



# Student Housing Management Plan

## King's Cross Methodist Church

58A Birkenhead Street, London, WC1H 8BW

**Applicant:** West London Mission Circuit of the Methodist Church

**Proposed Development:** Part demolition, extension and reconfiguration of the existing building to provide replacement church (Use Class F1) with ancillary café and student accommodation (Sui Generis), together with associated plant, cycle and refuse storage

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### 1. Introduction

This Student Housing Management Plan (SHMP) is submitted in support of the planning application for the proposed development described above at the King's Cross Methodist Church, specifically in relation to the management of the student accommodation above the Church. This accommodation will be managed by the Church.

The plan outlines the operational management strategies to ensure the safety, welfare, and community well-being of the students and mitigate potential impacts on neighbours, addressing key factors like health and safety, maintenance, tenant relationships, and compliance with the Student Housing Camden Planning Guidance (March 2019).

The Church is well versed in the management of student accommodation, having operated a similar student accommodation service at the site for over three decades to date. Hence a number of existing relevant documents are referred to as a reference in this document and updates will be made as required to tailor them to the new student accommodation.

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### 2. Health and Safety Standards and Procedures

We are committed to providing a safe environment for all student residents. The following measures will be enforced:

- **Fire Safety:**
  - The building will be fitted with an advanced fire detection system, including multiple smoke and fire alarms, carbon monoxide detectors and fire extinguishers provided at various locations throughout the building.
  - Regular fire drills will be conducted, and a **Fire / Emergency Action Plan** similar to the current one used at Methodist Chaplaincy House (refer to Appendix 1) will be in place, ensuring clear evacuation routes and directing to an appropriate assembly point.
  - Personal Emergency Evacuation Plans (PEEPs) will be created for students who require assistance during evacuations.

- Details of the fire warden and evacuation assembly points will be displayed in communal areas of the building as well as within each student room.
  - **Emergency Procedures:**
    - Emergency response procedures will be communicated to all residents, with grab bags and contact details for emergency services available.
    - In case of other emergencies, such as gas leaks, the appropriate contingency plans will be in place (as per the Fire / Emergency Action Plan at Appendix 1).
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### 3. Maintenance and Repairs

Maintenance will be managed as follows:

- **Reporting Issues:** Students will be able to report maintenance issues through an online portal or dedicated phone line. All reports will be addressed within 48 hours, and emergency repairs (e.g., heating or water) will receive immediate attention. The Church's obligations of ensuring repair and proper working conditions will be included within the Tenancy Agreement (in a similar manner as the current MCH Contract of Residence 2023/24 found at Appendix 2).
  - **Regular Inspections:** Weekly inspections of communal areas and quarterly inspections of private rooms will ensure ongoing maintenance, with safety testing for electrical items.
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### 4. Environmental Quality

We will ensure that the environmental quality of the property remains high:

- **Communal Area Cleanliness:** Regular cleaning will be performed in communal areas, with residents responsible for personal spaces as detailed within the Tenancy Agreement. Kitchen duties will follow a rota (as per the House Rules 2021/22 at Appendix 3).
  - **Waste Management:** A recycling and waste disposal system will be established, with guidance provided to residents on the correct usage of these facilities. A dedicated refuse store will be provided for waste and recycling.
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### 5. Landlord and Tenant Relationship

Our aim is to foster a respectful and cooperative living environment:

- **Tenancy Agreement:** Residents will sign a **Contract of Residence**, similar to that of Methodist Chaplaincy House (refer to MCH Contract of Residence 2023/24 at Appendix 2), which outlines the tenant's and Church's obligations and responsibilities.
- **House Rules:** A set of **House Rules** will govern communal living, including quiet hours, guest policies, and kitchen duty participation (in a similar manner to the House Rules

2021/22 at Appendix 3). The Contract of Residence will require students to agree to comply with the House Rules.

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## 6. Student Welfare and Support

We will provide a supportive environment for student welfare:

- **Pastoral Care:** Students will have access to pastoral care provided by staff, who will offer guidance and support when needed. Regular house meetings and events will help build and maintain a sense of community (and meeting attendance will be encouraged through the House Rules in a similar manner to the House Rules 2021/22 at Appendix 3).
  - **Mental Health and Wellbeing:** Resources and referrals for mental health services will be available, with regular check-ins by the Centre Manager to ensure resident wellbeing. Advice on access to health care will also be provided and provision of a first aid kit will be provided in all communal areas.
  - **Moving In/Out:** A Welcome Pack will be provided alongside other informative and guidance documents to support students when moving including details on House Rules, Internet Policy and Creating Safer Space (similar such documents are currently provided to MCH students, see Appendices 3, 4 and 5 respectively). When moving out, students will be expected to ensure their room is clean and approved by the Warden in order to receive the deposit. All keys will be expected to be handed in prior to departure.
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## 7. Antisocial Behaviour and Disciplinary Procedures

To maintain a harmonious living environment, we will have clear policies on antisocial behaviour:

- **Disciplinary Procedures:** Any breach of the **House Rules**, such as causing nuisance or harassment, will result in disciplinary action, ranging from warnings to possible eviction, depending on the severity of the incident (in the same manner as is set out in the current MCH Contract of Residence 2023/24 at Appendix 2 and House Rules 2021/22 at Appendix 3).
  - **Contract of Residence and House Rules:** These will be written to ensure students are aware of their obligation to behave responsibly with respect for fellow residents, neighbours and property and not cause a nuisance or annoyance to neighbours or to other tenants or to staff, and to take all reasonable steps to ensure that any guests or visitors do not do so.
  - **Contact for Neighbours:** The appointed student warden's contact details will be made available at all times on the front of the property, in the event that any neighbours or members of the wider local community wish to make contact should any issues or disturbance arise from the student accommodation. The Warden's contact details are currently (and will continue to be) placed at the front of the property should neighbours need to contact for any issues.
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## 8. Administration, Accreditation, and Compliance

- **Accreditation:**

- The accommodation will comply with Camden's **Secured by Design** principles.
- Formal accreditation is not sought through the ANUK/Unipol Code of Standards, however the Church commits to maintain similar professional management standards. This includes:
  - **Equality and Diversity Practice in relation to Management and Letting:** The Church will make adjustments to meet needs of disabled students where needs identified through an appropriate assessment process are reasonable, as defined in the Act and shall complete adaptations within a reasonable timescale of request.
  - **Complete and Accurate Marketing Information:** The Church will describe all property details accurately; without misrepresentation to prospective occupants
  - **Information for Tenants re Rents/Payments:** All prospective occupants will be informed about any contractual terms under which the property is offered and enable a copy of these to be either provided or downloaded. No demands of any money will be made from students (apart from deposits or rent) before the signing and exchange of any letting agreement. All occupants will be provided with a written/electronic copy of the agreement at the time they pay any holding rent or deposit.
  - **Ensuring Good State of Repair of Accommodation:** Regular inspections to be conducted (see Section 3 of this Management Plan). The Church hall will give occupants information on how to report any repair/maintenance issues and to whom these should be addressed.
  - **Information re Wi-Fi:** In marketing (and in tenancy) information, Members shall make clear for the benefit of occupants and prospective occupants whether Wi-Fi is included in the rent or at an additional cost, and exactly what sort of provision is being made available to users, especially where the 'free' elements cover only a base service and a charge is made for enhancements to this.
  - **Charges in relation to damage caused by tenants:** The Church will charge a reasonable sum for any damage to the accommodation or damage to the fixtures and fittings, furniture or contents damaged during the agreement, other than damage caused by fair wear and tear or caused due to any breach of the Church's obligations.
  - **Furniture:** The Church will ensure that all study bedrooms contain a bed, adequate clothes storage space, a bed, a desk, a chair and curtains/window blinds which are hung properly. The Church will ensure that all furnishings and furniture provided are clean and in reasonable condition at the start of the occupancy agreement
  - **Laundry facilities:** The Church will provide facilities for the washing and drying of clothes. Machines will be kept in reasonable working order and the laundry room kept clean and tidy.

- **Mail Deliveries:** Members will make occupants aware of procedures for the distribution of incoming mail and where it can be collected from.
  - **Gas and Electric:** The Church will ensure that all means of use and supply of mains gas and alterations, and repairs to gas installations comply with the current Gas Safety (Installation and Use) Regulations. The Church will have all gas appliances serviced annually by a Gas Safe Registered engineer. The Church will possess an Electrical Installation Condition Report (EICR) showing that all electrical installations are in a safe and satisfactory condition. The EICR must be carried out by a competent electrical engineer (preferably accredited by NICEIC).
  - **Fire Safety and Security:** See Sections 2 and 9 of this Management Plan.
  - **Disputes and Complaints:** The Church will have a clear procedure for raising disputes / complaints which will be communicated to all student residents.
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- **Annual Review:** The management plan will be reviewed annually, with updates made to ensure ongoing compliance with health and safety, maintenance, and welfare standards.
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## 9. Secured by Design Principles

We are committed to ensuring the property adheres to Camden's **Secured by Design** guidelines, which include:

- **Surveillance Systems:** Installation of CCTV in key communal areas.
  - **Secure Access:** Access will be controlled via secure electronic entry points to prevent unauthorised access.
  - **Lighting:** External lighting will ensure visibility and safety around entry and exit points.
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## 10. Student Tenancy Agreement

A formal **Tenancy Agreement** will be provided to each student upon arrival, including:

- **Rental Terms:** Monthly fees, deposit conditions, and payment schedules (in similar manner as is set out in MCH Contract of Residence 2023/24 at Appendix 2).
  - **Notice Period:** A 28-day notice period will be required for termination of the agreement (in similar manner as is set out in MCH Contract of Residence 2023/24 at Appendix 2).
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**Conclusion**

This Student Housing Management Plan outlines our commitment to providing safe, high-quality student accommodation in a supportive and well-managed environment. It ensures compliance with Camden's requirements and promotes the welfare and safety of all residents.

## **Appendix 1 – Fire / Emergency Action Plan**

# FIRE/EMERGENCY ACTION PLAN

West London Mission Methodist Chaplaincy House,  
58 Birkenhead St,  
London  
WC1H 8BB  
020 7278 5640

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The Responsible Person will facilitate the response in the event of an emergency.  
If a fire is discovered, follow the guidance in the section 'On discovering a fire'.  
If the fire alarm system is activated follow the evacuation procedure below.

**The Responsible Person:** Phone 999, collect grab bag, follow procedures as described below,  
(Including removing signing in book (s) if safe to do so)

**Encourage evacuation of all residents without putting yourself at risk.**

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## ON DISCOVERING A FIRE

1. Initially raise the alarm by shouting out that there is a fire
2. Break the nearest breakpoint to set off the alarm. There are 19 Fire Alarm Call Points (red) located throughout the building, to activate press the break glass as indicated on each point.
3. Call Fire/Emergency Services by Dialling **999**  
*If a fire has been discovered and put out by a resident, the Fire Service must be called in ALL instances. The Fire Service will determine if they still need to attend or not.*  
  
*If the fire alarm was activated, it should NOT be silenced and NOT reset until either the Fire Brigade have advised they will not be attending or if they attend, they will reset the panel after inspecting the property and the panel.*
4. Responsible Person takes grab bag, radio and Hi-Vis tabard when leaving.
5. Evacuate the building using the nearest and ALL available exit (s)
6. If safe to do so, close doors and windows as you leave
7. If the fire is in or on a cooker, turn off the electricity or gas supply if safe to do so. (i.e. socket; gas tap)
8. Go to the Evacuation Meeting Point: **Junction of Birkenhead Street/St Chad's Street**

**Do not risk your life by dawdling or going back to collect personal belongings.**

**The information the Fire Service will require upon arrival is:**

1. The location of the fire
2. Who is potentially still inside and their location.
3. How the fire started (if known)
4. Ensure fire officers have access to emergency information from the grab bags.  
➤ **Location of fire panel(s):** Adjacent to Centre Manager's Office (Main panel) & Ground Floor Foyer, Birkenhead Street



## EVACUATION PROCEDURE

1. Evacuate the building by the nearest exit,
2. Close windows and doors as you go,
3. Where possible and without putting yourself at risk, knock on rooms (only if on exit route) as you leave to ensure residents have left.
4. Do not stop to collect personal belongings,
5. If there is smoke, stay low to the ground and avoid breathing in the smoke,
6. Congregate at the fire evacuation meeting point.

### **Location of Exit(s)**

Main door to Birkenhead Street; Exit door to Crestfield Street; Emergency exit via side passage to Crestfield Street.

**Location of Assembly Point**     *Junction of Corner Birkenhead Street and St Chad's Street*

### **Actions If Unable to Evacuate:**

If residents or visitors are unable to evacuate safely, follow the procedures below. It is important that all residents/visitors/volunteers receive comprehensive fire safety systems and good practice instruction.

1. If you are unable to evacuate you should return to your room, fully close your door, try to seal the bottom of the door with clothes (wet them if possible) to prevent smoke from entering the room and open a window for ventilation.
2. Do not lock your door (ability to leave unlocked may depend on specific lock type); the fire brigade may need to get into your room to rescue you.
3. If your room is unsafe you should go to the nearest safe room, fully close the door, and open a window for ventilation.
4. Attract attention out of the window to make others aware you are trapped.
5. If smoke comes into the room stay low on the ground and allow the smoke to exit the room through the windows.

### **Arrangements for Safe Evacuation of Persons Identified As Being Especially At Risk:**

New occupiers to be asked to complete a questionnaire to assess if they will have any difficulty in evacuating the premises in an emergency. To be emphasised at training sessions.

A personal Emergency Evacuation Plan must be completed for those occupiers who may have difficulty in swiftly exiting the premises in an emergency.

Each plan will identify what help/resources may be required for any identified individual(s).

**The list and copies of PEEPs to be kept in the grab bags and regularly updated.**

## PROCEDURE FOR CHECKING A LOCATION FOR FIRE

1. Use all of your senses: Sound, Smell, Touch and Visual: Night Duty Team Members are **NOT** expected to put themselves at risk when checking for fire. **If unsafe to proceed – get out and stay out.**
2. Proceed with caution at all times, looking out for smoke as the main indicator of a fire.
3. Have an extinguisher or other fire-fighting equipment available.
4. At doors, check for smoke coming through gaps; if there is smoke don't open the door.
5. Test the door for heat by running the back of your hand against the door from bottom to top. If it is cool to touch, check the door handle in the same way as heat will conduct readily through metal door handles.
6. If the door handle is hot **DO NOT OPEN THE DOOR** it is probable that there is a fire on the other side of the door
7. If this door leads to your exit route find an alternative route and close doors behind you.
8. If the door & handle are cool open the door slowly holding the handle tightly. If there has been a fire on the other side of the door and it has burned out due to a lack of oxygen, the act of opening the door may lead to an inrush of oxygen at a terrific rate.
9. You must shut the door quickly if you sense or hear this happening, otherwise a back draft will be created.

### **Action following an emergency evacuation:**

**Do NOT re-enter the building until advised by the London Fire Service that it is safe to do so.**

If the London Fire Service have not attended, do **NOT** silence the alarm nor allow re-entry to the building until the LFS state it is safe to do so.

## CONTACT NUMBERS & BUILDING INFORMATION

**Site Address:** WLM Methodist Chaplaincy House, 58 Birkenhead St,  
London

**Post Code:** WC1H 8BW

**Centre Manager Name & Mobile No:** Ben Olasuyi, 07539 690 334

**On-call Mobile No:** Manager on duty

**Total No of Resident Rooms:** 12 single, 8 shared resident rooms; flat; Guest room

**No of Staff on Site:** Day only: 1

**Occupiers:** Students; Visitors; Groups using amenities

### **Premises Phone Number:**

**Description / Number** Landline: 020 7278 5640

WLM Head Office: 020 4530 7800

WLM Out of Hours Manager: **As per published Rota.**

Local Authority Name Camden Council.

### **Access**

Keys to Building Held by: Centre Manager  
Name to be provided by KXMC  
Designated H&S Church Committee Member

### **FIRE PANEL INSTRUCTIONS**

**Silence** Use (socket key) keypad activation key in Panel – turn to “On Mode”. Hold down “Silence Alarm” button until alarm stops, and panel lights turn off

**Reset** The button is clearly marked as ‘Reset’ Hold down button until “Whistling” stops.  
Turn Activation key back to “off mode”.

### **Utility Information:**

**Gas Isolation:** Gas isolation valves in the basement, one located in cupboard on left hand side of left-hand main room, the other located in cupboard on right hand side of Nursery & Children’s playroom”

**Power Isolation:** Electric isolator for MCH and flat is located in cupboard on right hand side of Nursery & Children’s playroom in the Basement (Birkenhead Street side). Electricity isolator for entire premises located in cupboard in Choir room in the Basement (Birkenhead Street side)”

**Water isolation:** Main water valve in pavement on Crestfield Street adjacent to the door.

#### **Stop taps:**

1. G/f Gents toilet – top left hand corner ceiling (Birkenhead St side)
2. G/f Ladies toilet – top right hand corner ceiling (Birkenhead St side)
3. G/f entrance foyer -main water pipe (Crestfield Street)
4. 1<sup>st</sup> floor small kitchen – under the sink.

### **CONTINGENCY PLAN:**

In the event that the premises are so damaged as to require immediate alternative accommodation for residents, the Responsible Person will facilitate transfer of residents to Hinde Street Church, after liaison with the Hinde Street Church Office (020 7935 6179) or the Hinde Street caretaker (Bob Mathews 07958 208101).

## EXTINGUISHER USAGE GUIDE

### Always Put Your Safety First

When used properly, fire extinguishers can save lives and property by putting out or containing a small fire until the fire brigade arrives. However, fire extinguishers are not designed for use on large or spreading fires.

**DO NOT** attempt to use an extinguisher on a fire which is larger than a small rubbish bin. If a fire has spread or grown beyond this size, **DO NOT** attempt to extinguish it, evacuate the building immediately.

#### If You Discover Fire:

Your first action must be to activate the alarm & follow the procedure in the Emergency Fire Action Plan.

Only use an extinguisher if it will not place you in any immediate danger, you know how to use the extinguisher correctly and feel confident doing so.

**If in doubt – Get out & stay out!**

#### Safety Tips for Using an Extinguisher

Always keep an exit to your back

- Never go past a fire to get an extinguisher
- If the extinguisher malfunctions or fails to put out the fire, evacuate the building immediately;
- Never go in search of a second extinguisher;
- Extinguishers only have a small amount of charge, therefore only work on small fires;
- **NEVER** be tempted to use more than one extinguisher on fire;
- Know the location of fire extinguishers and escape routes;
- Know the types of extinguishers;
- If you have to use an extinguisher, make sure staff are aware that it has been used and needs replacing;
- **DO NOT** use **Co2** extinguishers in a confined place.

## Using an Extinguisher

Use the **PASS** method:

**P** - Pull the pin; this will also break the tamper seal,

**A** - Aim at the base of the fire, this is the source,





**S** - Squeeze the handle to release the extinguishing agent,

**S** - Sweep the nozzle from side to side until it appears to be out, watch the area to ensure it doesn't re-ignite.

**DO NOT** touch the plastic discharge horn or base of a Co2 extinguisher, it gets very cold and will damage (freeze) skin.

### Types of Extinguisher & Fuel Types:

There are four types of extinguisher commonly found in residential and office buildings. Different extinguishers can be used on different fuel sources (items on fire). It is important to use the correct extinguisher for the correct fuel source, using the wrong extinguisher can put you in more danger.

Extinguisher		Type of Fire					
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats	Special Notes
	<b>Water</b>	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
	<b>Foam</b>	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
	<b>Dry Powder</b>	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.
	<b>Carbon Dioxide (CO2)</b>	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes	Safe on high and low voltages.

## **Fire Blanket:**

Fire Blankets are provided in kitchen areas. Fire blankets constructed from fire-resistant fabric and are used to smother flames caused by cooking or clothing fires.

## **Using a Fire Blanket:**

To use a fire blanket:

1. Pull the tabs to release the blanket.
2. Shake it open and, holding the tabs, cover hands with the blanket ends (roll the blanket corners over your hands)
3. Place the blanket carefully over the item (e.g. frying pan) to contain the fire
4. The source of heat (e.g. hob) should then be turned off and the fire blanket left in place until cool
5. **Under no circumstances should the blanket be lifted until completely cool**
6. In the case of a clothing fire, the victim should be wrapped in the blanket and rolled on the ground.

## GUIDANCE - EMERGENCY SITUATIONS

If any situation arises that may require the implementation of the Organisational Business Continuity Plan (OBCP) the on-call manager will immediately inform Senior Management. They will ensure all relevant senior staff and agencies are alerted and maintain communication with them.

### 1 SUSPECTED GAS LEAK

If a gas leak is suspected take the following actions:

- Call the National Grid On: **0800 111 999**
- Make all staff and residents aware of the situation and ensure no one turns on or off any electrical equipment, including the fire alarm – a spark may ignite the gas.
- Calmly begin an evacuation – do NOT activate the fire alarm.
- If safe to do so turn off the gas at the meter
- If safe to do so open all windows to vent the gas.
- Liaise with the National Grid Engineer when they attend and take any further actions that are required to resolve the situation.

It is not always possible to detect via smell that an appliance is a leaking appliance. It may not be an obvious overwhelming smell of gas for which the above actions must be taken.

A slow build-up of Carbon Monoxide (CO) may be the result of a slow leak, which may cause residents or staff members to complain of repeated health problems i.e. headaches; drowsiness; dizziness; nausea; vomiting; confusion; weakness; convulsions; respiratory problems; concentration problems etc. (See <http://covictim.org/myth-buster> for more information on CO poisoning).

In such cases ensure the individual must be directed to seek urgent medical attention ensuring that they state they may be suffering from CO poisoning. If a CO build up occurs it is likely to affect residents or staff whose room/office is close to boiler rooms or kitchens with gas appliances.

### GAS EXPLOSION

Implement the following actions in the event of a gas explosion:

- Evacuate everyone from the property
  - Call 999 and ask for the fire brigade, advise them that there has been a suspected gas explosion
  - Await the attendance of Emergency Services and follow their directions
  - Contact on-call manager
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- **National Grid Gas** **0800 111 999**



## ELECTRICITY FAILURE

- Check the fuse box to ensure that a fuse has not tripped. If the fuse has tripped, you should be able to flip the fuse back up. However, some systems require sockets, lights or equipment to be switched off /disconnected before the system reactivates.
- If the fuses are all on then check with the properties either side to determine if the fault is only at WLM's property or is affecting the whole area
- If it is affecting the whole area, to report the failure, call **UK Power Network 24 hours a day on 0200 31 6 105 or 105 from a landline or mobile.** They will inform you of any know issues and should call you back to confirm power is back on.
- If the power cut is localised to the property, and it has not been possible to re-set the fuses, contact Centre Manager during working hours, or the emergency electrician for out-of-hours.
- You must inform all residents of the power failure as soon as it occurs and advise them of the actions taken and approximate timeframe for the issue to be resolved.

## ELECTROCUTION

### **Do not endanger yourself.**

If the victim is still in contact with the electrical current, you must be careful to avoid being shocked yourself. You cannot help if you become a victim, too.

- Do not touch the victim. The current can also pass through you.
- If the area is wet, stand on plastic mat, wood, or a book
- Do not touch the source of electricity.

Break the current.

Before you can do anything else, you must get the victim free from the current. There are two ways to do this:

- Shut off the current at the power box. Turn off the current at the circuit breaker or fuse box. This is the preferred option.
- If no shut off is immediately available, use a non-conducting item to move the victim away from the electrical source, such as a wooden broomstick, blanket, or rope. Loop a dry towel or rope around ankle or arm when moving the individual taking care not to touch the individual or source of electricity. e.g. power tool.
- If they are holding onto a wire or other conductor, attempt to knock their hand(s) free with a stick or dry towel ensuring you don't make contact with the person until the circuit is broken i.e., moved the person away from the electrical item.  
Place the individual on their back and check their pulse and if they are breathing.

**Call 999 for emergency services.**

Make certain to state that the victim is suffering from an electric shock; also tell the 999 operator if you have not been able to remove (or disable) the source of electricity.

If the victim is unconscious, check to see if they are breathing and have a pulse. Electric shocks may knock the person unconscious, halt their breathing, and stop the heart.

Maintain contact with the emergency operator and follow any advice and guidance given

- If the victim is not breathing, begin resuscitation
- If necessary, begin CPR.
- Administer first aid if trained to do so and/or take direction from Emergency Services
- Do NOT leave the individual alone.
- Do not attempt to move the victim unless they are in further danger. Other injuries may have occurred of which you are unaware. If the victim is vomiting, place them on their side
- Do not give the victim anything to drink
- Someone who has suffered a severe electric shock does not always display signs of injury. Electricity can cause severe internal injuries that are not immediately apparent. Any person who has suffered a severe shock must seek urgent medical attention even if they are reluctant to do so.

### **Emergency 24 hours contact numbers for property matters.**

Blocked drains:	Dyno-rod (Rishabdev Care Services) (Ac No DY-AV-195148)	0203 358 0420
Heating and plumbing issues:	Beaver Co Ltd	0208 208 1839
	Out of hours Beaver contact: Peter Traylen	07710 871310

## FIRST AID – EMERGENCY ACTIONS

**As soon as possible call 999 (or ask someone else to do it) and proceed as follows whilst waiting for help:**

### First Aid for Someone Unconscious and NOT Breathing

The delivery of chest compressions

1. Check breathing by tilting their head backwards and looking and feeling for breaths.
2. Push firmly downwards in the middle of the chest and then release.
3. Push at a regular rate until help arrives.

### First Aid for Someone Unconscious and Breathing

Place the person on their side and tilt their head back

1. Check breathing by tilting their head backwards and looking and feeling for breaths.
2. Move them onto their side and tilt their head back.

### First Aid for a Heart Attack

Ensure they are sitting and call 999 immediately

1. The person may have persistent, vice-like chest pain, which may spread to their arms, neck, jaw, back or stomach.
2. Make sure they are in a position that is comfortable for them (e.g. sit them on the floor, leaning against a wall or chair).
3. Give them constant reassurance while waiting for the ambulance.

### First Aid for a Stroke

Carry out the **FAST** test

1. **Face:** is there weakness on one side of the face?
2. **Arms:** can they raise both arms?
3. **Speech:** is their speech easily understood?
4. **Time:** to call 999

### First Aid for Someone Bleeding Heavily

Put pressure on the wound

1. Put pressure on the wound with whatever is available to stop or slow down the flow of blood.
2. Raise the wounded area to reduce blood flow;
3. Keep pressure on the wound until help arrives.

### First Aid for Burns

Cool the affected area

1. Cool the burn under cold running water for at least ten minutes.
2. Loosely cover the burn with cling film or a clean plastic bag.

### First Aid for a Diabetic Emergency

Give them something sweet to drink or eat

1. Give them something sweet to eat or a non-diet drink.
2. Reassure the person. If there is no improvement, call 999 or get someone else to do it.

### First Aid for a Broken Bone

Immobilise the affected part

1. Encourage the person to support the injury with their hand, or use a cushion or items of clothing to prevent unnecessary movement.
2. Continue supporting the injury until help arrives

### First Aid for an Asthma Attack

Help them take their medication

1. Help the person sit in a comfortable position and take their medication.
2. Reassure the person. If the attack becomes severe, call 999 or get someone else to do it.

### First Aid for Seizures (Epilepsy)

Make them safe and prevent injury

1. Do not restrain them but use a blanket or clothing to protect their head from injury.
2. After the seizure, help the person rest on their side with their head tilted back.

### First Aid for Poisoning and Harmful Substances

Establish; What? When? How much?

1. As soon as possible, call 999 or get someone else to do it.
2. Establish what they have taken; When; and how much?
3. Do **NOT** make the person sick.

## First Aid for a Head Injury

Apply something cold

1. Ask them to rest and apply a cold compress to the injury (e.g. frozen vegetables in a tea towel).
2. If they become drowsy or vomit, call 999 or get someone else to do it.

## First Aid for Choking

**Encourage them to cough – if this doesn't work:**

1. Hit them firmly on their back between the shoulder blades, give up to five sharp back blows between their shoulder blades with the heel of your hand to dislodge the object.
2. If the obstruction has not cleared, stand behind them and put both arms around the upper part of the abdomen.
3. Clench your fist and place it between the navel and the bottom of their breastbone.
4. Grasp your fist firmly with your other hand.
5. Pull sharply inwards and upwards up to five times.
6. If this doesn't clear the obstruction repeat backslaps and abdominal thrusts up to three times.
7. If this doesn't work, make them as comfortable as possible whilst waiting for help.

\*(Guidance Red Cross Everyday First Aid)

**Appendix 2 – MCH Contract of Residence 2023/24**



## METHODIST CHAPLAINCY HOUSE

58A Birkenhead Street, London WC1H 8BW

Tel: 020 7278 5640 Email: [mchouse@wlm.org.uk](mailto:mchouse@wlm.org.uk)

Website: [www.wlm.org.uk/mch](http://www.wlm.org.uk/mch)

METHODIST CHAPLAINCY HOUSE  
CONTRACT OF RESIDENCE  
Academic year 2023/24

### PARTIES

**The Licensor:** The Circuit Meeting of the West London Mission Circuit of the Methodist Church (“The Circuit Meeting”)

**Licensor’s Address** *19 Thayer Street, London, W1U 2QJ*  
(for service of Notices)

**The Licensee/Resident:**

**Permanent Address:**

**Postcode:**

**Telephone:**

**Email:**

**The Accommodation:** Room , Methodist Chaplaincy House  
58A Birkenhead Street  
London WC1H 8BW

**The Property:** *Methodist Chaplaincy House*  
*58A Birkenhead Street*  
*London*  
*WC1H 8BW*  
*Phone: 020 7278 5640*

### NATURE OF THIS AGREEMENT

- a) The Property is held on lease by the Trustees for Methodist Church Purposes (a charitable body corporate) of Central Buildings, Manchester, M1 1JB (“The Board”)

- b) The Board holds the property as custodian trustees upon the model trusts for the time being contained in Part 3 of Schedule 2 to the Methodist Church Act 1976 and the members are by Part 2 of that Schedule the managing trustees of the property
- c) This Licence is issued by the Circuit Meeting as such managing trustees and on behalf of the Board.
- d) The West London Mission Circuit is a circuit of the Methodist Church and is a registered charity, number 1133739.
- e) Methodist Chaplaincy House is used to accommodate full-time students who wish to participate in a community with a Christian ethos (although it is open to those of any faith or none). Residents are not accepted unless they are students pursuing or intending to pursue a course of study. It is a condition of this agreement that you are a registered full-time student. The agreement ceases once you are no longer a registered full-time student.
- f) Regulation 5 (b) of The Assured and Protected Tenancies (Letting to Students) Regulations 1998 (statutory instrument number 1967) provides that a student letting from The West London Mission Circuit Meeting of the Methodist Church cannot be an assured or assured short-hold tenancy.

## **DEFINITIONS**

In this agreement "We" means the Licensor (The West London Mission Circuit Meeting of the Methodist Church). "You" means the Licensee/ Resident.

## **ACCOMMODATION DATES**

**From: 16<sup>th</sup> September 2023 (or earlier by agreement)**

**To: 31<sup>ST</sup> August 2024**

## **1. AGREEMENT TO LET**

- 1.1 The Licensor permits the Licensee to occupy the accommodation for the agreed period together with the right to use the common parts of the property and subject to the terms of this agreement, the House Rules and the documents entitled "Creating Safer Space", Internet Policy, Welcome Pack.
- 1.2 This agreement begins on 16<sup>th</sup> September 2023.
- 1.3 This agreement ends on 31<sup>st</sup> August 2024.
- 1.4 The accommodation must be vacated on or before the date upon which this agreement ends.



## 2. **THE ACCOMMODATION**

- 2.1 The accommodation to be occupied comprises a bedroom simply furnished. In addition, you, the Licensee, will have use of communal bathroom and toilet facilities and the other communal areas including the dining room, kitchen, living room and computer room.

## 3. **GENERAL TERMS**

### **Charges for residents**

- 3.1 The charges for residents for the academic year of 2023/24 are

£ 625.00 per calendar month sharing a twin room

£ 800.00 per calendar month for a single room

- 3.2 Fees are charged according to the agreed period of residence. No rebate is given should you arrive after the agreed start date of the period of residence or if you leave before the end of the agreed period (unless notice has been given in accordance with paragraph 6.1).
- 3.3 The charges are payable monthly in advance; payment must be made on or before the 1<sup>st</sup> day of each month.
- 3.4 Residents who fail to pay accommodation charges by the due dates will be in breach of this agreement. Their licence may be terminated and they may face court proceedings.
- 3.5 No rebate on fees will be entertained when students take holidays during the period of their lease.
- 3.6 Fees are payable monthly until 31<sup>st</sup> May 2024, or until date of departure, if later, provided that notice has been served in accordance with section 6.1.

### **Returning students**

- 3.7 Students who wish to apply for a place for the following academic year must give 4 weeks' notice of the date of their intended departure and at the same time the date of their intended return. We cannot guarantee that there will be a room available unless a new contract of residence has already been entered into by both parties.
- 3.8 Anyone wishing to come back early needs to contact the Centre Manager at least 1 week before they wish to return, to check room availability. We cannot guarantee that a room will be available.

### **Deposits**

- 3.9 A room deposit equal to your monthly rent is required upon acceptance of your application.
- 3.10 A charge of £20 will be made for any loss of room key/fob.
- 3.11 We may charge a reasonable sum for any damage to the accommodation or damage to the fixtures and fittings, furniture or contents damaged during the agreement, other than damage caused by fair wear and tear or caused due to any breach of our obligations. We may request immediate payment of a reasonable sum from you or we may deduct the sum from the deposit.
- 3.12 Subject to paragraph 3.9 and subject to your payments being paid up to date we shall return the deposit (without interest) to you at the end of the agreement.

### **Room allocation**

- 3.13 We do not offer a specific room but a place in the Methodist Chaplaincy House. We reserve the right to require you to move to another room from time to time.
- 3.14 In our discretion we will usually give you not less than 7 days' notice in writing if we require you to move room.

### **Right of access**

- 3.15 We reserve the right to unrestricted access to the communal areas and to your room if necessary to inspect and carry out repairs or to check on your safety and welfare or to carry out cleaning/maintenance.

### **Information provided**

- 3.16 The Licensee warrants that the information about him or herself given to the Licensor prior to this agreement being entered is true.
- 3.17 The Licensee acknowledges receipt of a copy of the current House Rules and the documents entitled "Creating Safer Space", Internet Policy and Welcome Pack.

## **4. THE LICENSOR'S OBLIGATIONS**

### **Moving in**

- 4.1 We will let you move into the accommodation on the date this Licence begins.

### **Repair of service installations**

- 4.2 We will keep in reasonable repair and proper working order the installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity.

### **Repair of common parts**

- 4.3 We will keep the building including all common facilities, lighting and heating in reasonable repair and fit for use.

### **Access**

- 4.4 We will usually give you at least 24 hours' notice of any request for access to your room to carry out repairs.

### **Information**

- 4.5 We will provide you with information on our complaints procedure.

### **Consultation**

- 4.6 We will consult with residents prior to amending the House Rules or the document entitled "Creating Safer Space", and also prior to making changes in matters of housing management or maintenance which are likely to have a substantial effect on the residents.

## **5 YOUR RESPONSIBILITIES**

### **Scope of your responsibilities**

- 5.1 Your responsibilities will begin as soon as the Licence begins. You are also responsible for ensuring that your guests or visitors act in accordance with these responsibilities. Your responsibilities continue until the Licence ends or you vacate the premises, whichever is the later.

### **Moving in**

- 5.2 You agree to move into the room at the beginning of the tenancy and not to part with possession or share occupation with anyone else.

### **Charges**

- 5.3 You are responsible for paying the monthly charges due as set out in clauses 3.1 - 3.4 above.

### **Visitors**

- 5.4 You are responsible for any visitors that you bring on to the premises, for their behaviour while on the premises and for ensuring that they follow all house rules.

5.5 In the interests of safety in case of fire, and of the wellbeing of the House more generally, you are required to have written permission in advance from the Centre Manager or Warden for overnight guests, whether they stay in the guest room or in your own room. If you have a guest in your own room, there will be a charge of £6.00 per night; for a guest staying in the guest room there will be a charge of £26.00 per night.

### **Nuisance**

5.6 You must not cause a nuisance or annoyance to neighbours or to other tenants or to staff of the Licensor or agent and you must take all reasonable steps to ensure that any guests or visitors do not do so.

### **Harassment**

5.7 You must not harass any other residents, nor their visitors, neighbours, members of staff, agents or contractors in any way because of their race, colour, religious, spiritual or political beliefs, sex, sexual orientation or by reason of disability or for any other reason, and you must take all reasonable steps to ensure that your guests or visitors do not do so.

### **Noise**

5.8 You must not allow any noise, for example from a radio, television, laptop or musical instrument to be so loud that it is a nuisance to your neighbours or other residents, or that can be heard from outside your room. The communal areas must be quiet from 23.00 to 07.00 hours.

### **Pets**

5.9 Pets are not permitted in the house.

### **Looking after your room**

5.10 You must keep the inside of your room clean and in good condition.

### **Communal areas**

5.11 You must leave all communal areas (TV room, common room, dining room, toilets, showers, bathrooms) clean and tidy. Although a cleaner carries out regular cleaning of the common areas, the cleaner is not responsible for washing up or clearing tables, which is the responsibility of residents.

### **Food & the kitchen**

5.12 Cooking appliances must not be used in your room under any circumstances.

## **Kitchen Duty**

5.13 You are required to take part in kitchen duty in accordance with the rota.

## **Reporting damage/repairs**

5.14 If you cause any damage to the property or fixtures and fittings or furniture, you must report the damage and repair or replace the damaged item. If you do not remedy the damage satisfactorily you may be charged for the repair or replacement.

## **Alterations**

5.15 You must not make any alterations to any fixtures, fittings or furniture or to the structure of the premises without prior authorisation from the Warden or from the Management Committee.

## **Health & Safety**

5.16 You must comply with health, safety and fire instructions given by us and/or displayed in the building and you must not do anything which is likely to endanger the health or safety of any occupier, member of staff, visitor or neighbour.

## **Access to the premises**

5.17 You must allow our staff access to your room at reasonable times to inspect or carry out repairs or maintenance or to check on your safety or welfare.

## **Insurance**

5.18 You must not do anything which could put any insurance policy held by us at risk. We do not insure your belongings, so you should take out your own insurance for these and for any other losses for which you may be liable.

## **Giving us information**

5.19 If after entering this agreement we then discover that you have deliberately given us false information, we may terminate your Licence.

## **House rules**

5.20 You must comply with the House Rules. House Rules may be amended from time to time. You will be consulted over any significant changes and notified of any changes.

## **“Creating Safer Space”**

5.21 You must acquaint yourself with the document entitled “Creating Safer Space” and abide by the commitment set out at paragraph 1 of that document.

### **Personal television**

5.22 If you have your own television set you are required by law to have a valid television licence.

### **Smoking**

5.23 Methodist Chaplaincy House is an entirely non-smoking house. Smoking is not permitted in any part of the building.

### **Illegal or immoral use**

5.24 You must not use the premises for any illegal, immoral or improper use, or for any activities contrary to the Standing Orders of the Methodist Conference.

### **Electrical Items**

5.25 You must make all personal electrical items available to the Centre Manager for safety testing.

### **House Meals**

5.26 You are strongly encouraged to attend the monthly house meal, and are required to attend at least six house meals during the course of the academic year.

## **6 ENDING THE LICENCE**

The Licence expires upon the earlier of the following dates: the date specified at Article 1.3; the date upon which you cease to be a registered full-time student; the date upon which termination initiated by either side, as provided for hereunder, takes effect.

### **Notice given by you, the Licensee**

6.1 You must give us no less than 28 days' notice in writing on or before 31st May (or, if that is not a business day, the first business day thereafter) if you want to end this contract prior to the date of expiry as specified above. The period of notice will start from the day we receive your notice. **The accommodation charges will be due until 31<sup>st</sup> May 2023 or the end of the notice period, if later.** Accommodation charges will be due even if you leave before the end of the notice period.

### **Notice by the Licensor**

6.2 We will usually give you not less than 28 days' notice in writing terminating the Licence.

6.3 In cases of violent or threatening or seriously disruptive behaviour we may issue an immediate notice or give you less than 28 days' notice.

*You have the right to appeal our decision to end your Licence. This does not prejudice our right to require you to vacate the premises prior to the determination of your appeal.*

### **Grounds for the Licensor to end this licence**

6.4 We can end this Licence by issuing a written notice to you on one or more of the grounds listed below:

- i) You have failed to pay the charges due.
- ii) You have failed to comply with or have breached any of the other conditions of this agreement, the House Rules, or the document entitled “Creating Safer Space” or Internet Policy.
- iii) You have failed to comply with health and safety instructions
- iv) You have caused damage to the property, fixtures or fittings in the property
- v) You have caused serious and/or persistent nuisance and/or acts of harassment to other residents, neighbours, or members of staff.
- vi) You have breached any of the terms of this agreement.

### **Service of notices**

6.5 Any notice which we serve on you will be deemed as having been received by you and validly served if left in your room, whether by pinning it to the door or putting it under the door of your room, or by giving it to you in person.

### **Moving out**

6.6 You must move out of your room and return the keys to us at the end of the contract. You must remove all your personal possessions and leave the building and our fixtures and fittings in good condition. Keys must be handed in prior to your departure. We will not be responsible for anything you leave behind at the end of the agreement, unless you make arrangements with us for storage. If you do not remove your items from the property within 6 weeks of the end of the agreement, we will be entitled to dispose of such items.

### **Complaints**

6.7 If you feel that we have broken this agreement by not carrying out any of our responsibilities you may complain to us giving details of the breach or non-performance. You may request a copy of the complaints procedure.

6.8 If we fail to deal with your complaint to your satisfaction you can obtain advice and information from a Citizen's Advice Bureau, Housing Advice Centre, Law Centre or a solicitor

Dated: .....

Signed: .....  
RESIDENT

Signed: *Deacon Tessa J Bennett (Warden)*  
On behalf of The West London Mission Circuit Meeting of the Methodist Church



## **Appendix 3 - House Rules 2021/22**



## METHODIST CHAPLAINCY HOUSE

58A Birkenhead Street, London WC1H 8BW

Tel: 020 7278 5640 Email: [mchouse@wlm.org.uk](mailto:mchouse@wlm.org.uk)

Website: [www.wlm.org.uk/mch](http://www.wlm.org.uk/mch)

### House Rules

Methodist Chaplaincy House is operated under a license agreement. Students are required to sign a contract upon arrival.

**These House Rules are supplementary to the contract for the Academic year 2021-22.**

1. All residents are to be treated equally regardless of race, religion, sexual orientation or background.
2. There is a monthly house meal which is the main forum for the house. All residents are expected to attend all house meals, and must attend at least six during the course of the academic year.
3. All residents must participate in kitchen duty.
4. Methodist Chaplaincy House offers accommodation for those wishing to live in community. This includes sharing in all house meetings and participating in kitchen duty according to the rota.
5. The hostel has a no-smoking policy.
6. Illegal drugs will not be tolerated. Anyone in possession will be asked to leave.
7. Alcohol may be consumed in Methodist Chaplaincy House by residents and their guests in a moderate and responsible manner. The Management Committee reserves the right to impose a ban on the consumption of alcohol within Methodist Chaplaincy House at any time following any abuse of this provision. Any such abuse or contravention by you of any ban will be regarded as a breach of your License Agreement and will be subject to the sanction provided for in that Agreement.
8. All Residents must respond to the fire alarm, by leaving the building by the nearest fire exit and go to the assembly point by the gate at the Birkenhead street entrance.
9. Cooking appliances must not be used in rooms (Toaster, Kettle, Rice Cooker, Microwave oven, etc).
10. You are responsible for any guests you bring on to the premises and for ensuring that they follow these rules. Guests must be accompanied at all times, and must not be given a front door key or told the security code.
11. If you wish to invite 5 or more guests to MCH at any one time, you must first contact the Warden to discuss the details e.g. When, how many guests, where etc. Once agreed, you must give at least 24 hours advance notice to all other MCH residents.

12. **Overnight guests** may only stay with the advance written permission of the Centre Manager or Warden; the length of stay must be agreed beforehand. If you are sharing a room, you must first ask your room mate if it is okay to have a guest. Guests of the opposite sex are not permitted to share any room. (There is a guest room which may be booked.)
13. If you have guests to visit who stay after 12 midnight, they will be considered to be overnight guests and so the guest rate will be payable.
14. **ALL guests** must sign the visitors' book.
15. Exterior doors must be kept locked, including the roof garden door when you leave the area. **If you lose your keys, inform the Warden or Centre Manager immediately.**
16. You are responsible for insuring personal belongings.
17. If you have a TV in your room you are required to purchase your own license.
18. When leaving, your room must be cleaned. Deposits will only be returned once the Warden is satisfied that the room has been left in a reasonable state, you have no payments outstanding and you have returned your set of keys.
19. All residents must use the in/out board so as to maintain an accurate fire register, especially when sleeping out of the hostel overnight.

April 2021

## **Appendix 4 - Internet Policy**



## METHODIST CHAPLAINCY HOUSE

58A Birkenhead Street, London WC1H 8BW

Tel: 020 7278 5640 Email: [mchouse@wlm.org.uk](mailto:mchouse@wlm.org.uk)

Website: [www.wlm.org.uk/mch](http://www.wlm.org.uk/mch)

### **Policy on the acceptable use of internet**

**This policy applies to all users of the Methodist Chaplaincy House internet facilities.**

#### **1. UNAUTHORISED USE**

Methodist Chaplaincy House will not tolerate the use of email or internet systems for illegal or inappropriate activities. Any such use may result in disciplinary action.

##### 1.1 Unauthorised use includes:

- (a) Visiting internet sites that contain materials that violate or encourage others to violate the law;
- (b) Perpetrating any form of fraud, or software, film or music piracy such as copying and/or sending (including file sharing) any documents, software, or other information protected by copyright laws or licensing agreements except in a manner that is consistent with the license and/or intellectual property laws governing such materials;
- (c) Creating, displaying or sending discriminatory, defamatory, obscene, offensive, bullying, threatening or harassing language or images or material;
- (d) Participating in on-line gambling.
- (e) Introducing any form of computer virus into the network;
- (f) "Hacking" into unauthorised areas.

#### **2. MONITORING**

Methodist Chaplaincy House reserves the right to monitor the volume of internet and network traffic together with the internet sites visited. The specific content of any transactions will not be monitored unless there is a suspicion of unauthorised use.

*I have read, and I understand the above Policy on the acceptable use of Internet facilities at Methodist Chaplaincy House. I agree to comply with the policy and understand that any breach in policy may result in disciplinary action.*

**Name:**

**Room No:**

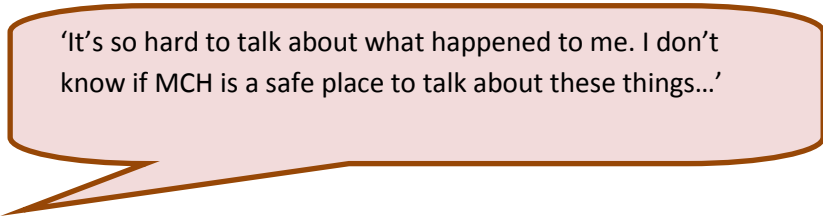
**Signature:**

**Date:**

## **Appendix 5 - Creating Safer Space**

# **“CREATING SAFER SPACE”**

## **A procedure for Methodist Chaplaincy House**



‘It’s so hard to talk about what happened to me. I don’t know if MCH is a safe place to talk about these things...’

### ***Introduction***

Students at MCH have chosen to live in a community where they can grow spiritually whatever their faith, and be supported by their fellow students, the Warden, and the wider church community in their spiritual journeys.

Relationships are not always straightforward, and people living in the same space can get irritated, angry and frustrated with each other. That is all part of living in community. But sometimes relationships go wrong in ways that are more serious.

This procedure is intended to point people in the right direction.

### ***Our Commitment***

1. MCH and its residents are committed to treating everyone with respect. This means that bullying, sexual harassment or abuse, discrimination, violence or intimidation are unacceptable.

### ***Communication***

2. How to report concerns will be displayed prominently within MCH.
3. Information about who to speak to about any issue of concern will be given to all residents in their “welcome” packs. When the warden meets them for their initial conversation about living in community, they will discuss these arrangements face to face.

### ***Reporting Concerns***

4. If a student wishes to talk to someone about a concern within MCH, the first person to speak to is the Warden or, if that is not appropriate or practical, the student should speak to the Superintendent Minister of the West London Mission Circuit of the Methodist Church, of which MCH is a part. All ministers have undertaken training in completed the foundation and leaders module of the Methodist Church’s safeguarding policies and practices.<sup>1</sup>
5. Together the student and the Warden will decide whether this is:
  - a. A matter for MCH residents to work out between themselves
  - b. Something which needs to be reported to the MCH Management Committee
  - c. An issue of serious concern which needs to be taken further.
6. Those in leadership positions will be guided by the ‘Responding Well to Serious Incidents’ guidance within the Safeguarding Policy of the Methodist Church. For persons aged 18 or over, this distinguishes “vulnerable adults” from others who are raising concerns.

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<sup>1</sup> "Safeguarding" is a culture supported through awareness and training that seeks to ensure that children and vulnerable adults within the setting of Methodist Church activities or premises are safe from harm, harassment, abuse and violence of any kind, and also if such should arise that there are recognised channels by which it can be reported confidentially and in the knowledge that appropriate remedial action will be taken. In this document the principles are extended to apply to all students who are resident at Methodist Chaplaincy House.

## **Vulnerable Adults**

7. If it appears that there has been abuse, or harm caused, the Warden or Minister needs to decide whether any of the persons concerned could be thought of as a vulnerable adult. This will depend on circumstances, but may include:

*'any adult aged 18 or over, who by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of her/himself, or to protect her/himself from significant harm or exploitation'*

8. If the Warden or Minister is in any doubt about whether an adult is vulnerable, they should consult the District or Connexion safeguarding officer.
9. If any of the people involved are thought to be vulnerable adults, then normal safeguarding procedures apply, and the Circuit Safeguarding Officer should be informed.

### ***If none of the people involved are thought to be vulnerable adults***

10. The Warden or Minister and the person raising the concern need to decide together how to proceed. The decision belongs with the person raising the concern, but they should be offered pastoral support in making the decision, and in the next steps (such as reporting it to the police).
11. Decisions about confidentiality, and who needs to be informed, should be taken carefully by the Warden or Minister and the person raising the concern.
12. The person to whom the disclosure/complaint is made should record the date, the names of the people involved, the conversation, details of the concern, the decision about whether an adult is or is not judged to be vulnerable, and what actions are to be taken. This record should be kept in a confidential file. Any further emails, correspondence, phone calls or actions should also be recorded briefly and accurately. Careful thought must be given to how long to keep this information, and when it should be deleted/shredded.

### ***Pastoral support***

13. Pastoral support is offered to every student at MCH through the Warden. However, in the case of a serious concern, the Warden should consider whether additional pastoral support should be offered to everyone involved, including the complainant, the alleged perpetrator, and other MCH residents. It may be appropriate for pastoral support to each person involved to be offered by separate people.

### ***Information Sharing and Management***

14. Very careful thought needs to be given about whether any relevant information about a reported concern needs to be passed, in confidence, to the Circuit Safeguarding Officer.

### ***The complaints procedure***

15. None of this is intended to preclude anyone making a complaint through MCH's grievance procedure (as written in the contract paragraph 6.7 and 6.8) or the Methodist Church's complaints procedure (Details can be found in Part 11 of the Methodist Church Standing Orders.)