



Good Neighbour Policy

Community relations and local accountability

SIGMA UNIVERSAL LTD trading as Testa Care

Document reference	TC-POL-GN-001
Version	1.0
Effective date	1 st August 2026
Review date	August 2027
Approved by	Responsible Individual / Registered Manager
Home address	5 Foulds Avenue, Bury. Greater Manchester. BL8 2SF

Contact the home: Telephone: [INSERT 24-HOUR HOME NUMBER] | Email: [INSERT HOME EMAIL]. In an emergency, call 999. Non-emergency police matters may be reported via 101.

1. Purpose and scope

This policy explains how Testa Care will build and maintain respectful relationships with neighbours and the wider community around the children's home. It guides staff, children and visitors and provides a clear route for raising concerns. It applies to the home operated by SIGMA UNIVERSAL LTD trading as Testa Care.

The home is intended to function as a settled family home for up to two children. Protecting children's privacy and safeguarding information remains essential; staff will therefore respond openly to community concerns without disclosing confidential information about any child.

2. Legal and practice framework

The home will operate only when registered with Ofsted and in accordance with applicable legislation and statutory guidance, including the Children Act 1989 and 2004, the Care Standards Act 2000, the Children's Homes (England) Regulations 2015 and the Guide to the Children's Homes Regulations, including the Quality Standards. This policy supports the positive relationships, protection of children, leadership and management, and care planning standards.

3. Our commitments to neighbours

Testa Care will:

- introduce the home and its contact arrangements to immediate neighbours before or shortly after opening, while protecting children's privacy;
- provide a 24-hour contact route for urgent concerns and acknowledge routine concerns promptly;

- maintain the house, garden, boundaries and waste arrangements to a good residential standard;
- manage noise, lighting, deliveries, parking and visitor movements so far as reasonably practicable;
- encourage children, staff and visitors to respect neighbours, local property and shared spaces;
- use local facilities responsibly and support appropriate community participation; and
- review patterns of complaints or incidents and take proportionate corrective action.

4. Everyday operation of the home

4.1 Residential character

Daily life will resemble that of other family homes: children will attend education or an agreed alternative programme, return for meals and activities, complete schoolwork where appropriate, relax, and follow individual evening and bedtime routines. Weekend and holiday activities may include parks, sports, clubs and outdoor pursuits.

4.2 Noise and considerate behaviour

Staff will set age- and needs-appropriate boundaries, supervise activities and address unreasonable noise. Televisions, music and games will be kept at considerate levels, particularly in the evening and overnight. Outdoor activities will be managed with regard to neighbouring properties.

4.3 Parking, deliveries and visitors

Staff and visitors will park lawfully and considerately and will not obstruct driveways, access points or pavements. Routine professional visits and meetings will normally be arranged during school or working hours where practicable. Visitors will sign in, have their identity checked where required, and be supervised in accordance with safeguarding procedures.

4.4 Property appearance and security

The building and grounds will be kept clean, safe and well maintained. Doors may use proportionate alerts to notify staff when opened, based on risk assessment. The home will not use security measures to unlawfully restrict liberty. Any external CCTV proposed for security will be subject to necessity, proportionality, privacy, data-protection and planning considerations, with appropriate signage and controls.

5. Supporting children as members of the community

Staff will act as positive role models and support children to understand their rights and responsibilities, develop positive relationships, care for their environment and make safe use of community facilities. Expectations will reflect each child's age, communication needs, disability, care plan and assessed risks. Children will not be shamed or identified to neighbours as being in care.

6. Concerns, complaints and incidents

6.1 How to raise a concern

A neighbour may contact the home using the telephone number or email on the first page. The staff member receiving the concern will listen respectfully, record the relevant facts and explain the next steps. Anonymous concerns will be considered where sufficient information is available.

6.2 Response standards

- Immediate danger or safeguarding concern: staff will take protective action and contact emergency services or relevant agencies where required.
- Urgent operational concern: the senior person on duty will assess and begin action promptly, normally within 30 minutes where the circumstances permit.
- Routine concern: the home will acknowledge it within two working days and aim to provide an outcome or progress update within 10 working days.
- Serious, repeated or unresolved concern: the Registered Manager or senior management will review the matter and arrange follow-up.

The home will explain what action can properly be shared. Confidential information about a child, family or staff member will not be disclosed. Where appropriate and consistent with the child's welfare, restorative action may include an apology, repair or other reasonable reparation; this will never be imposed in a way that is punitive, humiliating or unsafe.

6.3 Escalation

If a neighbour remains dissatisfied, they may use Testa Care's Complaints Procedure and ask for the matter to be reviewed by senior management. Contact: [INSERT COMPLAINTS EMAIL / POSTAL CONTACT]. Matters relating to a regulated children's home may also be raised with Ofsted through its published contact routes. This does not remove any person's right to contact the police, local authority or another appropriate body.

7. Incident management and follow-up

1. Make the situation safe, provide support and call emergency services where necessary.
2. Record the time, location, people involved, nature of the concern and immediate action, avoiding unnecessary personal data.
3. Notify the senior person on duty and Registered Manager in line with the home's escalation and notification procedures.
4. Keep affected neighbours appropriately informed without breaching confidentiality.
5. Review the response, identify learning and update risk assessments or arrangements where required.
6. For a significant matter, a manager will normally follow up with the neighbour within seven days, or sooner if appropriate.

8. Governance, records and learning

Community relations and any emerging themes will be considered in staff meetings, supervision, management monitoring and service review. Records of concerns will be stored securely and retained in accordance with the home's data-protection and record-retention arrangements. Staff will receive induction and refresher guidance on complaints, safeguarding, professional conduct, de-escalation and community relations.

9. Data protection and confidentiality

Personal information will be handled lawfully, fairly and securely. Neighbour contact details and complaint records will be accessed only by those who need them. Information will be shared with relevant authorities where there is a lawful safeguarding, regulatory or public-safety reason.

Approval and review

Approved by	Arshad Ashraf, Director
Signature	
Date	5 th August 2026
Next review	August 2027

This document will be reviewed at least annually and sooner following a significant incident, material change to the service, regulatory change or learning from complaints and feedback.