



Templar Hive Children's Care – Neighbour & Community Engagement Policy

1. Purpose

This policy outlines Templar Hive's commitment to building positive relationships with neighbours and the wider Woodlandglade community. It ensures that the home operates responsibly, with respect for residents' quality of life, while promoting inclusion and transparency.

2. Scope

This policy applies to:

- All Templar Hive staff and management
- Visitors, contractors, and professionals attending the home
- Children living within the home, in ways appropriate to their age and understanding

3. Principles of Engagement

- Respect – We respect our neighbours' rights to quiet enjoyment of their homes.
- Communication – We will maintain open, two-way communication with neighbours and residents' groups.
- Transparency – Concerns raised will be acknowledged promptly and acted upon.
- Integration – Children will be supported to participate appropriately in local activities and community life.

4. Communication with Neighbours

- A contact number and email address for the Home Manager will be made available to immediate neighbours.
- Concerns raised will be logged in the home's Complaints Register and responded to within 3 working days.
- The Home Manager may arrange face-to-face meetings where issues require discussion.

5. Community Involvement

- The home will encourage children to use local schools, leisure facilities, and youth activities responsibly.
- Staff will support children to respect estate rules and expectations, including noise, litter, and respectful behaviour.



A sanctuary of care, purpose, and belonging

- Where appropriate, the home will contribute positively to community initiatives (e.g., charity events, estate meetings, easter and xmas parties in the Woodlandgalde Center).

6. Managing Concerns & Complaints

- Concerns raised by neighbours will be treated seriously and investigated by the Home Manager.
- Where necessary, issues will be escalated to senior management for resolution.
- A record of concerns and actions taken will be maintained to evidence responsiveness.

7. Staff Responsibilities

- Staff will model respectful behaviour when arriving, parking, and moving around the estate.
- Staff will ensure that children are supervised in ways that prevent disturbance to neighbours.
- Any incidents that affect the community will be reported immediately to the Home Manager.

8. Review

This policy will be reviewed annually, or sooner if community feedback indicates a need for change.