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Estates and Facilities Policy
Metanoia Institute

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Related policies
• Health and Safety Policy, Lone Workers Policy
External Reference

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1. Policy Statement:

1.1 Metanoia Facilities service aims to provide a safe environment with a quality professional service to support the training, clinical services and staff working space for the Institute.

1.2 Estates and Facilities aim to meet these requirements by:

- Embedding sustainable practices in all areas of operations and ensuring a resilient infrastructure.
- Supporting an accessible, inclusive environment for all members of the Metanoia community

2. Purpose

2.1 The Facilities and Estates Policy provides the principles for the management of all, buildings and grounds belonging to Metanoia Institute.

2.2 The Estates and Facilities Department at Metanoia is responsible for the following and will aim to:

- Support training and clinical services.
- Protect the fabric of the Institute's campuses.
- Provide a proactive, cost-effective, and professional service.
- Ensure maintenance is kept up to date and regulatory standards are met and maintained.
- Improve communication between staff, students, and service users.
- Provide a helpful, responsive, and courteous service to all.
- Comply with legislation and minimise Health and Safety Risks
- Support Inclusivity and Equality in all aspects of estates and facilities provision.

Roles and Responsibilities

3. Buildings Maintenance

3.1 The Head of Operations is responsible for ensuring the effective management of buildings and their maintenance.

3.2 The Head of Operations will ensure the campus buildings and external areas are well-maintained, proactively managed based on the scale of urgency and within budgetary restrictions, and safe for use.

3.3 Maintenance practices will align with health and safety legislation, including fire safety, COSHH regulations and other relevant legislation.

3.4 Gas Safety and PAT testing are carried out on the regulatory cycle, annually in line with Gas Safety (Installation and Use) Regulations 1998.

3.5 PAT testing is carried out on the regulatory cycle, annually, hard wire testing 5 yearly to comply with Electricity at Work Regulations 1989.

3.6 Forward planning of works and upgrades will be underpinned by planned preventative maintenance (PPM) schedules, timely and to-standard reactive maintenance, and regularly reviewed risk assessments incorporated within an overarching Operations risk register, as part of Metanoia's wider Institutional Risk Management framework.

4. Reception Services

- 4.1 Reception staff will provide a welcoming, helpful, and responsive front-of-house service to all students, staff, and visitors weekdays and evenings. Reception staff are managed by the Head of Operations and Clinical Manager respectively.

5. Cleaning and Waste Management

- 5.1 Institute campuses are kept clean and operational to the highest standards.
- 5.2 Waste management priorities recycling where reasonably practicable, supporting our sustainability objectives and compliance with COSHH regulations.
- 5.3 The effectiveness of cleaning and waste procedures is ensured through regular contractor reviews, feedback mechanisms, and compliance monitoring, as well as regular contract tender to ensure best pricing and practice are achieved by Head of Operations, in consultation with the CEO and Director of Finance, and in line with Metanoia Financial Regulations and procedures.
- 5.4 Pest control is implemented as necessary.

6. Security

- 6.1 The Operations and Facilities team is responsible for ensuring safe access to and egress from the premises. Security measures include CCTV monitoring, door access card systems and other measures such as the use of lanyards by staff and students on site.
- 6.2 As Metanoia offers teaching across weekends and some evenings, there is a need to ensure safety and security at particular times for staff and students on site. The lone worker policy (available on the website: [Policies and Procedures - Metanoia Institute](#)) outlines protocols to be adhered to with a reporting system for concerns raised.
- 6.3 These measures mitigate the risks of theft, loss and personal safety, and contribute to a safe, secure environment in line with legal responsibilities and internal safety standards.

7. Space and Equipment Management

- 7.1 Space is a principal resource and is key to enhancing the campus experience for students, staff and visitors. Space is therefore a resource to be allocated in a manner which best supports Metanoia's strategic priorities. All space is owned by and belongs to the Metanoia Institute.
- 7.2 Maintaining flexibility and quality in our space provision is essential, Space requirements are be considered as part of any business case for new staff, new courses and clinic needs.
- 7.3 The Head of Operations is responsible, in collaboration with the Executive who have final approval for operational matters, for ensuring space is utilised efficiently with the inclusion of health and safety compliance as well as consideration for additional access needs.
- 7.4 Room allocation is governed by a clear process, considering admissions projections, registry data, and Learning Support Plans for access requirements and academic teaching styles. A three-year planning cycle is in operation, with collaboration across all departments to ensure an excellent student experience.
- 7.5 Final rooming approval is undertaken by the Head of Operations.
- 7.6 Room Changes/Cancelations, Estate concerns should be requested/reported via facilities@metanoia.ac.uk.
- 7.7 Operations is responsible for ensuring that the IT equipment and resources to support students and staff are well maintained, in collaboration with an external contractor who provides IT management services.
- 7.8 IT equipment in teaching rooms is patched remotely to ensure up to date network security, all IT and A/V equipment used for teaching is tested weekly.

8. Health and Safety

- 8.1 Full details of the Institute's approach to Health and Safety can be found in the Health and Safety Policy (available on the website here: [Policies and Procedures - Metanoia Institute](#))
- 8.2 This Health and Safety policy is reviewed annually and following incidents or accidents in line with Health and Safety at Work Act 1974.
- 8.3 All staff, students and visitors are responsible for adhering to health and safety rules within their roles.
- 8.4 Annual risk assessments for both lone workers and full complement are conducted, with additional reviews following any new implementations or incidents.
- 8.5 Weekly Fire Alarm system testing, annual fire drills including timed response reports
Emergency light and security alarm testing is carried out monthly, with regular service on 3 monthly cycles.
- 8.6 First aid and Fire Marshall training are conducted to always ensure a competent response capability.
- 8.7 Incident and accident reports are maintained, and any areas of concern are escalated to the Trustees as appropriate, normally through an annual report on estates and health and safety concerns.

9. Energy Management and Sustainability

- 9.1 Facilities will source the most cost-effective and sustainable energy contracts available.
- 9.2 Measures will be implemented where possible to reduce energy consumption and waste, minimising our environmental impact.
- 9.3 The Head of Operations collaborates with governance through the Executive and the EDI Committee and engages with key functions including Registry and Student Services to ensure statutory obligations in relation to equality, access, and inclusion are met, and that EDI considerations are embedded in approaches to estates and facilities management.

10. Monitoring and Review

- 10.1 The Head of Operations is responsible for monitoring the effectiveness of this policy and supporting procedures and will conduct reviews at appropriate intervals. Executive is responsible for the final approval of any changes to this policy and procedures.