
Good Neighbour Policy

MEWA Health and Harm Reduction

Approval date: February 2025

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1.Responsibility for approval of policy	<i>MEWA Health and Harm Reduction</i>
2.Responsibility for implementation	<i>Abdalla Badhrus</i>
3.Responsibility for ensuring review	<i>Abdalla Badhrus</i>

1. Policy Statement

- 1.1. *MEWA Health and Harm Reduction* unit responds to community wide social problems by providing services to people who have needs in relation to addiction and associated health issues. We are committed to cultivating and maintaining positive relationships with neighbours in our immediate proximity, and where the need arises, to taking active steps to prevent and resolve any issues related to the activities of our organisation and/or its service users.

2. Purpose

- 2.1. This policy outlines the proactive steps taken by *MEWA Health and Harm Reduction* to foster positive relationships with individuals, businesses, community and voluntary groups and any other stakeholders in our community, as well as procedures for responding to issues or complaints that arise in relation to our service regarding public nuisance or antisocial behaviour.

3. Scope

- 3.1. The policy applies to all actions directly related to the organisations activities.
 - 3.1.1. Staff of *MEWA Health and Harm Reduction* will address observed or reported anti-social behaviour / public nuisance that occur in the immediate local environment as defined in point 5.1.
 - 3.1.2. Staff of *MEWA Health and Harm Reduction* will promote safety and support and maintain good relations within the wider local community as defined in point 5.2.
- 3.2. The policy outlines the reasonable efforts that will be undertaken by the organisation to resolve any neighbourhood issues arising.
- 3.3. This policy clarifies the limitations of the role of the organisation in managing the local environment and outlines the ways in which *MEWA Health and Harm Reduction* will work with other local community groups, businesses and statutory agencies to address issues of concern.

4. Roles and Responsibilities

- 4.1. Outreach Coordinator: the role of the Outreach Coordinator is to ensure that staff and service users are aware of and understand this policy and procedures for its implementation.
- 4.2. Staff: must act in accordance with the policy.
- 4.3. Service users: will be informed of their responsibilities in relation to conduct in the local area. Any issues in relation to this will be managed as described in the policy.
- 4.4. It is the role of the Outreach Coordinator to:
 - 4.4.1. Respond in a timely manner to all complaints and issues.
 - 4.4.2. Attend relevant community meetings as indicated in point 7.2 below
 - 4.4.3. Ensure that staff and service users are aware of the provisions of the policy and issues in relation to it.

5. Glossary of Terms and Definitions

- 5.1. Immediate local environment: Refers to Kisauni district
- 5.2. Wider local community: Refers to Likoni Ferry to Kisauni District and Kongowea to Shanzu. The service will have a presence in this area by conducting street outreach / responding to complaints / liaising with local businesses and neighbours.
- 5.3. Neighbours: The neighbours of *MEWA Health and Harm Reduction* are defined as:
 - 5.3.1. Individuals who normally live in the area and community / voluntary / statutory services that normally operate in the area or businesses that normally operate from premises in the area as defined in point 5.2.
 - 5.3.2. Individuals using other services and businesses operating in the area defined in point 5.2.
 - 5.3.3. Members of local statutory services working in the area as defined in point 5.2 above.

- 5.4. Anti-social behaviour: anti-social behaviour is a broad concept. It is defined in the Criminal Justice Act 2006 as [behaviour that] *causes or, in the circumstances is likely to cause, to one or more persons who are not of the same household as the person:*
- 5.4.1.1. *Harassment or*
 - 5.4.1.2. *Significant or persistent alarm, distress, fear or intimidation or*
 - 5.4.1.3. *Significant or persistent impairment of their use or enjoyment of their property.*
- 5.5. Public nuisance: *'public nuisance encompasses crimes, disturbances and antisocial behaviours that disrupt the safety, security, health and tidiness of a community or neighbourhood and which jeopardise the quality and enjoyment of life of the inhabitants of street, a neighbour or a community.'*
- 5.6. Service users are defined as:
- 5.6.1. Individuals who have used or who normally use any of the services of *MEWA Health and Harm Reduction* at the premises on Kisuani and *Sharif Alwikassim Lane, Mombasa*
 - 5.6.2. Registered patients of *MEWA Health and Harm Reduction*.
 - 5.6.3. This group does not include individuals who are passing time or congregating outside of the immediate environs of *MEWA Health and Harm Reduction* but are not attending this service.

6. Principles

- 6.1. *MEWA Health and Harm Reduction* is committed to cultivating positive neighbourly relationships and promoting a stronger local community.
- 6.2. We endeavour to be transparent; to ensure that local people and businesses are aware of our work and have open channels of communication through which to communicate comments, concerns and grievances.
- 6.3. Our organisation aims to be part of the solution to complex social problems that affect our service users, the local community and city. By providing addiction specific social support services our organisation seeks to respond to the needs of individuals who, because of their often-complex needs may be at risk of contributing to and being victims of, wider social problems such as anti-social behaviour, public nuisance, discrimination and social exclusion.
- 6.4. Provision of social services can act to reduce anti-social behaviour and public nuisance.
- 6.5. We acknowledge that some community members may perceive a threat to social peace or may be intimidated by antisocial behaviour by some service users and/or their associates. The service also acknowledges that this perception may be based on the conduct or presentation of some individuals and can result in stereotyping and further marginalisation of vulnerable people who may not be involved in anti-social behaviour.
- 6.6. Public space is public property. Everybody should behave in a way which is compatible with the needs of other users of the same place.
- 6.7. We believe that it is necessary to understand the factors underlying and contributing to anti-social behaviour and public nuisance. Responses to these issues require long term strategic and integrated interagency responses. We aim to actively contribute to these where possible in cooperation with relevant bodies such as NACADAA, Kenyan Ministry of Health etc.
- 6.8. *MEWA Health and Harm Reduction* recognises the limitations of our remit in responding to incidents or events that occur beyond our immediate environment, or outside our hours of operation, and seek to create a positive working relationship with statutory services with responsibility for managing such space such as the local police and the village chiefs.

7. Community Liaison

- 7.1. *MEWA Health and Harm Reduction* will liaise with the local community through the following channels:
 - 7.1.1. Outreach Worker (s): it is the remit of this worker to provide a first point of contact for neighbours in relation to issues pertaining to the service or users of the service.
 - 7.1.1.1. Outreach Worker (s) will work proactively to ascertain whether there are any issues arising among neighbours by:
 - 7.1.1.1.1. Walking around the locality on a regular basis and informally checking in with neighbours as required.

- 7.1.1.1.2. Conducting street-based and assertive outreach on a daily/weekly basis in the neighbourhood as defined in point 5.2
- 7.1.1.2. *MEWA Health and Harm Reduction* will respond to issues identified by neighbours:
 - 7.1.1.2.1. By providing informal advice and support on issues as they arise.
 - 7.1.1.2.2. By agreeing and enacting informal responses to any issue, if issues cannot be resolved in this way, then advising individuals to use the formal complaints procedure in relation to issues relating to the service.

8. Service User Involvement in Good Neighbour Policy

- 8.1. Service user contract:
 - 8.1.1. Service users are made aware of the policy and sign up to an individual contract outlining their rights and responsibilities. This contract includes details in relation to their behaviour in the environment of the service as described in point 9 below.
 - 8.1.2. Where issues arise and service users are in breach of the contract, the issue will be addressed with the service user by a staff member. Service users will have an opportunity to discuss and seek clarification on, the issue in question, the contract and policy.
 - 8.1.3. Where the issue is not resolved or behaviour is ongoing, procedures will be followed as per the service user's contract / the Inclusion Policy / other.
- 8.2. Where service users have issues or grievances with a neighbour, they should be encouraged to discuss this with staff of *MEWA Health and Harm Reduction* who will support them in managing the issue.
- 8.3. The organisation's Service User Charter of Rights and Responsibilities includes a clause on conduct in the neighbourhood.
- 8.4. Service users will be included in the review process of this policy through one-to-one sessions and as issues arise.
- 8.5. Service User Forum: issues pertaining to the neighbourhood are addressed at monthly service user forums.

9. Preventative Measures

- 9.1. Rules of the organisation
 - 9.1.1. Congregating outside the premises:
 - 9.1.1.1. Service users are discouraged from congregating in the immediate environment of the service in groups of three or more.
 - 9.1.1.2. Service users are encouraged not to loiter in the environment of the service on their way to or from the service.
 - 9.1.2. Conduct in the local community:
 - 9.1.2.1. When coming to and from the service, service users are asked to behave respectfully towards any other people in the local environment.
 - 9.1.2.2. Service users are discouraged from on-street shouting and arguing in the immediate environment of the service.
 - 9.1.3. Anti-social or criminal behaviour in the immediate environment of the service:
 - 9.1.3.1. Service users are discouraged from begging or requesting money from other people.
 - 9.1.3.2. Service users are discouraged from on-street buying and selling of any goods.
 - 9.1.3.3. Service users are discouraged from consuming alcohol or drugs in public.
 - 9.1.3.4. Where there is an argument, fight or other incident involving service users of *MEWA Health and Harm Reduction* either with another service user, neighbour or other member of the public:
 - 9.1.3.4.1. management should be notified and if judged safe to do so, management will intervene and endeavour to de-escalate the situation,
 - 9.1.3.4.2. if management are not present and staff judge it to be safe to take such action, staff will intervene and attempt to de-escalate the situation,

- 9.1.3.4.3. if it is judged to be unsafe, neither staff nor management will intervene, and the police will be called.
- 9.1.4. Responding to service user anti-social or public nuisance behaviours:
 - 9.1.4.1. Where service users of *MEWA Health and Harm Reduction* are observed engaging in anti-social behaviour in the immediate local environment, staff will remind service users of the Good Neighbour Policy, and their responsibilities in relation to this. If the issue is not resolved and anti-social or public nuisance behaviours are continued then, following the principles of natural justice in relation to information and proof of alleged conduct:
 - 9.1.4.1.1. The service user will be engaged in a formal one to one meeting with the manager of the service, to discuss the presenting issue and service user responsibilities. Consequences to behaviours not improving will be outlined. If a service user continues to engage in said anti-social / public nuisance behaviours, the following are interventions available to the service: temporary or permanent removal from treatment services.
- 9.2. Staff management of the immediate local environment
 - 9.2.1. Collection of unsafely disposed injecting equipment in the locality:
 - 9.2.1.1. Staff of *MEWA Health and Harm Reduction* conduct outreach on a monthly basis (and as requested for donor funded projects) which involves picking up discarded needles and other injecting paraphernalia, the area for outreach is defined in point 5.2 above.
 - 9.2.1.2. Where neighbours contact the service regards discarded paraphernalia in the immediate local environment, *MEWA Health and Harm Reduction* will, where possible, make staff available to collect it. If this is not possible, the neighbour will be advised to contact the Mombasa City Council's waste management services who have responsibility for handling of hazardous waste.
 - 9.2.1.3. Where *MEWA Health and Harm Reduction* is contacted by neighbours from the wider local community who are concerned about discarded paraphernalia, they will be provided with support and advice on the dangers of blood borne viruses and making the area safe and encouraged to contact Mombasa City Council's waste management services as above.
 - 9.2.2. Rubbish
 - 9.2.2.1. *MEWA Health and Harm Reduction* will take responsibility for the maintenance of the immediate local environment and will conduct a rubbish pick up on a daily basis.

10. Complaints Procedure

- 10.1. The organisation has a Complaints Policy which encompasses procedures for both internal and external complaints, whether from a named or anonymous source. All complaints from neighbours will be managed in the way described in this policy.
- 10.2. Complaints procedure for neighbours: summary
 - 10.2.1. Any neighbour or concerned individual can complain about any aspect of the service that has impacted on them or the organisation they represent in a way that they perceive to be negative.
 - 10.2.2. All complaints by neighbours should be referred to the *MEWA Health and Harm Reduction* and responded to in accordance with the Complaints Policy.
- 10.3. Publicising the complaints procedure:
 - 10.3.1. Neighbours will be informed of the policy where relevant through the Outreach Coordinator and Outreach Workers and at local committees and meetings as outlined in point 4 above.
 - 10.3.2. The Good Neighbour Policy and Complaints Policy are available to neighbours on request.

11. Proactive Engagement with the Local Community

- 11.1. *MEWA Health and Harm Reduction* will provide information sessions on request to local groups and businesses on the following subjects:
 - 11.1.1. Understanding addiction, its impact on the family and changes that family members need to make to avoid 'enabling'.
 - 11.1.2. Drug treatment and addiction services in the local area.
 - 11.1.3. Responding to drug-related anti-social behaviour.
- 11.2. Other
 - 11.2.1. Contributing to local events such as the Annual Mombasa Drugs Awareness Parade.
 - 11.2.2. Providing awareness to local business and schools in relation to drug related issues.
 - 11.2.3. Service users are encouraged to participate proactively in communities through MEWA coordinated voluntary projects.