PROCEDURE · 2026–27

Emergency Procedure

Our emergency plan

Statement

The safety of our students is our main priority. WBS Guardians acknowledges that there may be situations out of their control that require planning for. This plan outlines what WBS Guardians 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 out 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 end of this plan);
- The CEO and DSL (Iain Howell, 07984 925526) should be informed immediately about the situation. If he cannot be reached, inform the DDSL (Jennifer Britton) on 07540 868974. Any emergency that raises a safeguarding concern must also be handled under the Safeguarding and Child Protection Policy.

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 WBS Guardians will circulate the plan with all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK WBS Guardians 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 WBS Guardians as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. WBS Guardians will liaise with the airline and parents to rearrange 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 WBS Guardians may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. WBS Guardians will work with parents to find flights to home countries where required. WBS Guardians 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. WBS Guardians 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. WBS Guardians 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, WBS Guardians 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 WBS Guardians will assess the risks and act accordingly.

Missing student

If a student is missing, or their whereabouts cannot be established, the WBS Guardians Missing Student Procedure must be followed immediately. Call 999 if the student is believed to be at immediate risk of harm, and inform the DSL (or DDSL) straight away. The DSL will lead the response, liaise with the police, school and parents, and keep a full incident record.

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 WBS Guardians . Students will be moved to a different homestay until the accommodation is refurbished. WBS Guardians 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), WBS Guardians will provide accommodation for students with their homestays*.

Requests from schools to remove a student

WBS Guardians has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause. The CEO (Iain Howell), or in his absence the DDSL (Jennifer Britton), is responsible for the student. On receiving a request, they will agree the arrangements with the school and the parents; arrange safe transport from school by a WBS Guardians staff member or a vetted driver; place the student with their usual homestay or an emergency homestay (see below); ask the school to complete the student removal form (Appendix 2 of the Safeguarding and Child Protection Policy) where the removal relates to health or mental health; and keep the school and parents updated until the student returns to school.

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- Guardian Organisation staff

ORGANISATION	CONTACT DETAILS	COMMENTS
WBS Guardians	Iain Howell (CEO, DSL) – 07984 925526	
WBS Guardians	Jennifer Britton (Co-founder and Director, DDSL) – 07540 868974	

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 & Development Office (FCDO)	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 HSE: Information about health and safety at work
UK Health Security Agency	UK Health Security Agency - GOV.UK (www.gov.uk) Main Switchboard: 020 7654 8000 Email: enquiries@ukhsa.gov.uk
World Health Organisation	World Health Organization (WHO)

ORGANISATION	CONTACT DETAILS
Insurance company	Pearson Insurance, Email: sandra@pearson-insurance.co.uk Tel: 01844 260936
Local Safeguarding Partnership	Kingston and Richmond Safeguarding Children Partnership – Richmond Single Point of Access: 020 8547 5008; out of hours 020 8770 5000 Derby and Derbyshire Safeguarding Children Partnership: 01332 641172 For other areas, see the Safeguarding and Child Protection Policy.

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: (Tick which apply)	
Owner/CEO (DSL) of Guardianship Organisation	**Police**
Parents	**Ambulance services**
Homestays	**Fire services**
Agents	**Local Safeguarding Partnership/ LADO**
School	**Health and Safety Executive**
Students	**Media**
AEGIS	**Other: (Please add)**
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

Review

We are committed to reviewing our plan and good practice annually.

This emergency plan was last reviewed on: 16/11/2026. Next review: September 2027.

Amended: 29/10/2026 (Richmond safeguarding contacts; missing student scenario).

Signed:

Iain Howell

Date: 28/09/2026

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