

Operational Management Plan (OMP)

Address: 101 Newhill Road, Smithies, Barnsley, S71 1XH

Purpose: To outline procedures ensuring the operation of the household remains consistent with a typical C3 residential dwelling and to manage staff, visitor, and vehicle activity to avoid material intensification of use.

1. Staff Management

Shift Rotas:

- Staff operate on a rota with a standard start time of 09:45.
- Outgoing staff complete their shift (including sleep shifts) and leave between 10:00 and 10:30 the following morning.
- No handovers occur during late night or early morning hours.

Staff Vehicle Use:

- During handovers, vehicle presence typically includes one home car and one home manager car (Monday–Friday).
- Up to two additional staff cars may be present if staff are drivers, along with one car for the departing staff member.
- Monthly team meetings may temporarily increase the number of vehicles but not for full-day periods.
- Professional visitors may also increase vehicle presence briefly but not for full-day periods.

Staff Conduct:

- Staff are required to respect quiet hours and minimize noise when entering or leaving the property.
- Staff will be briefed on appropriate parking, drop-off, and pickup practices to avoid congestion on the street.
- Staff are trained in behaviour management with clear expectations for the children in our care. We value neighbours and wish to engage – at other homes we take weekly Sunday dinners to the elderly neighbour.

2. Visitor Management

Visitor Booking and Spacing:

- All visits from professionals (social workers, healthcare, education staff) will be scheduled in advance where possible.

- Visits will be staggered to avoid multiple professionals arriving simultaneously unless unavoidable.

Drop-off and Parking:

- Visitors will be directed to park on-site where possible or use designated street parking responsibly.
- Vehicles will not obstruct neighbouring drives or pedestrian pathways.

3. Noise Management

- Noise will be monitored to ensure levels remain comparable to a typical household.
- Any planned activities likely to generate increased noise (e.g., outdoor play) will be supervised and scheduled during daytime hours.
- Staff and young people will be instructed to keep noise to a reasonable level when entering or leaving the property, particularly during early morning or late evening.

4. Complaint Handling

- A clear process will be in place for addressing complaints from neighbours or local residents.
- Complaints will be logged, investigated, and actions taken promptly.
- Management will communicate outcomes to relevant parties to prevent recurrence.

5. Parking Protocol and On-Street Capacity

- Plans to remove the front garden tree will create additional off-street parking.
- Vehicles will be parked on-site where possible; any street parking will be managed to avoid local congestion.
- Staff and visitors will avoid double-parking or blocking neighbouring drives.

6. Monitoring and Review

- The OMP will be reviewed periodically (at least annually) to ensure practices remain effective in managing activity and parking.
- Any operational changes will be recorded, and additional mitigation measures implemented if necessary.

