



## **ANDERIDA ADOLESCENT CARE**

### **NEIGHBOURHOOD PROCEDURE**

Anderida strive to have positive relationships within our community. Anderida mentors aim to be kind, considerate, friendly neighbours who lead by example and provide positive role models for our young people.

#### **We endeavour to do this by:**

- Keeping the gardens front and back nice and tidy and well looked after.
- Maintaining the home to a good standard and ensuring it is presented well.
- Being mindful of noise at all times and avoiding any unnecessary disturbance.
- Ensuring incidents within the home are managed and contained within the home as much as possible.
- Reporting any concerns around safety or criminal behaviour within the community, to the authorities.
- Avoiding slamming doors.
- Being respectful and aware of parking protocol out of the front of the homes.
- Making ourselves approachable and friendly.
- Respecting the privacy of their neighbours and community
- Encouraging young people to do all the above.
- Ensuring good communication with our neighbours and informing them of any building works/disruption that may be happening at the home.
- Approaching individuals following any problems that may have impacted on them. This may involve giving feedback as to what action the home taking, giving feedback questionnaires or advising of their right to make a complaint.
- Encouraging feedback from all neighbours – including positive feedback.
- Wherever possible organising Restorative meetings in response to difficult incidents (when it is helpful and appropriate to do so), or Non-Violent responses as an alternative.
- Ensuring all neighbours are made aware of the complaints procedure and how to make a complaint to relevant external agencies should they wish to do so.