

Operational Statement

Proposed Change of Use from Class C3 Dwellinghouse to Class C2 Residential Children's Care Home

120 Kendrick Road, Reading, RG1 5DP



1. Introduction

This Operational Statement has been prepared in support of the proposed change of use of 120 Kendrick Road, Reading, from a dwellinghouse (Use Class C3) to a children's residential care home (Use Class C2).

The proposed home will provide accommodation and support for a maximum of two children aged between 5 and 17 years who require residential care. The home will operate in accordance with Ofsted requirements and will provide a safe, stable and nurturing family-style environment.

The proposal has been designed to ensure that the property continues to operate in a manner that closely resembles a traditional family dwelling and maintains the residential character of the area.

2. Nature and Day-to-Day Operation of the Home

The home will accommodate a maximum of two children who will reside at the property as their home.

The day-to-day operation of the home will closely reflect normal family living and will typically involve:

- Children attending school, college or educational provision during weekdays.
- Participation in recreational, sporting and community-based activities.
- Meal preparation and dining within the home.
- Homework, leisure activities and social engagement.
- Supported development of life skills and independence.
- Normal household routines including cleaning, laundry and maintenance.

The home will provide a therapeutic and nurturing environment focused on supporting children's emotional wellbeing, personal development and educational attainment.

The property will not operate as a treatment centre, clinic, assessment centre, secure unit or educational institution. Rather, it will function as a domestic family-style home where children live and receive care in a residential setting.

3. Staffing Arrangements and Supervision

The home will be professionally managed and staffed by suitably qualified and experienced childcare professionals.

A Registered Manager will be responsible for the overall management of the home, safeguarding arrangements, regulatory compliance, staff supervision and quality assurance.

The home will provide 24-hour supervision and care in accordance with the needs of the children residing at the property and the requirements of Ofsted registration.

4. Number of Staff Present at the Property

The home will operate with a maximum of two members of staff present at any one time.

Staffing levels have been intentionally designed to maintain a domestic and family-style environment rather than an institutional setting.

Typically, one or two members of staff will be present depending upon the individual care requirements of the children, the time of day and operational needs.

At no point will the home operate as a large staffed facility or generate activity levels associated with institutional care provision.

5. Shift Patterns and Staff Changeovers

The home will operate continuously, twenty-four hours a day, seven days a week.

Staff will work on a shift basis to provide continuous care and supervision.

Shift patterns will be arranged to ensure that:

- Appropriate supervision is maintained at all times.
- Continuity of care is provided to the children.
- Consistent relationships can be established between children and staff.
- Vehicle movements associated with staffing remain limited.

Staff handovers will occur at designated shift change periods and will generally involve a brief overlap between incoming and outgoing staff members to ensure effective communication regarding the welfare and care needs of the children.

The staffing arrangements are specifically intended to promote stability and consistency, which are important aspects of providing a family-style residential environment.

6. Visitor Arrangements

The property will not be used as a venue for family visits or contact sessions. Contact between children and their families, where appropriate and authorised, will be arranged and managed by the child's social worker in accordance with their care plan.

Family contact and approved visits will typically take place at suitable community locations such as community centres, parks, family homes, or other agreed venues identified by the responsible local authority. These arrangements will be pre-planned to ensure they are safe, appropriate, and in the best interests of the child.

Visitors to the property itself will be limited to professionals involved in the care, welfare, safeguarding, and regulation of the home. Such visitors may include:

- Social workers.
- Healthcare professionals.
- Educational professionals.
- Therapists and support workers.
- Ofsted inspectors.
- Other professionals involved in care planning and safeguarding.

Visits to the property will generally be pre-arranged and managed by staff. The frequency and nature of these visits will be comparable to those associated with many family households receiving support services, healthcare appointments, or professional visits. The property will not operate as a public-facing facility, there will be no unrestricted access by members of the public, and family contact visits will not take place at the home.

7. Parking and Vehicle Movements

The operation of the home is expected to generate limited vehicle movements.

The property benefits from existing parking provision capable of accommodating staff and occasional visitors associated with the operation of the home.

Given that a maximum of two staff members will be present at any one time and staff work extended shifts, vehicle movements are expected to be limited and comparable to those associated with a residential family dwelling.

Children residing at the home will not generate independent parking demand.

8. Measures to Safeguard Neighbouring Amenity

The operator is committed to ensuring that the home integrates positively into the local community and does not adversely affect neighbouring residents.

Measures to safeguard neighbouring amenity include:

- Limiting occupancy to a maximum of two children.
- Maintaining a family-style residential environment.
- Limiting staff presence to a maximum of two members of staff at any one time.
- Providing continuous supervision and professional management.

- Managing arrivals, departures and visitor appointments appropriately (if necessary).
- Maintaining the property, garden and surrounding areas to a high standard.
- Utilising standard domestic refuse and recycling arrangements.
- Ensuring children are appropriately supported and supervised.
- Maintaining positive relationships with neighbouring residents and the wider community.

The scale of occupancy and level of activity associated with the proposed use are expected to be comparable with those associated with a large family household.

9. Noise management

The Operator is committed to ensuring that the children's home operates in a manner that respects neighbouring residents and protects the residential amenity of the surrounding area.

External Areas

The garden and external amenity areas will be used in a manner consistent with normal residential occupation. Children will be supervised when using external areas where appropriate, and staff will ensure that outdoor activities take place responsibly and with consideration for neighbouring occupiers. No amplified music, public address systems, organised events or activities generating excessive noise will take place within the property or its grounds.

Vehicle Movements

The operational arrangements of the home are designed to minimise vehicle movements. As a result, arrivals and departures associated with shift changes will be limited and comparable to those generated by a family dwelling, noise from vehicle movement is therefore negligible.

Night-Time Management

The home will maintain appropriate staffing and supervision throughout the night. Children will be supported to maintain normal household routines, including appropriate bedtimes and quiet periods. Staff will ensure that noise levels both inside and outside the property are kept to a minimum during evening and night-time hours.

Complaints Procedure

The Operator is committed to being a responsible neighbour and maintaining positive relationships within the local community.

Should any concerns arise regarding noise or disturbance:

- Neighbours will be able to contact the Registered Manager directly (this information will be shared upon occupation and operational use of the property).
- Complaints will be investigated promptly.
- Appropriate corrective action will be implemented where required.
- Records of complaints and actions taken will be kept, maintained and be made available upon request.

Monitoring and Review

The Registered Manager will oversee compliance with this noise management procedure as part of the home's day-to-day management arrangements. Operational practices will be reviewed periodically to ensure that the use continues to operate in a manner compatible with the surrounding residential area.

10. Conclusion

The proposed children's home will provide a small-scale residential care setting for a maximum of two children aged between 5 and 17 years within an existing dwellinghouse.

The home will operate as a family-style residential environment with 24-hour care and supervision, managed by an experienced Registered Manager and supported by a maximum of two staff members on site at any one time.

The proposal will retain the residential character of the property, generate activity levels comparable to a family dwelling and will not result in unacceptable impacts on neighbouring amenity, highway safety or the character of the surrounding area.