

This Emergency Plan sets out British Guardianship's arrangements to respond swiftly and effectively to any reasonably foreseeable emergency affecting a student under our care. It aligns with AEGiS Quality Standards (notably 2.6 Emergency Procedures, 2.5 Record Keeping, 2.7 Data Protection, 4 Travel, 5 Homestays, 6 Safeguarding), and with British Guardianship's Safeguarding & Child Protection Policy (2026).

1. Purpose & Scope

Purpose: Protect student welfare by defining roles, responsibilities, and actions for foreseeable emergencies, ensuring a 24/7 response and clear decision-making.

Scope: All students under British Guardianship (term-time and holidays). Incident types covered include: sudden illness/medical emergency; safeguarding concerns/allegations; missing student; mental health crisis and temporary removal from school; disciplinary incident; travel disruption; host breakdown/unavailability; serious incident (injury or death); infectious disease/pandemic; terrorism/major incident; private fostering and prolonged stays.

2. 24/7 Emergency Access & Escalation

Emergency Line: **+44(0)1273 72 55 77** (answered by a trained, on-call member of staff with access to student records).

Out-of-hours mobiles (fallback): **+44(0) 7841 611 284 / +44(0) 7969 688 294**.

If life at risk: dial **999** first; then notify British Guardianship immediately.

3. Key Roles & Responsibilities

Designated Safeguarding Lead (DSL) – Mrs. Poliane Costa

Leads safeguarding and welfare incidents; liaises with parents, schools, police/children's services; ensures records and information sharing occur lawfully; oversees emergency placements and risk assessments.

Deputy DSL – Ms. Tannaz Fatoorehchi (Guardianship Director & Client Relations)

Acts with full authority when DSL unavailable; supports complex cases; maintains on-call rota and inspector liaison as required.

Guardianship Coordinator – Megan Lowe

Coordinates operational response, transport, emergency relocations, and communications with Local Coordinators and homestays; logs actions.

Local Coordinators

Provide on-the-ground response (welfare checks, school meetings, homestay inspections, airport/chaperone if authorised); follow this Plan and Safeguarding Policy; never make welfare/legal decisions beyond instruction.

Homestays

Provide immediate duty of care; call 999 if necessary; contact the 24/7 line/DSL immediately; follow Missing Student and Health & Safety guidance; cooperate with inspections and visits.

Finance & HR Director – Ms. Almu Vilchez (Non-safeguarding complaints & internal support)

Manages non-safeguarding complaints escalation and staff resourcing as required during major incidents.

Lone Working & Cover

British Guardianship operates a vetted on-call rota so that a suitably trained person is always available. If a single staff member is on duty, pre-arranged cover is in place to ensure continuity (no lone working without cover).

4. Contact Directory (Internal & External)

DSL: Mrs. Poliane Costa – Office: +44 (0)1273 725 577 /
Mobile/WhatsApp: +44 7841 611 284 / Email: polly@britishguardianship.com

Deputy DSL & Guardianship Director: Ms. Tannaz Fatoorehchi – Office: +44 (0)1273 725 577 /
WhatsApp: +44 7935 646 492 / Email: tannaz@britishguardianship.com

Guardianship Coordinator: Megan Lowe – Office: +44 (0)1273 725 577 /
WhatsApp: +44 7988 339 699 / Email: megan@britishguardianship.com

Finance & HR Director: Ms. Almu Vilchez – Office: +44 (0)1273 725 577 /
Email: almu@britishguardianship.com

General enquiries: info@britishguardianship.com | www.britishguardianship.com

Police Emergency 999 | Police Non-Emergency 101 | NHS 111 | NSPCC 0800 800 5000

5. Incident Response Framework (Assess – Act – Alert – Record – Review)

5.1 Medical Emergency / Sudden Illness

- Homestay/LC call 999 for life-threatening symptoms; otherwise NHS 111 for clinical advice.
- Inform DSL via 24/7 line immediately (within 30 minutes maximum).
- DSL informs parents and school; ensures supervision and transport; collects discharge instructions; plans follow-up.
- Record on safeguarding system; store medical notes securely; update care plan if needed.

5.2 Safeguarding Concern / Allegation (including Low-Level Concerns)

- Any disclosure or concern is reported to DSL immediately; staff must not investigate.
- DSL follows Safeguarding & Child Protection Policy, contacting Children's Services/LADO/Police as required.
- Maintain confidentiality (need-to-know); record on Record of Concern form; preserve evidence; manage support for student and reporter.

5.3 Missing Student

- Homestay/LC initiates immediate search, checks last contact; alert DSL at once.
- If not located within 10 minutes and risk indicators present, DSL contacts Police (999) and school, informs parents; follow Missing Student Policy.
- Keep log of sightings, calls, CCTV requests via venues; debrief and update risk assessments once found.

5.4 Mental Health Crisis & Temporary Removal from School

- DSL coordinates with school to complete the Student Removal Form (AEGIS Appendix 11 exemplar) before removal where practicable.
- Ensure a safe placement (trusted homestay with appropriate experience); confirm supervision, medication arrangements, and safety plan.
- Maintain daily welfare checks; engage parents; signpost to clinical services as appropriate.

5.5 Disciplinary Incident School/host informs DSL; collect accounts; consider behaviour contract, mediation, or relocation if necessary; notify parents same day.

5.6 Travel Disruption / Unaccompanied Travel

- Use licensed taxi firms with written assurance of enhanced DBS for drivers used with students; confirm itinerary with parents and school; keep contact details on file.
- For delays/cancellations, ensure safe adult supervision; arrange interim homestay if needed; inform stakeholders and rebook travel.

5.7 Host Breakdown / Unavailability

DSL/Coordinator sources an approved alternative homestay; arrange transport; brief both families; ensure medications and belongings are transferred; update school and parents.

5.8 Serious Incident – Injury or Death

- Call 999 immediately; protect scene as directed by police.
- DSL notifies parents and school; CEO/Director manages external liaison and communications; consider informing AEGIS where reputational risk exists.
- Provide trauma support; maintain comprehensive records for statutory agencies and insurers.

5.9 Infectious Disease / Pandemic

- Follow latest UKHSA/public health guidance; implement isolation, hygiene, and PPE as directed; ensure provision of food/medication and welfare checks.
- Coordinate with school and parents on testing and return-to-school decisions; document control measures.

5.10 Terror Incident / Major Incident

Follow police advice (RUN-HIDE-TELL) if applicable; account for students; establish contact and reassurance to parents; avoid travel to affected zones; monitor official channels.

5.11 Private Fostering / Prolonged Stays

Where applicable (28+ consecutive days), notify local authority in advance where possible; record all liaison and visits; guide homestay and parents through requirements.

6. Communications, Information Sharing & Media

- Share information on a need-to-know basis in line with UK GDPR; keep accurate, dated logs of calls, emails, and decisions.
- Parents and schools to be kept informed promptly and appropriately; complex updates via DSL or Director.
- All media enquiries directed to senior management; staff/LCs/homestays must not speak to media.

7. Transport & Supervision Safeguards

- Only company-approved taxi providers with written DBS assurances; seat-belt/child-seat rules apply.
- Local Coordinators may transport students only with prior approval and appropriate insurance; otherwise use licensed providers.

8. Record Keeping & Data Security

Use the safeguarding system templates: Record of Concern, Incident Log, Student Removal Form. Store securely per Data Protection Policy; restrict access to DSL/management.

9. Post-Incident Review & Learning

DSL leads debrief within 5 working days (or sooner for critical incidents); update risk assessments, policies, and staff training; notify insurers where required.

10. Review, Version Control & Ownership

Owner: Designated Safeguarding Lead (DSL)