

## **Horizons of Hope CIC**

### **Operational Statement**

This statement has been prepared to provide further information regarding the day-to-day operation of Horizons of Hope CIC and to address matters relating to staffing, appointments, vehicle movements, parking, highway impact, servicing, cycle provision and the management of the premises.

#### **Hours of Operation**

The centre will operate between 8.00am and 7.00pm, seven days per week. Although the premises will be open during these hours, all services are delivered strictly on an appointment-only basis, ensuring that activity throughout the day remains low intensity and carefully managed.

#### **Staffing**

A maximum of six members of staff will be based at the premises at any one time. These comprise the operational management and administration team responsible for delivering appointments and managing the centre.

The remaining members of our workforce (approximately six staff) will continue to be based from our existing Liverpool office and will predominantly undertake community-based outreach support, home visits and off-site work. They will not be routinely operating from the Horizons of Hope premises.

To minimise vehicle movements, the Registered Manager, Social Worker and Administrative Officer will travel to and from the premises together using a single vehicle wherever practicable. The Training Coordinators and Receptionist do not drive and will utilise public transport to travel to and from work.

#### **Appointment Management**

The service operates on a strict appointment-only basis, with no drop-in facilities available.

Appointments are carefully staggered throughout the day, with a minimum 30-minute interval between each appointment. This period enables staff to complete comprehensive case recording, session write-ups, safeguarding documentation, file management and preparation for the next appointment.

The staggered appointment system ensures that arrivals and departures are spread evenly throughout the day, preventing multiple visitors attending at the same time and significantly reducing any potential impact upon the local highway network.

Visitors will be asked to arrive promptly for their allocated appointment time, meaning there is no requirement for individuals to queue or wait outside the premises.

## **Vehicle Movements and Highway Impact**

The operational model has been specifically designed to generate low levels of vehicle movements.

Due to the limited number of staff based at the premises, the appointment-only service model and the staggered scheduling of appointments, vehicle arrivals and departures will be dispersed throughout the day rather than concentrated at peak times.

This approach ensures that the use of the premises is significantly lower in traffic generation than many other commercial or community uses and is not expected to have any material impact on the surrounding highway network.

## **Arrivals, Departures and Parking**

Arrivals and departures will be managed through our appointment booking system. As part of the booking process, visitors are asked whether they intend to travel by private vehicle or public transport. This enables appointments to be scheduled appropriately and parking provision to be managed efficiently.

By obtaining this information in advance, staff are able to allocate available parking spaces where appropriate, encourage sustainable travel where possible and minimise unnecessary parking demand within the surrounding residential area.

The staggered appointment system further reduces the likelihood of multiple vehicles arriving or departing simultaneously, ensuring that parking demand remains low and manageable throughout the day.

## **Sustainable Travel and Accessibility**

The premises are accessible by both public transport and local pedestrian routes, providing convenient access for staff and visitors without reliance on private vehicles.

The organisation actively encourages the use of public transport, walking and cycling wherever practicable. Several members of staff already utilise public transport as their primary means of travel to work, contributing to reduced vehicle movements associated with the premises.

## **Pedestrian Safety**

The existing site access provides suitable pedestrian visibility for vehicles entering and leaving the premises. Appropriate pedestrian visibility splays will be maintained free from obstruction to ensure clear intervisibility between vehicles and pedestrians using the adjacent footway, thereby promoting safe access and egress.

## **Refuse and Servicing**

The premises will generate only typical domestic-type waste associated with office and family support activities. Refuse will be stored securely on site and collected through the standard local authority domestic waste collection service, in line with neighbouring residential properties.

No specialist or commercial waste collections are required.

The operation of the centre does not require regular servicing by commercial or heavy goods vehicles. Any occasional deliveries, such as office supplies or resources for family support sessions, will be small-scale and accommodated within the normal operation of the premises without impacting upon the highway.

### **Cycle Provision**

The premises provides secure internal cycle storage for up to six bicycles. The cycle parking is located within the main entrance area alongside the designated pram storage area, providing a secure, weather-protected and easily accessible facility for staff and visitors.

This provision supports sustainable methods of travel and encourages cycling as an alternative to private vehicle use.

### **Consideration for Neighbouring Residents**

Horizons of Hope CIC is committed to operating in a manner that is respectful of neighbouring residents and the surrounding community.

The appointment-only nature of the service, combined with staggered appointments, proactive parking management and low visitor numbers, ensures that activity at the premises remains well managed. Staff and visitors will be expected to arrive and depart responsibly and with consideration for neighbouring properties, helping to minimise any disturbance.

### **Summary**

Horizons of Hope CIC has been designed to operate as a low-intensity, appointment-only family support service. A maximum of six staff will be based at the premises at any one time, with additional outreach staff remaining based from our Liverpool office.

The combination of controlled staffing levels, staggered appointments, proactive visitor management, sustainable travel measures, secure cycle storage, standard domestic servicing arrangements and careful parking management ensures that the proposed use will generate limited vehicle movements and will have no material adverse impact on highway safety, residential amenity or the character of the surrounding area.