



# Under 18s Policy

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

## 1. Introduction

- 1.1. At Chester House we are committed to ensuring that all our residents feel welcomed, settled and safe throughout their stay. Based on our experience, we feel that a resident who is under 18 years of age at the date they move in sometimes needs a little extra support, especially at the beginning of their stay.
- 1.2. This policy outlines how Chester House will help support residents who are under 18 during their stay.
- 1.3. This policy only applies to residents who are 16 and 17 years old. Chester House does not provide accommodation to individuals who are under 16.

## 2. Procedure

- 2.1. All residents who are under 18 will be assigned a main contact from the Accommodation Team and informed of this prior to or on their arrival. If the main contact is not on duty when the resident arrives, they will introduce themselves at the first opportunity.
- 2.2. The main contact will then contact the resident to arrange an initial meeting to enable the resident to feel more comfortable with speaking to the member of staff. The main contact will then look to check how the resident is on a regular basis either by arranging a time for the resident to drop by the office or by speaking to them in passing when the resident comes to the office, e.g. to collect post.
- 2.3. Contact should be conducted by face-to-face meetings or by email only. Mobile phones or social media accounts must not be used as methods of contact and personal contact details must not be shared.
- 2.4. Any face-to-face meeting should be conducted in a space visible to others. For example, meeting in the dining room. Meetings must not take place in a staff flat or in a resident's bedroom.
- 2.5. Should the resident require assistance when the main contact is not on duty, they should come to the office or use the emergency phone to contact the person on duty.
- 2.6. The purpose of the contact is to provide support regarding the resident's stay at Chester House and in London. The Accommodation Team cannot provide professional guidance on any personal or health related matters. However, they may be able to provide details for other organisations that can.

## 3. Conditions of stay

- 3.1. The accommodation agreement includes specific conditions for under 18 residents. The conditions continue until they reach their 18<sup>th</sup> birthday or end their stay at Chester House, whichever is soonest. The conditions are:
  - A member of our Accommodation Team will be nominated as your main contact. They will look to catch up with you regularly, especially in the first term, to see

how you are settling in either in person or via email. They will introduce themselves to you on or shortly after your arrival.

- All communication regarding your residency / account, e.g. invoices, will be sent to both you and your parent / legal guardian.
- If not already included in your booking application, that we have an emergency contact name, number and email address (you can provide more than one contact).

- 3.2. The Accommodation Team are responsible for ensuring that these conditions are met and continue to be met throughout the resident's stay (or until they reach their 18<sup>th</sup> birthday).
- 3.3. The Accommodation Team will ensure that a separate record of residents who are under 18, their contact details and the main contact is kept and updated ensuring that all residents on the list are being contacted on a regular basis. This record will be available to the whole team for reference.

#### **4. Safeguarding**

- 4.1. The Guy Chester Centre is committed to safeguarding all residents at Chester House and will take the appropriate action to see that all residents are kept safe by promoting and maintaining a safe environment. We will also make every effort to be aware of the signs of abuse or neglect, to identify residents at risk and to report concerns.
- 4.2. We will refer concerns that a resident under 18 might be at risk of significant harm to the appropriate authorities. This will usually be done after explaining to the resident and their parent or guardian that this is going to happen. We will still make a referral even if the parent or guardian opts to do so as well.
- 4.3. We will always seek to communicate with the parent or guardian on such concerns unless we believe this may place the resident at further risk.

#### **5. Further information**

Further information or clarification can be obtained by emailing [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk)

#### **6. Review date**

This policy was last reviewed in March 2019 and will be next reviewed in March 2020.