

Appendix: Operational Management Statement

Change of Use from Class C3 (Dwellinghouse) to Class C2 (Residential Institution)

Site Address: 1 Palmerstone Road, Earley, Reading, RG6 1HL

Applicant: Pola Well Care Ltd,
Quadrant House
Broad St Mall
Reading
RG1 7QE

justin.hove@polawellcare.co.uk

1. Purpose

This Operational Management Statement accompanies the Planning Statement and provides details of how Pola Well Care Services Ltd will manage the day-to-day operation of the proposed children residential home at 1 Palmerstone Road, Earley. The purpose of this document is to demonstrate that the home will be well managed, safely operated, and integrated harmoniously within the surrounding community.

2. Nature of the Use

The property will provide supported living accommodation for up to four young people aged between 10 and 17 who have learning disability and emotional trauma. The home will offer a safe, stable, and nurturing environment in which young people can live together as a single household, supported by professional carers to develop independence and life skills while attending school or college locally.

3. Staffing and Supervision

The home will operate on a 24-hour basis with care staff working on 12-hour shifts, typically, 8am–8pm and 8pm–8am.

- A maximum of two staff members will be present at any one time.
- Handovers occur at shift changes and last between 5 and 30 minutes.
- Overnight, one member of staff will remain on-site as a “sleep-in” carer (not resident).

A Registered Manager will oversee operations and visit the home weekly to ensure quality standards are maintained. Staff are trained in safeguarding, health and safety, behaviour management, and first aid.

4. Residents' Routines

The young people will attend local schools or colleges during the day, leaving the property in the morning and returning in the afternoon. Evenings will typically involve

shared meals, homework, and structured recreational activities within the home or local community. The property will operate in a manner closely aligned with that of a traditional family dwelling.

5. Visitors and Professionals

Visits from professionals (e.g., social workers, managers, and LAC review officers) will be limited and occur during normal daytime hours. These will generally take place no more than once every 4–6 weeks. NHS or Local Authority meetings usually occur externally at schools, surgeries, or other appropriate venues, minimising activity at the property.

6. Behaviour Management and Safeguarding

All young people will undergo a pre-admission assessment to ensure their needs are compatible with the home and the surrounding environment. Pola Well Care Services Ltd is committed to ensuring that no child placed at the property will cause anti-social or unneighbourly behaviour. Behaviour management focuses on positive reinforcement, consistency, and the development of self-regulation skills. The home's policies and procedures comply with Ofsted's Children's Homes Regulations and Quality Standards (2015).

7. Community Integration

The home aims to integrate positively within the local community. Staff will encourage residents to participate in local clubs, sports, and community events. The home will maintain open communication with neighbours and respond promptly to any concerns raised.

8. Parking and Traffic Management

The property benefits from an existing hardstanding area that accommodates multiple vehicles. Staff shift changes will generate minimal traffic, typically two vehicle movements twice daily. Residents will not have vehicles. The level of activity is consistent with that of a typical family household.

9. Emergency Procedures

Comprehensive emergency procedures are in place for fire safety, medical incidents, and safeguarding concerns. All staff receive induction and refresher training to ensure full compliance with safety requirements. The property will meet relevant building and fire safety standards.

10. Summary

The operation of the home will be professional, safe, and consistent with the character of the area. The small number of residents and staff, combined with strong management oversight, will ensure the property functions as a calm, well-run

family-style home providing essential support for vulnerable young people in need of stability and care.