



VERITAS CARE HOMES LIMITED

1

COMMUNITY IMPACT ASSESSMENT

For

31 Normandy Road Huyton L36 7UU

Approved by: – Managing Director – Veritas Care Homes Ltd Company Registration No16908842	Issue Date: 5 th January 2026	Review Date: 1 st August 2026
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1.0 Introduction

Residential Children's Homes serve the purpose of providing personalised support in a warm and nurturing environment for vulnerable children in the care of the community.

Children who need such provisions have, in many cases, previously experienced disruptive and harmful living experiences, through no fault of their own. It is the responsibility of a residential children's home provider that living environments for children are designed to mitigate the consequential risks. Therefore, the emphasis is centred on providing a placement where the harm reduction is central in providing a nurturing living environment for young people.

To achieve this, Veritas Care must carefully consider the location of any proposed children's home and the impact it can have on the local community, whilst also considering the impact the local community can have on the children. Veritas Care Community Impact Policy outlines how these risks and key factors will be managed by the organisation from Managing Director through to Residential Children's Support Workers and the children themselves.

2.0 Policy Statement

Veritas Care Homes Limited understands that, as a responsible childcare provider, it must carefully manage any impacts that a Residential Children's Home may have on the local community in which they are located. In addition, Veritas Care Homes Limited has a responsibility to also consider what impact the local community has on the children and whether it is a suitable environment for their development and needs. Veritas Care Homes Limited has a commitment to improving the lives of young people and ensuring

they can be cared for in a safe, warm, and nurturing environment as well as promoting, where possible, easy access to local facilities.

In addition, we encourage children, where possible, to integrate into the local community and engage in activities that give back to the local community to where they reside.

This Policy provides information on how Veritas Care Homes Limited identifies suitable communities for young people, assess the impact both on and from a local community and how this impact is managed.

3.0 Policy Scope

This Policy applies to all employees of the organisation. This Policy also applies to the children and young people who will be residing at our residential children's homes. It is the responsibility of all staff to ensure that the guidelines set out in this policy are appropriately communicated to young people placed in our care and that young people are supported in their understanding and their adherence to the guidance laid out in this policy.

This policy also applies to the visitors of our residential children's homes. Although visitors may not be aware of this guidance, Veritas Care Homes staff are responsible for ensuring that this information is shared outside the home, with visitors being made aware of the standards and expectations that are required.

This policy can also be used as an informational document resource for the wider public to gain an understanding of how Veritas Care

Homes will responsibly operate residential children's homes within the community and subsequently, how the local community may have an impact in return.

4.0 Community Impact

4.1 Parking

Parking can have a significant impact on the local community, in some circumstances, and can cause disruption amongst residents. Veritas Care Homes Limited will always be mindful of this and ensure that any parking arrangements do not exceed those of a normal residential home.

Use of public transport and car share will be promoted, where possible, for all staff at our residential children's homes along with the house car we there will be sufficient parking for anyone who opts to use a car to transport themselves to and from the property.

4.2 Staff Rotation

Staff rotations should be considered regarding the impact the coming and goings have on the immediate local community. Staff handovers should occur during off-peak times to minimise any possible disruption to neighbours.

Staff changeovers will be at 10am, every 48 hours. There will be a handover of 2 staff for a period of 15 minutes to ensure smooth transition of operational requirement depending on the staff levels needed.

4.3 Lights and Lighting

External lights around the property will be kept on to a minimum and only used when necessary. Staff will be aware of the requirement to ensure the minimum light pollution caused from the property is maintained and ensure that lights are only used for:

- Security
- When using the outdoor areas of the property
- To aid access and exiting of the property

Internal lighting will be managed using curtains and/or blinds, where applicable, within the property, and will be closed, dependent on the time of the year, as part of the organisation's evening care routines. A general rule is that children's lights are switched off no later than 10pm, during the week, and 11pm, at the weekend. However, this will be managed by staff, dependant on age and needs of the children in residence. Staff will endeavour to have lights off at 11pm, which will also be in accordance with their Terms & Conditions of employment, when it is expected that during the hours of 11pm and 7am, staff will be allocated their sleeping hours.

4.4 Anti-Social Behaviour

Noise Pollution

The expectations are that young people residing within the home will not create any more noise than any other child of their age that would reside in any other 'normal' family home. High noise levels or behaviour, which may be deemed as causing a disturbance through

excessive noise, will not tolerated by the home's management and support staff and appropriate behaviour management will be implemented in any such event. Members of the local community will be encouraged to liaise with the home over any reasonable concerns they have, as part of the home's community integration values.

Substance Misuse

Veritas Care Homes Limited do not tolerate, under any circumstance, substance misuse or illegal drug use, in or around the vicinity of the property. Drug use is a criminal act and will be treated as such in all circumstances where there is a highly unlikely occurrence, suspicion or accusation of drug use that is related to residents in our homes.

Alcohol is not permitted on the property and the consumption of alcohol on or within the vicinity of the property is strictly prohibited. Such occurrences will be considered as a contravene of house rules and appropriate management measures will be enforced.

Behaviour Management

Appropriate behaviour management techniques used by Veritas Care Homes Limited can be viewed, in detail, in our Behaviour Management Policy. As an overview, the effective methods used are:

- PRICE – Physical interventions used as an absolute last resort.

- Restorative Justice
- PACE
- Positive reinforcement.
- Pro Social Modelling
- DDP

Whilst children bring their own values and behaviours to placements, our staff will play a key role in nurturing children's values. The culture of the home, generated by the staff, is critical in giving children the best possible life that they can have. Staff are expected to understand, manage, and deal with young people's behaviour, including encouraging children to take responsibility for their behaviour and help them to learn how to resolve conflict. A supportive, encouraging, open and honest culture will result in stability, positivity, and an environment to grow in. The home has clear, fair boundaries, where children feel safe, encouraged, and appropriately rewarded, so that they thrive and achieve and will be aligned to the requirements expected of Ofsted, Social Services and other governing bodies.

4.5 Waste

Homes operated by Veritas Care Homes Limited will run not too dissimilar to any normal residential home. Therefore, the amount of waste the property creates will not exceed that of a normal residential home. It is the responsibility of all staff to ensure that proper disposal methods are used by promoting recycling, ensuring waste disposal methods are available and ensuring that staff and residents of our

residential children's homes follow local authority protocols when disposing of waste.

4.6 Property Maintenance

It is the responsibility of Veritas Care Homes Limited to ensure that our homes are well maintained, well presented, and kept to the same standard as the rest of the local area. Veritas Care Homes Limited have procedures in place that ensure that repairs and maintenance needs are responded to promptly and efficiently to ensure that both regulatory requirements and standards are met.

Any property maintenance concerns that have been identified as a health and safety concern should be immediately reported to management and responded to in line with Veritas Care Homes Limited risk management procedures. Veritas Care Homes Limited incorporates risk management as part of its procedures, ensuring that all health and safety issues are monitored regularly and mitigated at the earliest opportunity.

4.7 Neighbour Complaints

Veritas Care Homes Limited complaints policy outlines the procedures followed for complaints. Complaints by members of the local community are taken very seriously and are dealt with sensitively. Veritas Care Homes Limited welcomes all feedback from the local community that is delivered through proper means and in an appropriate manner.

All complaints are managed by the registered manager of the home who will endeavour to resolve the matter. Where there is difficulty to resolve the situation, Veritas Care Homes Limited senior management will be informed and subsequently take appropriate action to resolve the matter.

It is in the best interest of Veritas Care Homes limited to ensure the local community have an open and effective communication process where they can raise concerns and provide feedback so that the organisation can continuously develop to ensure that any negative impacts on the community are mitigated.

As an organisation, Veritas Care Homes Limited offer an open-door policy in which other professionals and members of the community have an opportunity to discuss concerns, issues, or general feedback where such discussions are necessary and appropriate.

The registered manager of the home will keep a log of any neighbour complaints which will be viewed by Ofsted, who ensure that we deal with any complaints effectively and in a fair and practical way.

4.8 Employment

Veritas Care Homes Limited recruitment policy will champion Diversity and Inclusion, adhere to Equal Opportunities legislation, and will employ staff who are both experienced and competent and furthermore, embrace the organisations culture and values.

4.9 Regional Economy

Veritas Care Homes Limited children's homes will have a positive impact on the community and the wider region, through expenditure in local services and businesses that serve the region. As well as creating permanent employment, our homes will strive towards using and accessing local services to boost local economies in which each home will be located.

4.10 Local Crime Watchdog

The observation of local area crime is a high priority for our children's homes and the organisation. Each operating home has a responsibility to ensure effective and efficient child protection protocols are in place which includes close observations and scrutiny of local crime. Any offending behaviours, by members of the community, are monitored through the following methods.

- Regular safe area location assessments.
- Examination of police crime statistics.
- Partnership working with Social Services.
- In depth reporting and partnership working with the police to manage any anti-social behaviour in the area.
- Liaison with the local PCSOs

Due to the nature of our work, children's homes should, in all cases, provide the local area with a facility that heavily contributes towards making the local community a safer place to be.

4.11 The impact of the local community

The local community in which children's homes are situated will have an impact on both the home as a whole and the young people residing in the home as individuals. Having a safe environment is essential for all young people to assist them to overcome any traumas they may have, due to previous experiences.

Veritas Care Homes Limited strive to place young people in areas in which the people of the local community can be positive role models for them. Role modelling is essential for children and young people for them to be able to identify with individuals like those they aspire to become themselves. Children and young people who have experienced negative environments in which negative behaviours are regularly demonstrated, often model such behaviours, however, it can be likewise within positive local environments also.

It is essential that young people get access to local services and amenities that meet the needs of those young people. This is a crucial part of locating suitable environments for children and young people as they will need to be able to access local facilities and services of a high standard for them to be able to learn and develop in the same way as any other child.

Children and young people can develop, thrive, and flourish in communities that demonstrate positive role modelling, have lower rates of crime, and promote inclusion.

5.0 Staff Guidelines, current home assessment risk rating and Policy Application

5.1 Staff Guidelines

This policy has been written to provide all employees of Veritas Care Homes Limited with information and guidance on how to manage any impact that our care homes may have on the local community.

5.2 Current home risk assessment rating

The following assesses the impact risk of our current home, 31 Normandy Road, Huyton, L36 7UU.

• Parking

There are no set spaces on public land outside the property of 31 Normandy Road, however there are parking spaces at either end of the close in this residential area. There are parking spaces on one side of the road outside and the property and parking for one car on the gated drive way- Community Impact Risk = **LOW**

• Light Pollution

Young people's lights out at 10pm during the week and 11pm at the weekend. Staff will endeavour to ensure that the lights in the property are off by 11pm. Community Impact Risk = **LOW**

• Noise Pollution

Noise should be kept to a minimum and consideration to be applied from 10pm onwards for young people and staff. Community Impact Risk = **LOW**

- **Promotion of positive social behaviour**

Educating young people around appropriate behaviours in the community. Community Impact Risk = **LOW**

- **Dealing with complaints**

Staff are to follow the Veritas Homes Limited complaints procedure set out in the organisation's policies. A complaints log is to be kept ensuring that our commissioners and regulators can review any complaints and ensure that we are dealing with them effectively. Community Impact Risk = **LOW**

- **Property Maintenance**

Ensure that all maintenance and repairs are dealt with effectively and that the upkeep of the property is in line with the local area. Community Impact Risk = **LOW**

5.3 Policy Application

The application of this policy is the responsibility of every employee of Veritas Care Homes limited and should be applied and be part of the ethos and values of the organisation. All employees should contribute to the development, application, and promotion of this policy within all roles in the organisation.

6.0 Management Responsibility

It is the responsibility of the homes registered manager to ensure that the guidance set out in this policy forms part of the day-to-day operations of the home and that whole staff members, young people and visitors are aware of the guidelines to the extent of which is relevant to them and their role within the home.

It is the responsibility of the senior management to ensure that this policy is well promoted, well developed, and shared amongst all employees. Senior management are responsible in ensuring that this policy is regularly updated using information gained through previous feedback and ongoing consultation.

It is also the responsibility of senior management to ensure that community involvement and positive community impact remain core parts of the services that Veritas Care Homes Limited provides.

7.0 Staff Rota

Below is Veritas Care Homes Limited rota. The rota, as mentioned earlier in the assessment, is a 48-hour shift cycle, with a 15-minute handover period between shifts that can change depending on the children and their needs within our care:

Date	RSW	A/L or training	Managers	On call
1 st	T***		RM 9--5	
2 nd	T***		D 9-5	
3 rd	L****		RM 9--5	
4 th	L****		D 9-5	
5 th	N***		RM 9--5	
6 th	N***			
7 th	T***			
8 th	T***		RM 9--5	
9 th	L****		D 9-5	
10 th	L****		RM 9--5	
11 th	N***		D 9-5	
12 th	N***		RM 9--5	
13 th	T***			
14 th	T***			
15 th	L****		RM 9--5	
16 th	L****		D 9-5	
17 th	N***		RM 9--5	
18 th	N***		D 9-5	
19 th	T***		RM 9--5	
20 th	T***			
21 st	L****			
22 nd	L****		RM 9--5	
23 rd	N***		D 9-5	
24 th	N***		RM 9--5	
25 th	T***		D 9-5	
26 th	T***		RM 9--5	
27 th	L****			
28 th	L****			
29 th	N***		RM 9--5	
30 th	N***		D 9-5	
31 st	T***		RM 9--5	

8.0 Routines

7.1 7-7.30am Staff are on shift, ready to begin the morning routine, for the children. i.e. school uniforms, packed lunches if required, preparing breakfasts, daily cleaning. Morning routine is important and will be a positive aspect of the children's daily routine.

7.2 7:30-8am Children are called to get dressed and a healthy breakfast will be prepared, to start the day in the most positive, healthy manner.

7.3 8-8:30am Children will depart, either by taxi or house car, for their educational establishments.

7.4 8:30-9:30am Staff arrive back at the home from the school run

7.5 9-9:30am Registered Manager will arrive on site (unless they have a prior appointment to attend). The role of the Registered Manager will be to support the staff team in the day to day running of the home including the care giving to the young people being supported. They will also provide a point of contact for other services involved in the young people's care package. The Registered Manager holds responsibility for ensuring the care being provided is maintained at a high standard and follows the current regulations and legislation in line with operating a children's home. For the avoidance of doubt, the Registered Manager will, in the most part, be on site Monday to Friday.

7.6 10am One staff arrive for handover. There is currently a maximum of Three staff members on site.

7.7 10:15am Handover completed, one of the staff members will leave, there is now a maximum of two staff members on site.

7.8 10:00am -3:30pm Carers begin domestic duties such as dishes, vacuuming, laundry, tidying bedrooms, ordering online groceries, and preparing meals, which will be nutritious, home-cooked and made with fresh ingredients. Carers will also complete any necessary paperwork, such as reports.

- 7.9 3:30-4:30pm** Children will return home and be advised to complete any homework, before having free time; the children will be offered guidance if needed with homework. Healthy snacks will be available.
- 7.10 5pm** Registered Manager leaves, leaving one remaining staff on site.
- 7.11 5-6pm** Staff will prepare a healthy, home-cooked meal for staff & children who will eat together as a family.
- 7.12 6-8.30pm** Children will attend activities/groups such as scouts, gymnastics, cadets, music lessons, football, bowling, fishing, ice skating and any other specific hobbies the individuals may show an interest in.
- 7.13 8.30-10pm** Children be encouraged to bath/shower, have supper and prepare for bed (dependent on age). Latest bedtime for a weekday is 10pm and for a weekend is 11pm.
- 7.14 10-11pm** Carers will complete any remaining household tasks and paperwork.
- 7.15 11pm** Carers will secure the house and retire to bed; both carers will sleep overnight, there will not be waking night staff.
- 7.16** During weekends and school holidays, there will be a degree of flexibility with the daily routine; the children will partake in variety of activities including day trips to attractions such as Knowsley Safari Park, Blackpool, and residential holidays, they may also have family contact. They may spend time around the home like any other family setting. The routines are more flexible and relaxed though the same levels of supervision will remain in place.

7.17 Children will enjoy hobbies and activities at the weekend and may be transported by car or walk or may choose to stay at home. Children will settle into bed before carers, but this may be slightly later due to having no education the following day. Carers will go to sleep at 11pm.

7.18 Carers may do the weekly food shopping with children or may choose to have their shopping delivered, for convenience. If there is a visitor to the home such as a social worker, then they will be able to park on the road or on the driveway. There will be no set pattern for social worker visits and meetings will mostly happen online.

7.19 The maximum number of children living in the home will be up to two meaning that the potential number of visitors for children will be low. Carers will manage the diary so that planned visits for children do not coincide. Meetings for children which would require attendance by multiple visitors will not be held at the home and therefore there will not be issues with excessive traffic on the roadside which exceeds what would normally be expected for a family home. Meetings for children typically include CiC reviews (6 monthly) and education plan meetings (every term) which will be held at school.

