



*Jaeger House – Operational & Community Impact
Management Plan*



O.N.E NEST
Opportunity Network Empower
Children's Homes



Purpose

This Operational and Community Impact Management Plan sets out how Jaeger House will be managed on a day-to-day basis, and the measures in place to ensure the home operates in a safe, structured, and respectful manner within the surrounding community.

The document provides reassurance that the home has been carefully designed and will be consistently managed to maintain a calm, stable, and low-impact residential environment. It outlines how staffing, routines, visitor management, and behaviour support are structured to ensure that the operation of the property remains aligned with that of a typical family home.

This plan also demonstrates our commitment to being a considerate and responsible neighbour, with clear processes in place to minimise disruption and respond appropriately to any concerns that may arise.

Overview of the Home

Jaeger House is a small, family-style children's home providing care for a maximum of three children aged 8–18. The home is designed to offer a safe, stable, and nurturing environment for children who may have experienced trauma, disruption, or instability in their lives.

Daily life is centred around normal household routines such as attending school, shared meals, leisure activities, and structured evening routines. The intention is to provide an environment that closely reflects a typical family home rather than an institutional setting.

Children are supported by a consistent and experienced staff team who provide guidance, structure, and emotional support in a parental-style role. Relationships, routine, and stability are central to how the home operates.

The property does not operate as a commercial or externally facing service. There is no public access, no office-based use, and no group programmes operating from the home. The scale and nature of the service are intentionally designed to remain low impact and consistent with residential use.

Jaeger House has been developed within Sussex to support local children to remain closer to their home communities, schools, and support networks. Historically, many children have been placed out of county due to a lack of suitable local provision, which can lead to disruption in education, relationships, and overall stability. By providing high-quality local care, the home aims to support continuity, reduce the need for out-of-area placements, and allow children to maintain important connections within their community.



Staffing and Supervision

Jaeger House is supported by a small, consistent, and experienced staff team who provide care in a parental-style role. The staffing structure is designed to promote stability, continuity, and positive relationships while ensuring that children are appropriately supported at all times.

The staffing model includes daytime, evening, and night support, with staffing levels adjusted in line with the individual needs of the children in placement. Where required, additional support, including one-to-one staffing, can be provided to ensure needs and risks are safely managed.

Staff shift changes are limited and structured to minimise disruption, with handovers typically taking place once per day during mid-morning hours. This reduces unnecessary movement to and from the property and supports continuity of care.

All staff are trained in safeguarding, behaviour support, and trauma-informed practice, enabling them to respond in a calm, consistent, and proactive manner. The overall staffing structure is intentionally low-profile and well-managed, ensuring the home operates in a way that remains consistent with a residential setting.

Occupancy and Activity Levels

Jaeger House accommodates a maximum of three children at any one time. This small scale is intentional and supports a calm, structured, and well-supported environment where individual needs can be fully understood and responded to.

The home operates using a low-arousal and trauma-informed model of care. Daily routines, interactions, and the overall atmosphere are carefully managed to remain calm, predictable, and consistent. This is particularly important for children who may have experienced trauma or instability, as it helps reduce anxiety, supports emotional regulation, and promotes a settled household dynamic.

Our approach is informed by relationship-based practice models, including PACE (Playfulness, Acceptance, Curiosity, and Empathy), alongside principles drawn from Love and Care frameworks. These approaches support adults to respond in a thoughtful and non-confrontational manner, helping to maintain a stable and respectful home environment.

Daily activity levels are low and reflect those of a typical household. Children attend education during the day and return to structured evening routines which may include shared meals, hobbies, and quiet time. There are no group-based programmes, large gatherings, or externally led activities operating within the property.

Activities are planned to support individual interests and development, either within the home or in the community, in a way that is proportionate and appropriately supervised.



Visitors and External Professionals

Jaeger House is managed as a private residential setting and does not generate regular or high levels of visitors.

Professional visits are limited and occur only where necessary, such as planned visits from a child's allocated social worker or other key professionals. These visits are infrequent, structured, and do not result in significant activity or disruption.

The home does not operate as a base for meetings or service delivery. Multi-agency meetings, reviews, and professional discussions are generally held off-site or virtually to maintain the home as a calm and private environment while minimising additional footfall.

There is no public access to the property, and the home does not facilitate drop-in services, group sessions, or external programmes. All access is controlled and managed by staff in line with the children's care plans.

Where family contact is required, this is typically facilitated within the community or at contact centres rather than within the home itself.

This approach aligns with the home's wider low-arousal and trauma-informed model, where maintaining a calm and predictable environment is essential.

Traffic and Movement

The operation of Jaeger House is designed to generate minimal traffic and movement, with levels comparable to those of a typical family household.

Daily vehicle use is limited and predictable, primarily consisting of:

- Staff arriving and departing for shift changes
- School transport and planned activities

Staff handovers occur once per day and are structured to minimise overlap and disruption. Wherever possible, these take place during mid-morning hours to reduce peak-time traffic impact.

The home does not operate any commercial activities, external services, or group programmes that would increase traffic beyond normal residential patterns. Meetings and professional discussions are generally held off-site, further limiting visitor-related movement.

Children attending the home will typically be in education during the day, meaning the property is often quieter during daytime hours. Evening activity remains centred around normal household routines.



Overall, the level of traffic associated with Jaeger House is not considered to exceed that of a standard residential dwelling and is not expected to result in any material increase in vehicle movements within the local area.

Behaviour and Safeguarding

Jaeger House operates within a clear safeguarding framework where the safety and wellbeing of both the children and the wider community are prioritised at all times.

Children are supported through individualised care planning, including detailed risk assessments, behaviour support strategies, and agreed routines. These plans are regularly reviewed to ensure support remains appropriate and responsive.

The home follows a trauma-informed and low-arousal approach, recognising that behaviour is often a form of communication. Staff are trained to respond in a calm, consistent, and non-confrontational manner using approaches such as PACE to support emotional regulation and reduce escalation.

A key part of maintaining stability within the home is the careful matching of children prior to placement. Each referral is thoroughly assessed to ensure that the home can safely meet the child's needs and that placements are compatible with the existing household environment. Where this cannot be achieved, placements are not progressed.

Placements are introduced gradually and in a planned way rather than all at once, allowing time for careful assessment, relationship building, and effective matching. Where appropriate, the home may operate below capacity in order to maintain stability.

Where required, additional support, including one-to-one supervision, can be provided both within the home and when accessing the community to ensure that risks are proactively managed.

Staff receive ongoing safeguarding and behaviour management training and work alongside external professionals where required. This is supported by experienced senior management oversight, ensuring the home remains consistently well-managed and responsive to children's needs.

Community Consideration

Jaeger House has been carefully planned with full consideration given to the surrounding residential community. The intention is to operate a home that integrates naturally within the local area and functions in a respectful, low-impact manner consistent with the character of the neighbourhood.



The scale and day-to-day operation of the home have been intentionally designed to minimise potential impact. Limiting occupancy to three children, alongside a consistent staff team and carefully managed routines, ensures activity levels remain proportionate to a normal residential property.

Particular consideration has been given to how the home operates in practice. The property will not be used for office functions, regular meetings, or externally facing services, and visitor access is carefully managed to maintain a quiet and stable environment.

The home also operates with a strong emphasis on careful matching and risk assessment, ensuring that placements are appropriate for both the children and the wider household environment. This proactive approach supports stability and positive integration into the community.

Children are supported to understand appropriate behaviour within a residential setting, including respect for neighbours and the local area. This is reinforced through daily routines, clear expectations, and consistent adult guidance.

The home benefits from experienced senior management oversight, ensuring that operations are regularly reviewed and that any concerns can be addressed promptly and effectively. There is a clear commitment to being a considerate and responsible neighbour at all times.

Complaints and Communication

Jaeger House is committed to maintaining positive and respectful relationships with neighbours and the wider community. We recognise the importance of open communication and ensuring that any concerns are addressed promptly, fairly, and transparently.

Should concerns arise, these can be raised directly with the home and will be taken seriously and responded to in a timely and professional manner. All concerns are reported to the Registered Manager and, where appropriate, escalated to senior management for oversight and resolution.

The home operates within a clear complaints framework to ensure that concerns are:

- Acknowledged promptly
- Reviewed appropriately
- Responded to in a clear and proportionate manner

Where necessary, actions will be taken to address identified issues and prevent recurrence. This may include reviewing internal practices, adjusting support arrangements, or implementing additional safeguards where appropriate.



The home is also subject to external oversight and regulation, ensuring accountability and the maintenance of appropriate standards.

Conclusion

Jaeger House has been carefully designed and will be consistently managed to operate as a small, low-impact residential children's home. The scale of the service, staffing structure, routines, and visitor arrangements have all been planned to ensure the property functions in a calm, stable, and well-managed manner consistent with a typical family household.

The home's trauma-informed and low-arousal approach, alongside robust matching processes and structured support arrangements, helps maintain a predictable and settled environment for both the children and the surrounding community.

Placements are introduced in a planned and phased way, rather than all at once. Children are brought into the home individually, allowing time for careful assessment, relationship building, and compatibility with the existing environment. This approach supports effective matching, reduces the risk of disruption, and ensures that the home remains stable and well-balanced at all times.

Traffic, visitor activity, and day-to-day movement remain minimal and proportionate to normal residential use, with no commercial or high-intensity activity taking place from the property.

Overall, Jaeger House represents a carefully planned and responsibly managed home where the scale, nature, and operation of the service are fully consistent with residential use and are not expected to adversely impact the character or amenity of the surrounding area.