

GOOD NEIGHBOUR POLICY

Valid until September 2021

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Mission Statement

Care 4 Children is an organisation with social purpose that seeks to transform the lives of children and young people who have experienced complex trauma and abuse. Our approach is grounded in the lived experience of the children and young people we support and by valuing their contribution. As experts by experience, we ensure the services they receive is personal to them.

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 bodies such as Care 4 Children. 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 children 'looked after' 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's Home Regulations 2015 and The Children's Homes (Wales) Regulations 2002 that guides 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.

Care 4 Children 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.

In managing the home Care 4 Children 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 children 'looked after' accept and respect the rights of others and in particular the immediate neighbours and local community.

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, point of contact and follow-up process and all this must be evidenced in the community file.
- Work with the young people to get involved in the local community and encourage them to make a positive contribution to it.

Be aware of the impact of the building within the community

The look of the building needs to reflect a positive, cared for image.

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 as appropriate
- 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 them being part of the local community.

Manage how staff and members of Care 4 Children present themselves

It is vital that staff and others accept the importance of their role in relation to the children's home and the community within which it is situated.

Staff will:

- 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 careful of combinations of young people going out
- 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 Care 4 Children
- 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 unit

React quickly and properly when incidents occur

To respond quickly to concerns and complaints, accepting that each situation is unique.

Staff will:

- Receive training to deal effectively with incidents as part of a core programme of training – this includes Behaviour Management Training and Complaints training.
- Receive clear guidance to enable them to respond effectively
- Identify a person who will take responsibility and co-ordinate action
- Respond as immediately as possible thereby preventing an issue becoming bigger
- Advise the manager who will respond personally or follow up on actions
- Ensure more senior managers are made aware
- Inform the community and or individual of action taken as appropriate
- Advise neighbours of the use of the complaints procedure where appropriate
- Check if satisfied with outcome/action taken

Address on-going practices

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
- Check on their views and well being
- Keep them 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
- Involve staff, children and young people in local community events and resources

Address training issues

To improve staff confidence and attitudes when tackling the issues presented to them.

Managers will provide training which:

- Deals with incidents/complaints
- Enables positive working with the local community
- tackles behaviour management in relation to the local community
- promotes the role of the corporate parent

Maintaining community links following an incident

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

Incident

Stage 1

- Immediately assess situation (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
- Inform those involved of the complaints procedure
- Identify person to co-ordinate - (within 30 minutes)
- Take positive action
- Liaise with neighbours
- Demonstrate that you are in control
- Take a balanced approach, avoid taking an aggressive or defensive stance
- Manage your own feelings

Stage 2

- Inform of action taken (as soon as appropriate, but by end of shift)
- if young person has been abusive or caused damage - be proactive
- Inform neighbour of the consequence to be imposed
- Use restorative justice methods to minimise police involvement i.e. get young person to apologise / make amends (put yourself in their place, how would you feel?)

Stage 3

- Inform manager at earliest opportunity
- Depending on the seriousness it may be necessary to contact them in their 'off' time

Stage 4

- Manager to follow up (within 7 days)
- The manager or senior member of staff should visit in person 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
- Remind those involved of the complaints procedure

Stage 5

- Advise senior managers
- If the nature of the incident is particularly serious; ensure that senior managers are briefed at the earliest opportunity
- Neighbours are entitled to contact senior management directly

Complaints and representations

Where a neighbour is unhappy with the response/outcome, they should again be advised of the complaints procedure.

In addition they should be informed of how to access senior management.

Useful contact numbers for neighbours and local residents:

Care 4 Children Head Office:-

- Address: Care 4 Children
1 Stuart Road
Bredbury
SK6 2SR
- Contact Number: 0345 521 5155
- Email: admin@care4children.co.uk
- Website: www.care4children.co.uk

Regulatory Body Contact details:

Ofsted:-

- Address: Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
- Contact Number: 0300 1234 666
- Email: enquiries@ofsted.gov.uk
- Website: <http://www.ofsted.gov.uk>

Care Inspectorate Wales (CIW):-

- Address: Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
- Contact Number: 0300 7900 126
- Email: ciw@gov.wales
- Website: <https://www.careinspectorate.wales>

Cross reference:

Complaints Policy

Record of Review:

Policies are reviewed every 3 years as a minimum. However, where there are changes to legislation/guidance or in response to recommendations from any significant incidents, a review of the policies will take place immediately. Key Safeguarding policies are reviewed annually as a minimum.

Reason for update	Date of review	Reviewed by
Created	January 2015	Marcella Bird
Implemented	02.01.2015	Marcella Bird
Reviewed as part of Trax merger	May 2016	Marcella Bird
Reviewed	January 2017	Joyce Masson
Reviewed	August 2018	Kamran Abassi
Updated CIW contact details	September 2018	Kamran Abassi