



# Disturbance Management Plan for 23 Tamar Road Residential Children's Home

## Objective:

This disturbance management plan aims to address and mitigate potential sources of disturbances that may occur within the property and disturb the neighbours. It is essential to maintain a peaceful living environment for both the residents and the community.

### 1. Managing Loud Music:

- 1.1 Clear Rules and Boundaries: The home manager will establish clear rules and boundaries regarding noise and volume levels when young people are listening to music with no loud music being permitted after 10pm. Designated quiet areas and soundproofing will be implemented, particularly in rooms sharing walls with neighbours
- 1.2 Encouraging Alternatives: Young people will be encouraged to use headphones, engage in quiet activities, and participate in group activities not reliant on music.
- 1.3 Community Engagement: Each young person will have an extensive daily activity schedule which will involve collaboration with community organisations to provide engaging activities for young people outside the home setting.

### 2. Addressing Challenging Behavioural Incidents:

- 2.1 Positive Expression: Young people will be supported to express themselves positively when they feel the urge to make noise.
- 2.2 Clear Rules and Expectations: The home manager will establish clear rules and expectations for behaviour to minimise the likelihood of challenging incidents.
- 2.3 Positive Reinforcement: The service will utilise positive reinforcement to encourage positive behaviour, including praise, privileges, and treats.
- 2.4 Staff Training: Staff will receive intensive training in managing behavioural challenges and de-escalation strategies.
- 2.5 Consistent Routine: Each young person will have a personalised support plan that will implement a consistent daily routine to provide structure and predictability, reducing the likelihood of behavioural issues.
- 2.6 Behavioural Specialist: The service will utilise our mental health specialist to develop appropriate behaviour management strategies and calming techniques.

### 3. Noise from Visitors:

- 3.1 Designated Visitor Area: The service will provide a designated area for visitors separate from the living area to minimise any noise impact.
- 3.2 Set Visiting Hours: There will only be established appropriate visiting hours and limit to the number of visitors at one time. All rules will be communicated consistently to visitors and enforced.
- 3.3 Quiet Activities: The service will encourage visitors to engage in quiet activities during visits, such as reading or board games.
- 3.4 Visual Cues: Support staff will use symbols and signs to indicate when quiet time is in effect, reminding young people to keep their voices down.

### 4. Odors from Hygiene and Housekeeping:

- 4.1 Hygiene Education: The service will provide hygiene awareness to young people, emphasising the importance of good hygiene.
- 4.2 Housekeeping Standards: Staff members maintain good housekeeping habits in line with a set cleaning schedule provided by management, including regular cleaning and waste disposal.
- 4.3 Personal Hygiene: Encourage young people to maintain good personal hygiene, including showering, grooming, and dental care.
- 4.4 Aromatherapy: The service will use air fresheners or diffusers with pleasant scents to mask unpleasant odours, being mindful not to use overpowering scents.
- 4.5 Involvement: Young people will be engaged in cleaning and tidying their living and kitchen areas with staff support.

### 5. Parking and Anti-Social Behaviour:

- 5.1 Clearly Labelled Parking: Parking spaces will be clearly labelled and parking restrictions will be communicated to all staff, visitors, and professionals.
- 5.2 Anti-Social Behaviour Prevention: Young people will be educated within the service on appropriate behaviour, building positive relationships, and the service will offer engaging activities.
- 5.3 Open Communication: There will be established open communication channels with the community to report incidents of anti-social behaviour or make complaints directly to the service.

This disturbance management plan will ensure a harmonious living environment for residents in Upper Pollicott and maintain positive relations with the surrounding community. Regular reviews and updates will be conducted to address emerging challenges and improve the effectiveness of these measures.

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