

UKGuardianship Emergency Procedure

Statement

The safety of our students is our main priority. UKG acknowledges that there may be situations out of their control that require planning for. This plan outlines what UKG will do in the event of an emergency. (Please note that the scenarios are not exhaustive.)

Emergency Procedure

Dealing with an emergency

It is important that staff who receive an emergency call keep calm and remember to note all of the information provided. You may need to provide reassurance and support to the informant as they may be upset, suffering from shock or may panic.

- Ascertain what has happened, gathering as much information as you can;
- Discuss with the informant what action needs to be taken and by whom;
- Keep a written record of the information and of any actions taken. (A template for recording incidents is included at the end of this plan);
- The Head of Education & Guardianship, Annie Fang, should be informed immediately about the situation.

Specific scenarios

Please note that specific scenarios may require a bespoke plan that will include further details on how we will handle the issue. Where this is the case UKG will circulate the plan to all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK, UKG will arrange for suitable care. If necessary, students will be accommodated in an emergency homestay until it is possible to travel. Where a student is waiting at an airport without a member of our staff, students are required to contact UKG as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. UKG will liaise with the airline and parents to re-arrange the flights.

Pandemic / Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, UK Health Security Agency and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic UKG may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. UKG will work with parents to find flights to home countries where required. UKG will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. UKG will work with parents and schools to find suitable quarantine accommodation for students where required.

Serious injury or death of a student

Serious injury or death of a student is distressing for all concerned. UKG will:

- Liaise with medical staff and police
- Keep parents informed
- Help parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies (such as LSP) where required
- If required, assist parents with rehabilitation and flights home
- If required, assist parents with funeral arrangements

Terrorist incident

Schools will have their own lockdown procedures to ensure the safety of students in the event of a terror attack. In the event of a terror attack taking place in the UK when a student is staying at a homestay, UKG will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain in the homestay and not to go out unaccompanied by their homestay. In such a situation UKG will assess the risks and act accordingly.

Fire

In the event of a fire at a homestay, after dealing with the emergency by calling the fire brigade, the homestay is expected to inform UKG. Students will be moved to a different homestay until the accommodation is refurbished. UKG will visit the homestay to check the suitability of accommodation before any students return.

School closures

There are many reasons why a school may close. These could be temporary, such as due to weather or a staff shortage or permanent, for example due to bankruptcy. Unless closure is due to a contagious disease (see pandemic guidance above), UKG will provide accommodation for students with their homestays*.

Requests from schools to remove a student

UKG has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause.

- UKG will liaise with the student, parents and school.
- Emergency homestay accommodation* will be arranged for the student, unless the student has a contagious disease (see pandemic guidance above).
- UKG will liaise with the school to arrange the safe return of the student as soon as possible.

***Emergency Homestay Accommodation**

Please note that emergency homestay placements may not necessarily be with the students' usual homestay but will be with one of our vetted homestays who provide high levels of care. These homestays may be a greater distance from the school. Wherever possible we will place students with their usual homestay.

Emergency Contact Details - UKG Staff

Name	Contact details	Comments
Annie Fang (DSL)	020 3576 8880, service@ukguardianship.com	Office hours
Jonas Lim (DDSL)	020 3576 8880, contact@ukguardianship.com	Office hours
Kit Yau (DDSL)	020 3576 8880, admin@ukguardianship.com	Office hours
Alex Reddington (DDSL)	020 3576 8880, info@ukguardianship.com	Office hours
Annie Fang	07834 465 463	Out of office hours

Contact Details - other organisations

Organisation	Contact details
Police	Tel: 999 (24 hour) Tel: 101 (24 hour, non-emergency number)
Fire & Rescue service	Tel: 999 (24 hour)
Ambulance service	Tel: 999 (24 hour)
National Health Service	Tel: 111 (24 hour)
AEGIS	Tel: 01453 821 293
Foreign & Commonwealth Office	Tel: 0207 008 1500 (24 hour, consular assistance)
Environment Agency	Tel: 0345 988 1188 (24 hour Floodline)
Met Office	Tel: 0370 900 0100 (24 hour, weather desk)
Health and Safety Executive	Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm) Out of hours duty officer (24 hour): 0151 922 9235 www.hse.gov.uk
UK Health Security Agency	https://www.gov.uk/government/organisations/uk-health-security-agency Main Switchboard: 020 7654 8000 Email: enquiries@ukhsa.gov.uk
World Health Organisation	https://www.who.int/
Insurance company	Beazley, 020 7667 0623, info@beazley.com
Local Safeguarding Partnership	Hertfordshire Safeguarding Children Partnership

	0300 123 4043 (child protection concerns – 24 hours) Email: admin.hscp@hertfordshire.gov.uk
--	---

Incident record form

Staff should complete this form when receiving information about an emergency incident. Please ensure that you obtain and record as much information as possible.

Name of informant:		Date and time of call:	
Contact details of informant:			
Date and time of incident:			
Nature of Incident:			
Location of incident:			
Who is involved?			
Ascertain whether anyone has injuries and if so where have they been taken to?			
Have the emergency services been informed? If so, what instructions have they given?			
Who has been informed: <i>(Tick which apply)</i>			
Managing Director of UKG		Police	
Parents		Ambulance services	
Homestays		Fire services	
Agents		Local Safeguarding Partnership/ LADO	
School		Health and Safety Executive	
Students		Media	
AEGIS		Other: <i>(Please add)</i>	
Action to be taken:			

Incident record: Specific Contact Details-for completion during an emergency

This table can be used to record any additional contact details required for a specific emergency.

Organisation	Contact details	Comments

This policy was last reviewed in February 2025 by Alexandra Reddington.