



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 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.
- 1.4. Chester House does not have any legal or contractual relationship with any school, college, or university that residents attend. Therefore, no information regarding a resident's accommodation is shared with their place of study.

2. Responsibilities of the Accommodation Team at Chester House:

- 2.1. All residents who are under 18 will be assigned a main contact from within the Accommodation Team, who will email the resident prior to their arrival.
- 2.2. The assigned member of staff will arrange a telephone call with the resident's parent or legal guardian before their arrival to discuss anything important that the Accommodation Team should be aware of before their arrival, and to allow the parent/guardian to ask any questions.
- 2.3. The assigned member of staff will contact the resident to arrange an informal meeting within their first few weeks to enable the resident to feel more comfortable with speaking to the member of staff. Following this first meeting, they will make regular contact with the resident until the end of their agreement, or until they turn 18, whichever is soonest. The resident must attend all these meetings.
- 2.4. Contact between the accommodation team and resident 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.
- 2.5. Any face-to-face meeting should be conducted in an open and publicly visible space, such as the office or Hub. Meetings must not take place in a private space such as a resident's bedroom.
- 2.6. The purpose of the contact is to provide general support regarding the resident's stay at Chester House. 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 offer that kind of help.
- 2.7. No member of the Accommodation Team will act in 'Loco Parentis' (in the place of the parent/guardian) or provide direct supervision of any residents under the age of 18.
- 2.8. No member of the Accommodation Team will monitor how any under 18 resident participates in their studies, spends their leisure time, or how they manage their finances.
- 2.9. The Accommodation Team will follow data protection laws and the relevant data privacy notice with regards to the sharing of information for any under 18 residents with their school, college or university.



- 2.10. Should an under 18 residents require assistance when their assigned main contact is not on duty, they should come to the office to speak to another member of staff or use the emergency phone in reception to contact the person on duty.
- 2.11. The Accommodation Team will keep a record of all residents who are under 18, along with details of their next of kin, including contact email addresses. These details will be kept up to date and will be available to the whole accommodation team.
- 2.12. DBS (Disclosure and Barring Service) checks are carried out on all members of the Accommodation Team.
- 2.13. The Accommodation Team will inform the guarantor if the resident is in rent arrears.
- 2.14. The Accommodation Team will inform the guarantor and the parent/guardian if the resident is in breach of the Licence Agreement that leads to disciplinary procedures, resulting in a final written warning or a termination of their license agreement.

3. Conditions of stay

Under 18 Residents have some specific conditions of stay attached to their accommodation agreement. These conditions will continue until the resident reaches their 18th birthday or end their stay at Chester House, whichever is soonest. These conditions are:

- 3.1. That a member of Guy Chester Centre's Accommodation Team will be nominated as the Resident's main contact. That the nominated member of staff will contact the Resident's parent or legal guardian by phone before their arrival to discuss the Resident's stay.
- 3.2. That the nominated member of staff will contact the Resident after their arrival to arrange an informal meeting. The Resident must attend this meeting.
- 3.3. That Chester House may contact the Resident's Guarantor and, if different, the Resident's parent or legal guardian, should the Resident be in breach of this accommodation agreement.
- 3.4. That the Resident is expected to have the necessary skills to study and live independently alongside people from a wide variety of backgrounds. Accommodation at Chester House is offered on the understanding that the Resident will be able to adapt to living away from home and to looking after themselves in all practical matters.
- 3.5. To notify Guy Chester Centre of the name, phone number and email address of one or more emergency contacts.

4. Safeguarding

The Accommodation Team will adhere to the Guy Chester Centre's Safeguarding Policy with regards to all under 18s residents. For further information, please see the Safeguarding Statement on our website.

5. Further information

Further information or clarification can be obtained by emailing office@chesterhouse.org.uk

6. Review date

This policy will be reviewed in August 2025.