children receive safe, consistent and high-quality care from appropriately trained professionals.

8. Neighbour Commitment

The property will retain the appearance of a normal family dwelling with no commercial signage or advertising. Daisy Care Homes is committed to being a considerate neighbour and will respond promptly to any reasonable concerns raised by local residents.

9. Safeguarding

The home will operate in accordance with applicable children's home legislation and safeguarding requirements. Individual care planning, risk assessments and appropriate supervision will be provided to support each child's welfare.

10. Review

This Operational Management Plan will be reviewed periodically and updated where necessary to reflect operational experience, regulatory requirements or planning commitments.

11. Conclusion

The proposed children's home will operate as a small, well-managed residential home with low levels of activity comparable to a family dwelling. Through the use of 12-hour shifts, sleep-in staff, professionally managed operations, off-site and online staff training, managed visitor appointments and clear operational procedures, the home is expected to integrate positively into the surrounding residential area while delivering an important social benefit.