



Children's Residential Home – Residential Management Plan

1. Purpose

This Management Plan has been prepared to ensure the operation of the Children's Residential Home minimises any impact on the amenity of neighbouring residents and maintains positive relationships with the local community.

The home will provide a safe, nurturing residential environment for children and young people. It will operate in a manner comparable to a typical family home wherever possible, whilst recognising the need for appropriate staffing, safeguarding and professional oversight.

The Registered Manager and staff team will be responsible for implementation of this Management Plan and ensuring ongoing compliance.

2. Management Arrangements

Registered Manager

The Registered Manager shall:

- Be the primary point of contact for local residents
- Ensure staff comply with all requirements of this Management Plan
- Investigate and respond to any concerns raised by neighbours promptly
- Review the effectiveness of the Plan annually or following any significant incident

Community Liaison

The home will maintain open and constructive relationships with neighbours by:

- Providing contact details for the Registered Manager
- Responding to enquiries or complaints within five working days

- Taking reasonable steps to address any operational issues identified by local residents
- Encouraging informal discussion and engagement where concerns arise

3. Staffing and Shift Changeovers

The home will be staffed on a 24-hour basis.

To minimise disturbance:

- Staff shift changeovers will normally be conducted within the building.
- Briefings and handovers will take place indoors
- Staff will be instructed not to congregate outside the property
- Vehicle engines shall not be left idling
- Staff shall arrive and depart quietly, particularly between the hours of 22.00pm and 07.00 am
- Any smoking or vaping by staff shall take place only in designated areas away from neighbouring properties.

Where possible, shift patterns will be arranged to avoid multiple vehicle movements at sensitive times.

4. Visits by External Parties

Visitors may include:

- Social workers
- Health professionals
- Education staff
- Family members
- Independent Reviewing Officers
- Ofsted inspectors
- Maintenance contractors
- Emergency Services

To minimise impacts:

- Routine professional visits will normally take place between the hours of 08.00am and 20.00pm

- Family contact arrangements will be managed in accordance with care plans and safeguarding requirements
- Contractors will be instructed to keep noise to a minimum
- Deliveries and maintenance works will generally be arranged during normal daytime hours
- Visitors will be advised to park considerately and avoid causing obstruction

Emergency visits may occur outside these hours where required to safeguard young people.

5. Vehicle Movements and Parking

The home is expected to generate vehicle movements consistent with a large family dwelling. The home has a generous allowance for parking. There will be professionals' cars parked outside the home which can increase the amount of cars at certain times.

Measures include:

- Staff and visitors shall use designated parking areas where available
- Parking on neighbouring driveways or in a manner that obstructs access will not be permitted
- Vehicles will not be left running unnecessarily
- Transport arrangements for young people will be managed to minimise disruption to neighbours

6. Noise Management

The home will promote a calm domestic environment.

Measures include:

- Staff training regarding respectful behaviour within residential areas
- Maintaining doors and windows appropriately to reduce noise transmission
- Discouraging outdoor activities which may cause excessive noise during unsociable hours
- Ensuring any behavioural incidents are managed appropriately by trained staff
- Prompt investigation of any noise concerns raised by neighbours

Staff will seek to ensure outdoor activity is limited between the hours of 22:00pm and 07.00am unless necessary, due to individual needs or safeguarding requirements.

7. CCTV Operation

CCTV may be installed for safeguarding, security and crime prevention purposes.

The following principles shall apply:

- CCTV will be operated in accordance with Data Protection legislation and the UK General Data Protection Regulation (UK GDPR)
- Cameras will be positioned to monitor the home and immediate curtilage
- CCTV will be designed to avoid unnecessary surveillance of neighbouring properties
- Appropriate signage will be displayed
- Recorded footage will be securely stored and access restricted to authorised personnel

8. External Lighting

External lighting will be designed to provide appropriate safety and security whilst minimising light spill.

Measures include:

- Low-level, directional lighting where practicable
- Lighting directed away from neighbouring properties
- Avoidance of excessive brightness
- Use of timers, sensors or automatic controls where appropriate
- Regular maintenance to ensure fixtures remain correctly aligned

9. Waste and Refuse Management

To maintain the appearance of the property:

- Waste and recycling will be stored in designated containers
- Bins will be presented for collection only on appropriate collection day
- Refuse storage areas will be kept clean and tidy
- Any litter associated with the property will be promptly removed

10. Property Maintenance

The property and grounds shall be maintained to a high standard.

This will include:

- Regular inspections
- Maintenance of boundary treatments and landscaping
- Prompt repair of defects
- Keeping outdoor areas neat and well maintained
- Management of vegetation to prevent nuisance or obstruction

11. Safeguarding and Security

Whilst operating as a family-style residential environment, the home will incorporate appropriate security measures.

These may include:

- Controlled access arrangements
- CCTV
- Staff supervision
- Risk-assessed visitor management procedures

Security measures will be implemented proportionately and sensitively to minimise any impact on neighbouring residents.

12. Complaints and Neighbour Concerns

Any concerns raised by local residents will be treated seriously.

The process will include:

1. Receipt of concern by the Registered Manager
2. Acknowledgement within five working days
3. Investigation of the issue
4. Provision of a response and any proposed actions
5. Ongoing monitoring where required

Records of complaints and actions taken will be maintained.

13. Monitoring and Review

This Management Plan shall:

- Be implemented from first occupation of the home
- Be reviewed annually by the Registered Manager
- Be updated where operational arrangements change
- Be made available to the Local Planning Authority upon request

The aim of the Plan is to ensure the home operates as a good neighbour within the community, providing a stable and supportive environment for children and young people whilst safeguarding the residential amenity of surrounding properties.