

Good Neighbour Policy



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Outcome:	This Policy: Outlines the process of ensuring that we are responsible neighbours.
Policy Cross Reference	Complaints, Representations and Compliments Policy

Contents

1. Mission Statement
2. Introduction
3. Our Standards
4. Managing an Incident in the community
5. Maintaining community links following an incident or complaint
6. Complaints, Representations and Compliments

1. Mission Statement

The Company is an organisation that seeks to transform the lives of children and young people who have experienced complex trauma and abuse.

2. Introduction

It is the duty of Local Authorities to look after certain children who are assessed as being 'in need' for a variety of reasons. Where appropriate, that duty of care is delegated to specialist organisations such as the Company. Whilst children are 'looked after' their care should be of the highest standard and they will be returned to their families whenever it is practicable and safe to do so. In following this duty we will ensure that 'looked after' children are given the opportunity to reach their full potential in respect of education, health and social attainment. Every aspect of this service is governed by the Children Act 1989 and 2004, Quality Standards and Children's Homes Regulations 2015 that guide the way staff look after children.

In respect of those children who are 'looked after' in children's homes the objective will be to ensure that the homes are seen as part of the community rather than separate from it. Residents and staff should enjoy the same opportunities, choices and access to facilities as any other citizens but should also try to make a positive contribution to the local community.

The Company is committed to ensuring that whilst children are in our care, as well as protecting their welfare, we will do all in our power to encourage and teach them how to be responsible members of the community.

This reflects an important point; that all members of local communities, including the staff and residents of children's homes, have rights themselves, but these rights are equally matched by responsibilities to others. In particular, the adults responsible for the care of the children must act as good parents and present positive role models.

Our aim is to promote the safety and welfare of the children in our care and to achieve this we appreciate support and observations from members of the local community.

Above all else it is essential that staff listen to and respond to the concerns of neighbours in the spirit of being a good neighbour themselves. This should not be done in a way which takes away from the staff responsibility to their child care task but should be done as part of that child care task.

3. Our Standards

In managing the home the company and its staff are committed to the following standards.

We will:

Establish positive links with the local community. Staff will be expected to help the 'looked after children' accept and respect the rights of others and in particular the immediate neighbours and local community.

Our Staff should:

- know the local community
- obtain information on local facilities
- present good images in the local community
- have good and appropriate communication systems, such as greetings cards and follow-up process and all this must be recorded appropriately.
- Work with the young people to get involved in the local community and encourage them to make a positive contribution to it.

Our Staff will:

- be mindful of how the building and grounds look, keep rubbish under control;
- be mindful where young people, visitors and staff smoke;
- maintain good boundaries and fences;
- keep noise to a minimum (e.g. by installation of double glazing, controlling stereos, T.V; and computer games and advising visitors to the home);
- keep gardens maintained;
- draw curtains and put lights on or off as appropriate;
- ensure visible supervision of children's activities;
- ensure appropriate parking;
- ensure that they, where possible, get involved in community events and celebrate with the young people, who are part of the local community;
- present as good role models for the children and young people;
- be ambassadors for the home and company, this includes both during working times and outside working times;
- be accountable for the children's behaviour outside the home, in the grounds, in the locality and in community facilities;
- be mindful of the numbers of young people out together this includes discouraging local youths from hanging around outside the home with or without young people looked after by the Company
- use and support local facilities;
- respond to complaints appropriately and in accordance with the complaints policy;
- act as competent parents by being consistent and offering appropriate structures and boundaries help young people accept and respect themselves and others;

- Care for how children present themselves.

To assist with their feeling of self-worth, children and young people should:

- wear good clothing and where appropriate school uniform;
- appear well cared for and wear clothes suited to the weather conditions;
- present acceptable behaviour;
- accept that they are accountable for their behaviour outside the home.

4. Managing an Incident in the community

Staff will always work to ensure that any incident has a minimal impact on the local community but there may be occasions when something occurs outside of the home that may cause concern or offence. If that occurs staff will react quickly, professionally and appropriately. In order to ensure that this happens the Company will ensure that staff receive training to deal effectively with incidents as part of a core programme of training – this will include Behaviour Management Training and Complaints training.

If an Incident occurs, staff will;

- Immediately assess situation and advise the senior member of staff on shift who will respond personally or give instructions actions to be taken;
- depending on the seriousness it may be necessary to contact a manager;
- Consider any aspects that may cause adverse reaction from the community;
- Take details to assist with the matter being dealt with effectively;
- advise neighbours of the use of the complaint procedure where appropriate;
- inform the community and or individual of action taken as appropriate;
- check if satisfied with outcome / action taken.

5. Maintaining community links following an incident or complaint

The following staff guidance is to enable staff to deal effectively with matters which may affect the local community. The most senior person on duty will be responsible for ensuring that the following guidance is implemented;

- Identify person to co-ordinate with the member of the community.
- Take positive action to liaise with neighbours.
- Demonstrate that you are in control of the situation.
- Take a balanced approach, avoid taking an aggressive or defensive stance.
- Inform of action taken (as soon as appropriate, but by end of shift).
- if a young person has been abusive or caused damage - be proactive and inform the member of the community of the consequence to be imposed.
- Attempt to use restorative justice methods to minimise police involvement i.e. get young person to apologise and to try and make amends (put yourself in their place, how would you feel?).
- The manager or senior member of staff should visit in person (within 7 days) to ensure the neighbour is satisfied with the way that the situation was handled. This should be followed up again at a point in the future to remind those involved of the complaint procedure.
- The Manager should advise the Responsible Individual if the nature of the incident is particularly serious at the earliest opportunity.

Maintaining good relations with the community is a never-ending process. Staff and managers should:

- keep practices in relation to public relations on staff meeting and supervision agendas;
- keep in touch with local neighbours and check on their views and well-being;

- keep neighbours informed of developments that may affect them; be a good neighbour;
- consider becoming involved in neighbourhood watch schemes etc. assist in times of crises encourage liaison groups;
- be aware of local community issues and involve staff, children and young people in local community events and resources.

6. Complaints, Representations and Compliments

If a neighbour or member of the community is unhappy with the response or outcome, they should again be advised of the complaints procedure which highlights the methods of escalating a complaint and making contact with senior management.

Useful telephone numbers for neighbours and local residents;

Blossom Children's Homes Head Office
0203 8876896

Regulatory Body Contact details:

Ofsted Piccadilly Gate Store Street Manchester M1 2WD
0300 1234 666
enquiries@ofsted.gov.uk