



# Emergency Procedure

APRIL WELL LIMITED — Company No. 11924473

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

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Designated Safeguarding Lead (DSL): Xiaoying Chi

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

24/7 emergency: 07930416543

Email: [info@aprilwell.co.uk](mailto:info@aprilwell.co.uk)

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

## Document Control

**Title:** Emergency Procedure

**Owner:** Xiaoying Chi, Director / DSL

**Approved by:** Xiaoying Chi

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**Distribution:** Company website; Student/Parent Handbooks; provided to schools and inspectors on request.

**This document is reviewed annually in December and whenever statutory guidance or  
AEGIS Standards change.**

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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

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, whether emergency services have been called);
- Discuss with the informant what immediate action needs to be taken and by whom;
- 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.

### 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.

### 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 at the airport without a member of staff, the student must contact April Well Limited and their parents as soon as they are aware that their flight has been cancelled. The student will be advised to stay in a safe public area in the terminal. April Well Limited will provide guidance and support by telephone and will liaise with the airline and parents to rearrange the flights.

April Well Limited does not arrange homestay accommodation. If overnight accommodation is required, this will be agreed between the parents and the school (for example, remaining in school accommodation if possible) or

directly between the parents and a suitable alternative (for example a hotel or a trusted family friend). April Well Limited will assist with communication and practical arrangements but will not place students with homestays.

### 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.

In a pandemic, it is often important to restrict movement so as not to spread disease further. This usually means that boarding school students would remain at school, in line with the school's own risk assessment and procedures. April Well Limited does not arrange homestay accommodation during a pandemic, as this could place students, families and the wider community at increased risk.

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. In such circumstances April Well Limited will:

- liaise with medical staff and the police;
- keep parents informed and support communication with the school;
- help parents arrange flights to the UK or to the student's home country;
- handle or support any media enquiries in consultation with 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.

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 not travel independently during a terrorist incident unless instructed to do so by the police or other emergency services. 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.

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.

April Well Limited does not arrange homestay accommodation. Where alternative accommodation is needed, this will be agreed between the parents and the school or directly between the parents and a suitable alternative, with April Well Limited assisting with communication as required.

## 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 homestay accommodation. Accommodation during school closures will be arranged by parents and/or schools. April Well Limited will support communication and practical arrangements.

### 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 arrange homestay or independent accommodation; and
- support practical arrangements such as booking flights and facilitating communication between the parties.

A written record of the school's request, the agreed plan and all actions taken will be kept in accordance with 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 and Designated Safeguarding Lead (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
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	<p>Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm)</p> <p>Out of hours duty officer (24 hour): 0151 922 9235</p> <p><a href="#">HSE: Information about health and safety at work</a></p>
UK Health Security Agency	<p><a href="#">UK Health Security Agency - GOV.UK (www.gov.uk)</a></p> <p>Main Switchboard: 020 7654 8000</p> <p>Email: <a href="mailto:enquiries@ukhsa.gov.uk">enquiries@ukhsa.gov.uk</a></p>
World Health Organisation	<a href="#">World Health Organization (WHO)</a>
Insurance company	<p>Simply Business</p> <p><b>Policy number : CHPR3869247XB</b></p>
Local Safeguarding Partnership	<p><b>Local Safeguarding Partnership</b></p> <p>Southwark Safeguarding Children Partnership (MASH)</p> <p>Office hours: 020 7525 1921</p> <p>Out-of-hours duty social worker: 020 7525 5000</p> <p>Email: <a href="mailto:mash@southwark.gov.uk">mash@southwark.gov.uk</a></p> <p><b>Local Authority Designated Officer (LADO), Southwark Council</b></p> <p>Telephone: 020 7525 3297 / 020 7525 0689</p> <p>Email: <a href="mailto:qau.safeguarding@southwark.gov.uk">qau.safeguarding@southwark.gov.uk</a></p>

## Emergency Procedure for Sole Guardians

April Well Limited is currently run by a sole Director and guardian and no additional staff are employed. In the unlikely event that the Director is unavailable due to an emergency (for example, sudden serious illness or accident), the following procedure will apply:

- Parents remain the child's legal guardians and will temporarily assume full responsibility for decisions that would normally be made by the guardianship organisation.
- Schools will follow their own emergency and safeguarding procedures to ensure the student's immediate safety and welfare.
- If the Director cannot be reached on the 24/7 emergency telephone, parents and schools should contact the relevant emergency services (for example by dialling 999) and follow the advice given.
- Parents and schools should also email [info@aprilwell.co.uk](mailto:info@aprilwell.co.uk) to notify April Well Limited of the situation. This mailbox will be monitored and, once the Director is able to resume duties or an alternative arrangement has been agreed with parents, April Well Limited will confirm next steps in writing.

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.

## 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.

<b>Name of informant:</b>	<b>Date and time of call:</b>
<b>Contact details of informant:</b>	
<b>Date and time of incident:</b>	
<b>Nature of Incident:</b>	
<b>Location of incident:</b>	
<b>Who is involved?</b>	
<b>Ascertain whether anyone has injuries and if so, where have they been taken to?</b>	
<b>Have the emergency services been informed? If so, what instructions have they given?</b>	
<b>Who has been informed:</b> <i>(Tick which apply)</i>	

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: <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

## Review

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

This policy was last reviewed on: 04/12/2025

Signed: 

*Name: Xiaoying Chi*

Role: Director and Designated Safeguarding Lead (DSL)

Date: 04/12/2025