

Operational Management Plan



Proposed C2 Children's Home
Maximum Occupancy: 3 Children (Ages 8–16)
Use Class: C2 (Residential Institution)
Location: 6 Edgemoor Drive, Fazakerley, L10 1LP

1. Introduction

This Operational Management Plan supports a planning application for a change of use from residential dwelling to a C2 residential children's home. The home will accommodate a maximum of three children aged between 8 and 16 years, providing 24-hour care in a safe, supportive, and nurturing environment. The service will be registered with Ofsted and operate in accordance with the Children's Homes (England) Regulations 2015.

2. Children's Profile

- **Number of Children:** Maximum of 3
 - **Age Range:** 8 to 16 years
 - **Needs Supported:** Emotional and behavioural difficulties (EBD), mild learning disabilities, and attachment needs.
 - **Placement Type:** Medium to long-term residential placements
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3. Staffing Structure

Role	Number of Staff (FTE)	Notes
Registered Manager	1	Full-time leadership and compliance
Deputy Manager	0.5 – 1	Assists in operations and on-call
Residential Support Workers	6 – 7	Rotational shift cover (day and night)
Waking Night Staff	1 (nightly)	Awake and present overnight
Bank/Relief Staff	As needed	Covers holidays/sickness
Responsible Individual	As Needed	Will maintain consistent and effective oversight of the home's management

4. Staffing & Shift Patterns

- **Morning Shift:** 07:00 – 15:00 (2 carers)
- **Afternoon/Evening Shift:** 15:00 – 22:00 (2 carers)
- **Waking Night Shift:** 22:00 – 07:00 (1 waking night staff)
- **Handover Times:** 15 minutes overlap at 07:00, 15:00, and 22:00 to ensure proper transfer of information.

All staff shifts include verbal and written handovers with clear logs of significant events, medication, behaviour incidents, and welfare notes.

5. Sleeping and Night Care

- There will be one **waking night staff** on duty every night.
 - No staff sleep on site; the night staff remain awake throughout the night.
 - Regular welfare checks and incident response are part of the night duty.
 - An on-call manager is available 24/7.
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6. Management & Oversight

The home is overseen by a full-time **Registered Manager**, supported by a **Deputy Manager**. Responsibilities include:

- Staff supervision, training, and recruitment
- Care planning and child development tracking
- Ofsted and regulatory compliance
- Risk assessments and safeguarding

All staff receive ongoing training in safeguarding, first aid, behaviour management, and trauma-informed care.

7. Complaints Procedure

- Children and stakeholders can raise complaints verbally, in writing, via email or phone.
 - Complaints are acknowledged within **24 hours** and investigated within **5 working days**.
 - A formal response is provided within **28 days**.
 - Complaints are logged and used for service improvement.
 - Children are supported to access advocacy services and report to Ofsted or their local authority if needed.
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8. Daily Routine Overview

Time	Activity
07:00–08:30	Morning routine, breakfast, school prep
08:30–15:00	School hours (staff on-call)
15:00–17:00	Snacks, keywork sessions, activities
17:00–18:00	Evening meal
18:00–21:00	Leisure time, structured group work
21:00–22:00	Bedtime routine
22:00–07:00	Night care, checks, rest

9. Safeguarding & Behaviour

- Individual risk assessments and behaviour support plans are maintained.
 - All staff are trained in de-escalation and safeguarding procedures.
 - Physical intervention is used only as a last resort in accordance with policy.
 - The Designated Safeguarding Lead (DSL) manages concerns in liaison with LADO.
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10. Record Keeping

- All records will be kept in secure, GDPR-compliant systems.
- Documentation includes incident logs, care notes, medical records, and risk assessments.
- Files are accessible to authorised professionals only.

11. Community Engagement & Neighbour Relations

- Children are encouraged to engage in community activities and access local services.
 - The home promotes positive neighbour relationships and responds quickly to any community concerns.
 - Contact details for management are made available to local residents if needed.
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12. Emergency Planning

- Fire drills conducted monthly.
 - PEEPs (Personal Emergency Evacuation Plans) in place for each child.
 - All staff trained in emergency first aid, fire safety, and incident protocols.
 - Emergency Lighting tests to be conducted monthly & annually.
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13. Conclusion

This operational management plan ensures that the children's home will be a professionally run, safe, and nurturing environment for vulnerable children. The plan outlines staffing, safeguarding, daily routines, and compliance procedures to ensure smooth operation under C2 use. The home aims to have a positive impact on both its residents and the wider community.