

Good Neighbour Policy

Location name: 83 Connaught Road, Reading, Berkshire, RG30 2UE

Max occupancy: 3 x Mother and Baby

Service type: Residential Family Centre

INTRODUCTION

At Imani Living Limited, we recognise the importance of fostering positive relationships with our neighbours. As a facility accommodating up to three mothers and their baby, we are committed to maintaining harmony within the community, contributing positively to the local area, and ensuring that our presence enhances rather than disrupts the neighbourhood.

This policy outlines our approach to being good neighbour, including how we manage potential impacts on the community and maintain open channels of communication.

We are aware that there can be some concerns and reservations from some of the local community about having a Residential Family Centre as part of their community. There can be misconceptions and a lack of understanding about what a Residential Family Centre for mothers with their baby that support parents to demonstrate their capacity to provide safe and nurturing care, through structured observation, assessment and, guided learning for their baby.

AIM

This policy aims to set out some good practice guidance for staff to ensure we are being 'good neighbours' whilst facilitating and encouraging "mothers" at 83 Connaught Road to achieve their social services/local authority plan to their full potential.

RATIONAL

Imani Living Limited and its staff is committed to ensuring that whilst mothers are in our residence, that as well as providing structured learning, safeguarding "babies" remains the main priority. We will do all in our power to encourage mothers how to be responsible members of the community.

To achieve this, we appreciate and welcome the support and observations from members of the local community. 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 safeguarding duty but should be done as part of safeguarding tasks.

OBJECTIVES

- To foster positive and respectful relationships with our neighbours.
- To ensure our operations minimize disruption to the local community.
- To promote mutual understanding and cooperation between Imani Living Limited and our neighbours.
- To establish clear protocols for managing any concerns or complaints raised by local residents.

COMMITMENTS TO THE COMMUNITY

Imani Living Limited is committed to upholding the following principles to ensure we are good neighbours:

RESPECT FOR NEIGHBOURS' PRIVACY AND PEACE

We will respect the privacy, peace, and well-being of our neighbours by ensuring that activities within 83 Connaught Road are conducted in a manner that minimises noise and disruption, especially during sensitive times such as early mornings, late evenings, and weekends.

Each Mother in residence will be educated on the importance of maintaining good relationships with our neighbours and respecting their space and peace.

POLICY

Mothers will be educated on the importance of maintaining good relationships with our neighbours and respecting their space and peace.

Noise Control

83 Connaught Road adheres to a Noise Management Plan that includes clear guidelines for reducing noise levels inside and outside the home. This includes limiting outdoor activities during evening hours and minimising noise from music, TV, and social interactions.

We aim to prevent excessive noise that might disturb our neighbours and will actively work to manage and mitigate any disturbances that arise.

Mothers will be observed, taught and educated in the importance of calming crying babies and supported as necessary for safeguarding and welfare of the baby.

Maintenance Of External Environment

- The exterior of 83 Connaught Road will be well-maintained and aesthetically pleasing, ensuring that the property adds to the visual appeal of the neighbourhood.
- Landscaping, gardening, and external cleanliness will be regularly maintained to ensure the property remains tidy and does not detract from the neighbourhood's appearance.
- Staff will pick up any rubbish seen and will ensure that the garden is kept to a good standard.
- The windows will be kept clean by our window cleaner.
- We will maintain good boundaries and fences.
- We will draw curtains as appropriate.
- We will turn lights on or off as appropriate.
- We will ensure suitable supervision of all in resident at 83 Connaught Road.
- We will keep noise to a minimum – please read our noise control plan.
- We will encourage staff to cycle or walk to the home were possible.
- We will park on the homes drive.

Traffic And Parking Management

- We will minimise the impact of staff, visitor, and service vehicles on the surrounding streets by ensuring responsible parking practices are followed.
- We will communicate with all employees and visitors to use designated parking spaces and avoid obstructing neighbours' driveways or causing traffic congestion.
- Whenever possible, we will encourage staff and visitors to use public transport, walk, or carpool to reduce the number of vehicles in the area.

Waste Management and Cleanliness

Waste will be managed in accordance with local council regulations, ensuring that bins are not left on the streets for extended periods and that waste collection practices do not create hazards or visual pollution.

We commit to keeping the surrounding area litter-free, and we will take immediate action if any litter or waste issues are identified near our property.

Establish Positive Links with The Local Community.

Imani Living Limited will actively seek to participate in community events and initiatives to foster stronger connections with the neighbourhood. We welcome suggestions from the community on how we can contribute to local activities or support community causes.

Where appropriate, we will provide opportunities for our Residents to engage in local community work, giving back to the neighbourhood and fostering a sense of responsibility and life skills development.

We will ensure that staff:

- Get to know the local area (there is a location risk assessment that will be shared at point of staff induction).
- Will obtain information on local facilities.
- Will work with the local Police to share information.
- Will use local resources where possible and where possible we will employ local people.
- Will have good and appropriate communication systems. This includes point of contact and complaints process.
- Consider becoming involved in neighbourhood watch schemes.
- Assist in times of crises.

Open Communication Channels

We will ensure there is a clear and accessible channel for communication between 83 Connaught Road and our neighbours. A designated staff member will be assigned as the point of contact for all neighbour-related matters.

Neighbours will be informed of the contact details for our management team, should they have any concerns or feedback.

Consultation And Feedback

We will consult with our neighbours before implementing any significant changes to our property or operations that may impact them, such as renovations. Feedback from neighbours will be welcomed and valued.

Responding To Concerns and Complaints

Any concerns or complaints raised by neighbours will be addressed promptly and professionally. We are committed to investigating all complaints thoroughly and working towards a resolution that satisfies both parties.

All complaints will be logged, and outcomes of investigations will be communicated transparently to the complainant.

Visitor Protocols

Visitors to 83 Connaught Road, will primarily be social workers allocated to the welfare of “baby” and will be made aware of our Good Neighbour Policy and will be expected to adhere to our guidelines regarding noise, parking, and respectful behaviour.

All visitors including family members or external agencies e.g. OFSTED, are scheduled pre-booked appointments and will be scheduled at appropriate times to minimise any disturbance to the local community.

Visiting hours for the home to 9:00 until 18:00 with out of hours visits being by pre-arrangement by the management team.

Community Engagement Programs

Imani Living Limited will actively encourage “Mothers” to participate in local community programs, fostering relationships with the wider community. This may include volunteering, attending local events, or charitable activities.

Social Responsibility

We will strive to be socially responsible by contributing positively to the neighbourhood through environmental initiatives, support for local causes, and maintaining a safe and peaceful environment.

Imani Living Limited will seek to adopt green practices, including energy efficiency measures and sustainable waste management, to reduce our environmental footprint and promote environmental awareness.

Handling Disputes

In the unlikely event of a dispute arising between 83 Connaught Road and a neighbour, we will aim to resolve the matter amicably through open dialogue and mutual respect.

If direct resolution is not possible, we will seek mediation or involve appropriate authorities, such as local council services, to assist in resolving the issue.

Our focus will always be on maintaining positive relationships and working together to resolve any problems quickly and fairly.

Care About How Staff Present Themselves.

It is important that staff always reflect the homes ethos and remain a good role model for all to see. To ensure this happens, staff will:

- Ensure that they are dressed appropriately and in line with our dress code policy.
- Ensure they hold the highest level of professionalism.
- Respond to complaints appropriately.

Care For How Residents Present Themselves

To ensure this happens, staff will guide Residents to:

- Be supported to engage positively.
- Be respectful of others.
- Act as good members of the community

Review And Continuous Improvement

This Policy will be reviewed annually, or as needed, to ensure it remains relevant and effective in addressing the needs of our neighbours and the local community.

We will seek ongoing feedback from our neighbours and the wider community to ensure that we continue to improve our practices and contribute positively to the area.

Imani Living Limited, is committed to being a good neighbour and making a positive contribution to the community.