

GOOD NEIGHBOUR POLICY

5 Kewferry Road, Northwood – Soho Care Group Ltd

1. Purpose

This policy outlines how the home integrates positively with its neighbours, maintains a respectful presence and preserves residential character.

2. Respectful Conduct

Children and staff are expected to behave politely and courteously. Staff model calm behaviour, low voices outside, and respect for neighbour routines.

3. Property Appearance

Gardens and external areas are kept tidy and well maintained. Planting consists of ordinary shrubs and hedging typical of suburban homes. No institutional features are present.

4. Parking & Vehicle Management

All staff and visitors park on the driveway. There is no on-street parking or congregating near vehicles. Shift times avoid peak periods to reduce movement.

5. Outdoor Behaviour

Children do not play in the front garden. Outdoor use is limited to the rear garden and always supervised. Boundaries are respected.

6. Community Interaction

Children are supported to use local amenities appropriately. Staff supervise trips off-site to ensure good behaviour and community safety.

7. Visitors

Visits are scheduled and discreet. No groups gather outside, and all visitors use the driveway for parking.

8. Subtle Household Safety Measures

Gates remain closed after use. Bin areas are kept neat. Lighting is warm and domestic. These measures reflect good housekeeping rather than overt security.

9. Communication with Neighbours

The Registered Manager is available for neighbour concerns. The home responds promptly and transparently.

10. Continuous Improvement

Regular reviews ensure the home remains an asset to the area and maintains positive neighbour relations.

11. Summary

The home is committed to being a considerate, quiet and respectful neighbour, blending seamlessly into the residential environment.