

## **GOOD NEIGHBOUR POLICY**

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### **1. Purpose**

This Good Neighbour Policy sets out the Registered Provider's commitment to ensuring that the children's home operates as a positive, respectful and well managed part of the local community.

The policy recognises that successful residential care extends beyond providing high quality care for children and young people. It also requires the home to integrate positively into the surrounding neighbourhood, respect neighbouring residents and contribute positively to the local community.

The policy establishes the principles by which the home will be managed to ensure that the welfare of children is promoted whilst maintaining the residential character and amenity of the surrounding area.

It should be read alongside the home's Statement of Purpose, safeguarding policies and operational procedures.

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### **2. Legislative Framework**

This policy has been prepared having regard to:

- Children Act 1989
- Care Standards Act 2000
- Children's Homes (England) Regulations 2015
- Guide to the Children's Homes Regulations including the Quality Standards
- Relevant safeguarding legislation and statutory guidance
- Ofsted registration requirements and inspection framework
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The Registered Provider recognises that children's homes should provide safe, stable and nurturing family environments whilst promoting positive relationships within the wider community.

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### **3. Our Principles**

The Registered Provider is committed to:

- operating each children's home as an ordinary family home within a residential neighbourhood;
- providing a safe, stable and nurturing environment where children can flourish;
- respecting the character and amenity of the surrounding area;
- promoting positive relationships between the home and neighbouring residents;
- encouraging children to become responsible and considerate members of the community;
- maintaining high standards of property management and environmental stewardship;
- responding promptly and constructively to concerns; and
- continually reviewing management practices to ensure the highest standards of care and community engagement.

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### **4. Commitment to the Community**

The Registered Provider believes that every child deserves the opportunity to live within an ordinary residential community where they can develop confidence, independence and meaningful relationships.

Children and young people living at the home will be supported to participate positively in everyday community life through education, leisure, recreation and access to local services, whilst learning the importance of treating others with respect and consideration.

The home will operate in a manner that reflects the values of good citizenship, recognising both the rights of children and those of neighbouring residents to enjoy a safe, pleasant and well maintained residential environment.

The Registered Provider is committed to ensuring that the home integrates positively within its surroundings and that any impact upon neighbouring properties is minimised through effective management.

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### **5. Creating a Family Home Environment**

The home is intended to operate as an ordinary domestic dwelling where children experience the stability, routines and support associated with family life.

Daily activities such as preparing meals, attending school, completing homework, participating in hobbies, spending time with friends and enjoying family activities will take place in a normal residential setting.

Children will be encouraged to develop practical life skills, independence, responsibility and respect for others in preparation for adulthood.

The operation of the home will remain domestic in nature and will not introduce institutional characteristics that would be uncharacteristic of a typical family home.

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### **6. Respect for the Residential Environment**

The Registered Provider recognises that neighbouring residents are entitled to enjoy the peaceful occupation of their homes.

The operation of the children's home will therefore seek to minimise any unnecessary impact upon neighbouring properties and maintain the character of the surrounding residential area.

Management will ensure that:

- the property is maintained to a high standard;
- gardens and external areas remain tidy and well presented;
- refuse and recycling are appropriately managed;
- boundaries, fences and landscaping are properly maintained;
- external lighting is appropriate to the residential setting; and
- the appearance of the property reflects that of a well maintained family home.

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## **7. Positive Neighbour Relationships**

Maintaining positive relationships with neighbours is fundamental to the successful operation of the home.

The Registered Provider will foster open, respectful and constructive communication with neighbouring residents and will encourage early dialogue should any concerns arise.

Management will:

- provide an appropriate point of contact;
- respond promptly to enquiries or concerns;
- investigate complaints fairly and proportionately;
- seek to resolve issues through open communication wherever possible;
- review lessons learned to improve future practice; and
- maintain a culture of mutual respect and cooperation.

The aim is to build trust, transparency and confidence between the home and the local community.

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## **8. Behaviour and Supervision**

Children living at the home receive individualised care and supervision appropriate to their assessed needs.

Staff will actively promote positive behaviour through encouragement, consistency, positive role modelling and appropriate boundaries.

Children will be supported to:

- respect neighbours and members of the public;
- understand their responsibilities within the community;
- behave appropriately when accessing local facilities;
- develop positive relationships with others;
- resolve disagreements appropriately; and
- appreciate the importance of kindness, respect and personal responsibility.

Where behaviour gives rise to concern, staff will intervene appropriately and work with placing authorities, education providers and other professionals to promote positive outcomes.

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## **9. Noise and Residential Amenity**

The Registered Provider recognises that a family home will naturally generate everyday domestic activity. Children should be able to enjoy their home in the same way as any other family household.

However, management and staff will actively seek to minimise unnecessary disturbance to neighbouring residents.

This includes:

- supervising outdoor activities appropriately;
- managing noise during evenings and early mornings;
- discouraging unnecessary congregating outside the property;
- ensuring visitors behave responsibly;
- managing staff handovers sensitively;
- encouraging respectful use of gardens and external spaces; and
- taking reasonable steps to minimise any avoidable disturbance.

The objective is to ensure that activity associated with the home remains comparable with that expected from any well managed family dwelling.

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## **10. Property Management**

The home will be maintained to a high standard both internally and externally. Regular inspections will ensure that the property remains safe, clean and well presented. Management will ensure that:

- repairs are undertaken promptly;
  - gardens and external spaces are maintained;
  - refuse storage areas remain clean and organised;
  - any damage is rectified promptly;
  - security measures remain effective; and
  - the appearance of the property contributes positively to the surrounding neighbourhood.
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## **11. Parking and Visitor Management**

Staff, visitors and contractors will be expected to park responsibly and lawfully at all times. Vehicle movements associated with the home will be managed so far as reasonably practicable to minimise inconvenience to neighbouring residents. The property has off road parking for singular or multiple cars.

Management will seek to:

- minimise unnecessary vehicle movements;
- encourage considerate parking practices;
- avoid obstruction of neighbouring properties and highways;

- manage deliveries appropriately; and
- ensure visitors understand the home's parking expectations.

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## **12. Community Engagement**

The Registered Provider believes that children benefit from becoming active members of their local community.

Where appropriate, children will be encouraged and supported to participate in community life through:

- education and training;
- local sports and leisure activities;
- youth organisations;
- volunteering opportunities;
- community events;
- local healthcare services; and
- positive use of local facilities.

These opportunities help children develop confidence, independence, social skills and a sense of belonging within their community.

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## **13. Complaints and Communication**

The Registered Provider is committed to maintaining open and effective communication with neighbouring residents.

Should any concerns arise, neighbours are encouraged to contact the home's management at the earliest opportunity.

All concerns will be:

- acknowledged promptly;
- considered fairly and objectively;
- investigated where appropriate;
- responded to within a reasonable timeframe; and
- reviewed to identify opportunities for continual improvement.

The Registered Provider believes that constructive dialogue and early intervention are the most effective means of maintaining positive neighbour relationships.

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## **14. Monitoring and Review**

Maintaining positive relationships with the local community is an ongoing responsibility.

This policy will be reviewed regularly to ensure it continues to reflect legislative requirements, good practice and the operational experience of the home.

Management will monitor:

- neighbour feedback;
- complaints and compliments;
- incidents affecting the local community;

- compliance with this policy;
- opportunities for service improvement; and
- the continued positive integration of the home within the surrounding residential area.

Lessons learned from feedback, inspections and operational experience will be incorporated into future management practices to ensure that the home continues to provide both an excellent standard of care and a positive contribution to the local community.