

Benneton Care Homes

Blue Bells House

Good Neighbour Policy

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01

APPLIES TO:

All Colleagues

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POLICY OWNER:

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OUTCOME:

This policy aims to:

- Outline the Objectives, approach and policies implemented by Benneton Care Homes to aid the integration of its care homes into the neighbourhood.
- Considers aspects of respect, open communication and safety in integrating with any community.

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1.1 Introduction

At Benneton Care Homes, we recognise the importance of harmoniously integrating Blue Bell House into the Spencer's Wood community of Wokingham. Our Good Neighbour Policy outlines our commitment to fostering positive relationships with our neighbours and ensuring that Blue Bell House's presence enhances the local area and contributes positively to the community spirit.

1.2 Aims

This policy aims to guide Blue Bell House staff and residents in becoming responsible, considerate, and active members of the Spencer's Wood community. We strive to address any local concerns proactively and work collaboratively with our neighbours to create a mutually beneficial environment.

1.3 Rationale

The presence of a children's home like Blue Bell House in a community can raise questions and concerns from local residents, often stemming from misconceptions or a lack of information about the home's nature and function. We are committed to ensuring that while we protect and advocate for our children's welfare, we also teach them how to be responsible community members. This policy is an essential part of our strategy to promote safety, welfare, and social integration for our children, with the support and understanding of the local community.

1.4 Objectives

1.4.1 Community Integration and Positive Engagement

Staff Engagement

Staff will familiarise themselves with the local area and community facilities, participate in local events, and engage with community groups, including neighbourhood watch programs.

Community Contribution

Where possible, Blue Bell House will utilise local resources, participate in community events, and seek to employ local residents, thereby contributing economically and socially to Spencer's Wood.

1.4.2 Respectful Coexistence

Property Maintenance

We will maintain the appearance and upkeep of Blue Bell House, ensuring that the property and its surroundings are clean, tidy, and aesthetically pleasing. Regular assessments and maintenance of the building, gardens, and boundaries will be conducted to uphold our community standards.

Noise Management

Adherence to our noise management plan will ensure minimal disturbance to our neighbours. Activities and outdoor play will be supervised and scheduled to avoid early morning or late evening noise. Staff handovers will be arranged around sociable hours so as not to cause disruption to neighbours.

1.4.3 Responsible Conduct

Staff Behaviour

Staff will uphold the highest standards of behaviour in and around the property. This includes dressing appropriately, maintaining professionalism, and respecting community norms.

Young People's Conduct

Staff will support our children to wear appropriate clothing, present acceptable behaviour, and respect others. We encourage and support our children to act as good community members, embodying the values we teach at Blue Bell House.

Traffic and Parking

We encourage staff to use sustainable modes of transport and provide guidelines for sensible parking to avoid congestion and obstruction in the neighbourhood. We also encourage staff to car pool if they are able to.

1.4.4 Safety and Security

Collaboration with Local Authorities

Blue Bell House will maintain open lines of communication with local police and fire services to enhance the safety and security of our residents and the broader community.

Supervision of Residents

Ensuring that young people are supervised appropriately while encouraging them to learn and adhere to community rules and standards.

1.4.5 Open Communication

Transparent Communication

We will establish clear communication channels with our neighbours, including a dedicated point of contact at Blue Bell House for any concerns or complaints. Meetings and follow ups will be maintained with the community.

Responsive Complaint Handling

All complaints will be treated seriously and addressed promptly and effectively, ensuring our actions reflect our commitment to being a good neighbour.

1.5 Conclusion

Blue Bell House is committed to being a valued member of the Spencer's Wood community. By adhering to this Good Neighbour Policy, we aim to demonstrate our respect for our neighbourhood, contribute positively to our local area, and ensure that Blue Bell House is a place where young people not only receive care but also learn the importance of community and mutual respect.

This policy will be reviewed annually to adapt to any changes in the community or operational needs of Blue Bell House, ensuring that our commitments remain relevant and practical.