

# Management Scheme

## Management Scheme for Super Young Minds (Children's Residential Care Home)

### Property Address:

Super Young Minds, 19 The Fairway, Gravesend, Kent, DA11 7LN

### Purpose:

To detail how the children's home will be managed to adequately control disturbances to surrounding residents.

### 1. Introduction

This management scheme outlines the operational strategies and practices to be implemented at the children's residential care home located at 56 Colyer Road. The goal is to ensure a harmonious relationship with the surrounding community by controlling disturbances and maintaining a peaceful environment.

Regular reviews and updates of this management scheme will be conducted to ensure ongoing compliance and improvement, with oversight and feedback incorporated from Ofsted inspections and reports.

### 2. Staffing and Supervision

- **Staffing Levels:** The home will be staffed 24/7 with a minimum of two staff members on duty at all times.
- **Training:** Staff will be trained in conflict resolution, noise management, community relations, child care, first aid, and safeguarding.
- **Responsibilities:** A designated staff member will be responsible for liaising with neighbours and addressing any concerns promptly.
- **Shift Patterns:** Staff shift patterns will be designed to ensure continuity of care and adequate supervision at all times.

### 3. Resident Guidelines

- **Behavioural Expectations:** Residents will be briefed on the importance of maintaining a respectful relationship with the community.
- **Quiet Hours:** Quiet hours will be enforced from 11:00 PM to 7:00 AM daily.
- **Activity Monitoring:** Activities that could cause disturbances (e.g., loud music, shouting) will be monitored and controlled by staff.
- **Outdoor Activities:** Outdoor activities will be scheduled and supervised to minimise noise and disruption.

### 4. Visitor Policy

- **Sign-In Procedure:** All visitors must sign in and out and will be supervised by staff during their visit.

- **Visiting Hours:** Visiting hours will be limited to ensure minimal disruption to the neighbourhood. Standard visiting hours are from 8:00 AM to 10:00 PM.
- **Visitor Conduct:** Visitors will be briefed on the expected conduct and noise control measures.

## 5. Communication with Neighbors

- **Contact Information:** A dedicated contact number for the home will be provided to neighbours for any urgent concerns.
- **Community Meetings:** Regular community meetings will be held to discuss any issues and maintain open communication.
- **Complaint Log:** A complaint log will be maintained, and all complaints will be addressed within 24 hours.

## 6. Incident Management

- **Incident Logging:** Any incidents causing disturbance will be logged and reviewed by management.
- **Immediate Action:** Immediate steps will be taken to resolve any issues and prevent recurrence.
- **Staff Training:** Staff will receive ongoing training on incident management and community relations.

## 7. Environmental Management

- **Property Maintenance:** The exterior of the property will be maintained to a high standard.
- **Waste Management:** Waste management procedures will be followed to prevent any environmental nuisances.
- **Landscaping:** Regular landscaping and gardening will be performed to ensure a tidy and attractive appearance.

## 8. Review and Monitoring

- **Monthly Review:** This management scheme will be reviewed quarterly and updated as necessary via the health and safety report
- **Stakeholder Feedback:** Feedback from residents and neighbours will be incorporated into future revisions. We will work with the community and join the neighbourhood watch scheme.
- **Contact for Feedback:** Mav Dhothar, 07969593692, [info@superyoungminds.co.uk](mailto:info@superyoungminds.co.uk)