

GOOD NEIGHBOUR POLICY

Home Name: Britree

Address: Britree, South Drove, Quadring, PE11 4QX

Max occupancy: 2 x Children

Service Type: Residential Children's home

1. Introduction

Karoo Group Limited is committed to ensuring that Britree operates as a responsible, respectful and valued member of the local community.

Whilst our primary responsibility is to provide high-quality care and support for children and young people, we also recognise the importance of maintaining positive relationships with our neighbours. Our aim is for the home to operate in the same way as any well-managed family home, causing no unnecessary disturbance to those living nearby.

We appreciate that some members of the community may initially have concerns about a children's home operating within a residential area. Our experience is that these concerns are often based on misunderstanding rather than reality. Through professional management, clear expectations and positive engagement, we are committed to demonstrating that the home is a safe, well-run and considerate part of the neighbourhood.

2. Purpose

The purpose of this policy is to set out how Britree will:

- Maintain positive relationships with neighbouring residents.
- Minimise any impact on the local community.
- Promote respectful behaviour from both children and staff.
- Respond promptly to any concerns raised.
- Ensure the home remains a positive addition to the local area.

3. Our Commitment to the Community

We are committed to always being good neighbours.

This means we will:

- Respect the privacy, peace and enjoyment of neighbouring properties.
- Keep noise to a minimum.
- Ensure the property is well maintained both internally and externally.
- Respond professionally to any concerns raised by neighbours.



- Encourage children to become respectful members of their local community.
- Work positively with local agencies and community organisations where appropriate.

Every member of staff shares responsibility for ensuring these commitments are upheld.

4. Expectations of Staff

Staff are expected to always conduct themselves professionally, both inside and outside the home.

They will:

- Treat neighbours with courtesy and respect.
- Arrive and leave the home quietly, particularly during early mornings and evenings.
- Keep conversations outside the property to a minimum.
- Park considerately and avoid blocking driveways or causing inconvenience.
- Maintain appropriate professional standards and act as positive role models.
- Challenge behaviour that may negatively affect the local community.
- Respond promptly and respectfully to any concerns raised by neighbours.

Staff will also familiarise themselves with the local area during their induction and will understand the importance of maintaining positive relationships within the community.

5. Expectations of Children

Children living at Britree will be supported to understand what it means to be a good neighbour.

Staff will encourage children to:

- Treat others with respect.
- Use appropriate language when in the community.
- Respect neighbouring properties and gardens.
- Keep noise to an appropriate level.
- Dispose of litter responsibly.
- Behave positively when accessing local facilities.

As with any family home, children will receive guidance, support and appropriate boundaries to help them develop socially responsible behaviour.

6. Property Standards

We recognise that the appearance of the home contributes to the local environment.

To maintain high standards:

- The property, gardens and boundaries will be kept clean, tidy and well maintained.
- Grass, shrubs and external areas will be maintained regularly.
- Windows and external surfaces will be cleaned routinely.



- Any litter around the property will be removed promptly.
- Fences, gates and external fixtures will be maintained in good condition.
- Refuse and recycling will be stored and presented for collection in accordance with local authority guidance.

Our aim is for the property to reflect the appearance and standards expected of any well-maintained family home.

7. Noise Management

Britree operates in accordance with its Noise Management Statement.

Staff actively promote calm, structured routines that reduce anxiety and minimise behaviours which could disturb neighbouring residents.

Where children become distressed, staff are trained to recognise early warning signs and implement de-escalation strategies before behaviours escalate.

Televisions, music and other household activities will always be managed considerately, particularly during the evening and overnight periods.

Outdoor activities will be appropriate to the time of day and carried out with consideration for neighbouring properties.

8. Parking and Visitors

Staff, visitors and contractors are expected to park responsibly and with consideration for neighbouring residents.

Where possible, vehicles will use the property's designated parking spaces.

Professional visits will normally take place during standard daytime hours, with visits outside these times limited to operational necessity or emergencies.

Contractors and visitors will be expected to follow the same standards of behaviour expected of staff, including keeping noise to a minimum and respecting neighbouring properties.

9. Community Engagement

We believe strong relationships with the local community benefit everyone.

Where appropriate, we will encourage children to take part in community activities, develop positive relationships and become active members of their neighbourhood.

We will also maintain positive working relationships with local services, schools, health professionals, community organisations and neighbourhood policing teams where appropriate.



10. Concerns and Complaints

We encourage neighbours to contact the Registered Manager should they have any concerns regarding the operation of the home.

All concerns will be:

- Taken seriously.
- Investigated promptly.
- Recorded appropriately.
- Responded to professionally.
- Reviewed to identify whether improvements can be made.

Where appropriate, action plans will be implemented to prevent similar concerns from arising in the future.

11. Monitoring and Review

The Registered Manager is responsible for ensuring this policy is implemented effectively.

Compliance will be monitored through:

- Regular management oversight.
- Team meetings.
- Staff supervision.
- Complaints monitoring.
- Feedback from neighbours where received.

This policy will be reviewed annually, or sooner if legislation, guidance or operational practice changes.

Conclusion

Britree is committed to providing a safe, nurturing and therapeutic home for children while operating as a considerate and responsible member of the local community.

We believe that good communication, professional standards and mutual respect are the foundations of positive community relationships. Through this policy, we aim to ensure that children receive the care they need whilst neighbours can be confident that the home will be managed responsibly and with consideration for those living nearby.

