Emergency Procedure

APRIL WELL LIMITED — Company No. 11924473

Registered office: Unit 39c St Olavs Court Business Center, Lower Road, London, England, SE16 2XB

Director / Legal Representative: Xiaoying Chi

Designated Safeguarding Lead (DSL): Xiaoying Chi

(Deputy DSL: n/a – temporarily covered by the DSL)

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This policy is publicly available. It may be shared with parents, agents, partner schools and inspectors on request.

Document Control

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Approved by: Xiaoying Chi

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This document is reviewed at least annually in October and whenever statutory guidance, safeguarding requirements or AEGIS Standards change. This revision reflects the AEGIS Quality Standards, September 2026, including Standards 2.6.1–2.6.3 and 6.2.7.

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Statement

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

Emergency Procedure

Dealing with an emergency

In immediate danger or a life-threatening emergency, prioritise immediate safety, call 999 as soon as it is safe to do so and follow the operator's instructions; do not wait for the Director or parental permission. Use NHS 111 for urgent medical advice when it is not a life-threatening 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 panicking.

When an emergency call is received, the staff member should:

- Ascertain what has happened, gathering as much information as possible (who is involved, where they are, what has happened, the caller's callback number, any injuries, the adult currently supervising the student, and whether emergency services have been called);
- Discuss with the informant what immediate action needs to be taken and by whom. Agree a named responsible adult, safe supervision and any handover; a handover is complete only when the receiving adult confirms responsibility;
- Keep a written record of the information and of any actions taken (using the incident record form at the end of this plan); and
- Inform the Director immediately about the situation. If unavailable, activate the vetted emergency cover under the sole-guardian procedure below. For a safeguarding concern involving the Director/DSL, or if internal contacts cannot be reached, report directly to the relevant children's social care, LADO or police as appropriate; do not wait for internal approval. Keep parents and school informed unless this could increase risk or prejudice a statutory investigation; seek and follow statutory advice.

Emergency accommodation arrangements

April Well Limited does not provide routine or long-term homestay accommodation. However, the organisation maintains emergency accommodation arrangements for short-term emergency situations. These arrangements may include:

- accommodation with a pre-assessed adult / household recorded by April Well Limited;
- accommodation arranged through an approved external homestay provider; or
- another arrangement approved by the DSL following a written risk assessment, where this is necessary to protect the student's immediate safety and welfare.

Before any emergency accommodation is used, April Well Limited will check and record, as far as reasonably practicable in the circumstances: the adult responsible for the student, safeguarding checks, DBS status where applicable, household suitability, travel arrangements, parental consent, school communication and the reason why the arrangement is necessary. A student will not be placed overnight with an unchecked adult or left to make their own accommodation arrangements.

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 April Well Limited will circulate the plan to all relevant parties. If a student is missing, immediately establish their last known location, try safe contact and check with the school and responsible adults without delaying police notification. Give police the student's description, last-seen details and known vulnerabilities. Call 999 if there is immediate danger, the student is a young child or is vulnerable to harm; otherwise report promptly via 101. There is no 24-hour waiting period. The Director or emergency cover coordinates with police, records the reference, informs parents and school subject to the safeguarding exception above, and follows the Missing Students Policy. Once found, confirm safety, update all parties and arrange any safeguarding follow-up.

Cancelled Flights

When a student's flight is cancelled in the UK, April Well Limited will ensure that the student is safe and supervised, and will work with the student, parents and the airline to rearrange travel.

Where a student is with school staff (for example as part of an organised transfer), the school remains responsible for the student's immediate care and supervision. April Well Limited will liaise with the school and parents to agree next steps and revised travel plans.

Where a student is travelling independently and is stranded at an airport without school staff or another responsible adult, April Well Limited will immediately assess the student's safety and arrange active support. Telephone contact will be maintained only as an immediate safety measure while practical arrangements are put in place. Depending on the circumstances, April Well Limited will arrange for a suitable checked adult to attend the airport, arrange safe transport, liaise with the airline and school, and arrange short-term emergency accommodation where an overnight stay is required. A student will not be expected to remain overnight alone at an airport or stay in a hotel without an appropriate adult or approved safeguarding arrangement.

April Well Limited does not provide routine or long-term homestay accommodation. However, in emergency or exceptional situations where overnight accommodation is required and the school cannot continue to accommodate the student, April Well Limited will arrange or coordinate short-term emergency accommodation in accordance with this Emergency Procedure. This may include pre-assessed emergency accommodation or an approved external provider, subject to safeguarding checks, risk assessment, parent/school communication and written records. Students will not be placed with an unchecked adult or left to arrange accommodation independently.

Where emergency transport is required, April Well Limited will use a suitable licensed taxi/private hire provider, school-approved transport provider, or another approved adult arrangement. Journey details, provider/driver information where available, parental consent, school notification and safe arrival confirmation will be recorded.

Pandemic/ Contagious Outbreak

Pandemics or contagious outbreaks can cause major disruption to travel and schooling. In such events, April Well Limited will take advice from the UK Government, the UK Health Security Agency, the World Health Organization and the student's school. AEGIS provides guidance for members to follow, which is regularly updated as a situation develops.

During a pandemic, April Well Limited will not normally move students into new accommodation unless this is necessary for the student's safety and welfare and is consistent with current public health guidance. If the school cannot continue to accommodate the student and parents cannot immediately make safe arrangements, April Well Limited will work with the school, parents and relevant authorities to arrange suitable short-term emergency accommodation, subject to risk assessment and safeguarding procedures.

April Well Limited will work with parents and schools to:

- support decisions about whether a student should remain at school or travel home;
- help to find and book flights to home countries where required;
- help students to learn remotely as directed by the school, for example by supporting communication and access to information; and
- identify suitable quarantine arrangements for students, where required by Government or school policy (for example, within school accommodation or with parents).

This emergency plan should be read alongside our Safeguarding and Child Protection Policy, Anti-Radicalisation Policy and other relevant policies, as well as current Government and AEGIS guidance.

Serious injury or death of a student

Serious injury or the death of a student is distressing for all concerned. For serious illness or injury, call 999 where life-threatening, follow clinical and emergency-operator instructions, and give first aid within competence. A responsible adult must stay with or arrange safe accompaniment for the student as advised by medical staff. Record the hospital, clinical contact and accompanying adult for follow-up. Pass relevant changes in condition or location to the responding emergency service and follow its instructions; call 999 for an immediate emergency. Update the responsible adult, school and parents subject to safeguarding advice. For a death, follow police and medical instructions and preserve relevant evidence. In such circumstances April Well Limited will:

- liaise with medical staff and the police;
- keep parents informed in coordination with medical staff and police, agree any death-notification arrangements with those authorities, and support communication with the school;
- help parents arrange flights to the UK or to the student's home country;
- refer media enquiries to the Director or an authorised spokesperson, protect confidentiality, and coordinate statements with police, parents and the school;
- liaise with schools and any other external agencies (such as the Local Safeguarding Partnership) where required; and
- if required, assist parents with rehabilitation arrangements, repatriation or funeral arrangements, working closely with the relevant authorities and agencies.

Terrorist incident

Schools will have their own lockdown and emergency procedures to ensure the safety of students in the event of a terrorist incident. When a terrorist incident takes place in the UK, April Well Limited will follow the guidance provided by the UK Government, the police and the student's school. For a firearms or weapons attack, follow RUN HIDE TELL: escape if safe; otherwise hide, silence the phone and call 999 when safe. Do not travel towards the incident.

If a student is in school accommodation or on a school trip, the school remains responsible for the student's immediate safety and supervision. April Well Limited will stay in close contact with the school and parents, support communication, and help to reassure the student and family.

If a student is with their parents or another responsible adult, those adults should follow the official advice of the emergency services and local authorities. April Well Limited will support parents with information and communication as required.

Students must avoid non-essential journeys into or across the affected area and follow emergency-service directions. This must not prevent immediate escape from danger under RUN HIDE TELL guidance. April Well Limited will assess the risks in each case and act accordingly.

Fire

In the event of a fire in school accommodation or another building where a student is staying, the first priority is to follow the emergency evacuation procedures for that building and to call the fire brigade via 999. Leave by a safe route, go to the designated safe assembly point and account for students. Tell the fire service if anyone is missing and their last known location; do not re-enter until the fire service confirms it is safe.

Where a fire occurs in school accommodation, the school is responsible for the student's immediate safety, evacuation and temporary re-accommodation. April Well Limited will work with the school and parents to support communication, reassure the student and agree any medium-term arrangements once the immediate risk has been managed.

Where a fire occurs at a property where the student is staying with their parents or another responsible adult, those adults are responsible for following the emergency procedures and ensuring the student's safety. April Well Limited will support with communication and practical arrangements where appropriate.

Where alternative accommodation is required after a fire and the school cannot continue to accommodate the student, April Well Limited will take an active role in coordinating safe short-term emergency accommodation and transport. Any arrangement will be risk assessed, recorded, communicated to parents and the school, and must involve an approved adult or approved accommodation arrangement.

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 longer term, for example due to financial difficulties or a change of ownership.

If a school closes temporarily, April Well Limited will work with the school and parents to support the agreed plan. This may include students remaining at school (if safe and permitted), returning home to their parents or being supported to learn remotely for a short period.

If a school closes permanently or for a prolonged period, April Well Limited will work with parents, schools and agents (where involved) to explore options such as:

- returning home to parents;
- transferring to another school; or
- other arrangements agreed between parents and the school.

April Well Limited does not provide routine or long-term homestay accommodation. However, where a school closure means that a student cannot safely remain at school and parents cannot immediately make suitable arrangements, April Well Limited will coordinate short-term emergency accommodation and safe transport in accordance with this Emergency Procedure.

Requests from schools to remove a student

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

Where a school requests that a student is removed from school accommodation, the school remains responsible for the student's immediate safety and supervision until a safe alternative arrangement has been agreed and implemented. April Well Limited will:

- obtain clear written information from the school about the reasons for the request and any immediate risks;
- contact the parents as soon as possible to inform them of the situation and discuss options;
- work with parents and the school to agree a safe plan, which may include parents coming to the UK to collect the student, the student returning home, or the student transferring to another school;
- make clear to parents and the school that April Well Limited does not provide routine or long-term accommodation, but will arrange or coordinate short-term emergency accommodation where this is necessary for the student's immediate safety and welfare, subject to safeguarding checks, risk assessment, availability and written parental/school communication;
- support practical arrangements such as booking flights and facilitating communication between the parties.

Keep a written record of the request, plan and actions under the Safeguarding and Child Protection Policy.

Emergency Contact Details - April Well Limited staff

Organisation	Contact details	Comments
April Well Limited	24/7 emergency telephone: +44 (0)7930 416543; Email: info@aprilwell.co.uk	Director / DSL: Xiaoying Chi

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; Email: info@aegisuk.net (office contact, not an emergency service)
Foreign, Commonwealth & Development Office (FCDO)	Tel: 020 7008 5000 (24-hour British consular emergencies abroad). For other nationals, contact their own embassy/consulate.
Environment Agency	Tel: 0345 988 1188 (24 hour Floodline)
Met Office	Tel: 0370 900 0100 (general enquiries); current warnings: www.metoffice.gov.uk
Health and Safety Executive	Incident Contact Centre: 0345 300 9923 (fatal/major injury reports; Monday to Friday, 8.30am–5pm) Out-of-hours duty officer: 0151 922 9235 (serious work-related incidents only) 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)
Insurance company	Simply Business **Policy number :** CHPR3869247XB
Local Safeguarding Partnership	**Outside Southwark: use the relevant local authority.** Southwark Safeguarding Children Partnership (MASH)

	Office hours (Monday to Friday, 9am–5pm): 020 7525 1921 Out-of-hours duty social worker: 020 7525 5000 Email: mash@southwark.gov.uk **Local Authority Designated Officer (LADO), Southwark Council** Telephone: 020 7525 3297 / 020 7525 0689 Email: qau.safeguarding@southwark.gov.uk In immediate danger, call 999; do not wait for an email reply.

Emergency Procedure for Sole Guardians

April Well Limited has appointed a vetted emergency cover person who can act if the Director/DSL is unavailable due to sudden illness, accident or other emergency. The emergency cover person has completed appropriate safeguarding training, has been subject to safer recruitment checks, and has access to essential emergency contact information and student records required to safeguard students in an emergency. The cover person's name, direct telephone number, availability and activation arrangements must be recorded in a controlled emergency contact record. Parents, schools and relevant staff must have a direct route to the cover person if the main number is unanswered. The cover person must be able to take charge without waiting for the Director's approval when the Director is incapacitated.

This emergency procedure will be shared with parents and schools so that they understand the contingency arrangements in the event that the Director is temporarily unavailable. These arrangements must be kept up to date when personnel or contact details change, including access to essential records and handover of current cases. The main 24-hour number must connect to the Director or suitable cover.

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. Start a contemporaneous record; submit the initial written incident record promptly and no later than 24 hours after becoming aware of the incident, adding dated updates as events develop. This deadline must never delay an immediate report or emergency action. Store records securely under our data protection and safeguarding policies and share only where necessary and lawful. The Director or emergency cover confirms safety, records follow-up and reviews lessons. Self-report significant safeguarding concerns, compromising or potentially misconstrued situations, and behaviour below expected

standards to AEGIS. Notify AEGIS within 1 working day of complaints or investigations that may cause it reputational damage; this must not delay statutory referrals.

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/Director 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 policy and good practice annually.

This policy was last reviewed on: 21/10/2026

Signed: 

Name: Xiaoying Chi

Role: Director and Designated Safeguarding Lead (DSL)

Date: 21/10/2026