

Operational Management Plan

For: GK Childrens Care – 2 Quinn Way, Letchworth Garden City

Property Type: Corner Detached Residential Dwelling

1. Introduction and Purpose

This Operational Management Plan outlines how the children's home will operate safely, responsibly, and with minimal impact on the surrounding community. It details the home's admission criteria, staffing arrangements, daily routines, behaviour management, safeguarding, and specific measures to prevent noise or disturbance—particularly relevant due to the property's corner detached layout, which provides natural separation from neighbours but still requires proactive management.

The home will operate in full compliance with:

- The Children's Homes (England) Regulations 2015
- The Quality Standards
- Ofsted Inspection Framework
- Local authority planning conditions

2. Admission & Selection Criteria

To prevent undue distress or disturbance to neighbours and ensure safe, appropriate placements, the home applies strict admission criteria.

2.1 Age & Needs Profile

The home will accommodate:

- Children aged 8–18
- With Emotional and Behavioural Difficulties (EBD) and/or mild to moderate Learning Disabilities (LD)

2.2 Location Risk Assessment

A full Location Risk Assessment is completed for every referral to ensure the child's needs are compatible with the area and the property layout.

2.3 Compatibility Screening

Referrals are assessed for compatibility with existing residents.

3. Staffing & Supervision

3.1 Staffing Levels

- **24/7 staffing**, with a minimum of two staff (dependant on child needs) on duty at all times

- Registered Manager on-site weekdays and on-call out of hours
- Additional staffing deployed based on risk assessments

3.2 Staff Training

Staff receive training in:

- Trauma-informed practice
- Safeguarding
- Behaviour de-escalation
- First aid
- Community-sensitive practice
- Missing-from-home protocols

3.3 Supervision

Children are supervised at all times, including during outdoor play and community activities.

4. Daily Operations

4.1 Routines

- Structured morning, school, meal, and bedtime routines, dependant on child needs
- Homework and personal development time
- Quiet hours after 20:00

4.2 Behaviour Management

- Individual Behaviour Support Plans
- Positive reinforcement and restorative practice
- Immediate staff intervention if behaviour risks disturbing neighbours

5. Education, Health & Activities

- Children attend school or alternative education
- Health needs met through GP, CAMHS, and other professionals
- Activities planned to promote development while minimising neighbourhood impact

6. Visitors & External Professionals

6.1 Professional Visitors

Visits scheduled during daytime hours.

6.2 Family Contact

Normally conducted off-site unless otherwise agreed.

6.3 Visitor Controls

All visitors are pre-approved, supervised, during daytime working hours.

7. Noise Control Measures

The property is a corner detached dwelling, which provides natural separation from neighbouring homes on two sides. This layout reduces the likelihood of noise transfer; however, the home implements enhanced measures to ensure the property remains a quiet and respectful environment for the local community.

7.1 Quiet Hours

- Quiet hours enforced **20:00–07:00** daily.
- During this period:
 - No outdoor activities
 - Low indoor noise (TV/music at low volume)
 - Staff conduct additional checks

7.2 Outdoor Activity Controls

Because the property sits on a corner with two exposed boundaries:

- Outdoor play is supervised at all times.
- Outdoor activities restricted to:
 - **Weekdays: 10:00–19:00**
 - **Weekends: 10:00–19 :00**
- No ball games or high-impact activities permitted near shared boundaries.

7.3 Behavioural Expectations & Staff Intervention

- Registered Manager oversees implementation, reviews complaints, updates the plan.
- All Staff follow noise protocols, report risks, and maintain awareness.
- Children are supported to understand community expectations around noise.
- Use de-escalation techniques and staff training to reduce noise during heightened behaviours.
- Schedule stimulating activities earlier in the day to avoid evening disturbances.
- Staff intervene immediately if noise levels rise.
- Behaviour Support Plans include noise-related strategies for children who struggle with regulation.
- All noise-related incidents are logged and reviewed.

7.4 Vehicle & Traffic Noise

- Staff shift changes scheduled to avoid peak times (Shift changes will occur at 7.45am and 7.45pm)
- No idling of vehicles outside the property
- Parking is available in the front drive of the property, for 4 vehicles. Any additional vehicles attending property ie, for external visits there is additional parking within bays on Quinn Way.

7.5 Visitor Noise Management

- All visits pre-arranged and conducted during daytime
- No large gatherings

7.6 Monitoring & Compliance

- Staff conduct **hourly noise checks** during evenings
- A noise-monitoring log is maintained
- Registered Manager reviews logs weekly

7.7 Neighbour Communication Protocol

- Neighbours provided with a dedicated contact number of management.
- Concerns responded to within **24 hours where possible**

7.8 Continuous Improvement

- Noise incidents reviewed monthly
- Staff receive refresher training
- Adjustments made to routines or supervision if patterns emerge

8. Safeguarding & Risk Management

- Individual risk assessments
- Missing-from-home protocols
- Incident reporting
- Multi-agency collaboration
- Secure storage of medication and confidential information

9. Monitoring, Reporting & Quality Assurance

- Monthly Regulation 44 visits
- Annual Ofsted inspection
- Internal audits

- Staff supervision and team meetings
- Continuous improvement processes

10. Emergency Procedures

- Fire safety plan and evacuation routes
- Regular fire drills
- Crisis management protocols
- Business continuity arrangements

11. Conclusion

This Operational Management Plan demonstrates that the children's home will operate safely, responsibly, and with minimal impact on the surrounding community. The corner detached property layout, combined with robust noise-control measures, ensures the home remains a positive and unobtrusive presence in the neighbourhood.