



## Emergency Contingency Plan

Approved by: Karen Pickles  
Designated Safeguarding Lead

Date: 01.09.25

### POLICY REVISION RECORD – Annual revision

Date	Section	Updated by
09/05/20		Karen Pickles
06/10/21		Karen Pickles
11/10/22		Karen Pickles
30/09/23		Karen Pickles
15/12/23	updated	Karen Pickles
01/09/24	Reviewed	Karen Pickles
01/09/25	Reviewed and updated	Karen Pickles

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# Emergency Contingency Policy

The safety of our pupils is our highest priority. This policy sets out Berkeley Guardians' procedures for responding rapidly and effectively to unforeseen events that may threaten a pupil's wellbeing, whether in the UK or abroad. The examples below are illustrative, not exhaustive, and may be adapted as needed.

## 1. Roles and Responsibilities

Role	Name	Contact
Designated Safeguarding Lead (DSL)	Karen	07565
	Pickles	493818
Director on Call (if DSL unavailable)	Karen	07565
	Pickles	493818

*All staff must be familiar with this policy, their assigned responsibilities, and the escalation pathways in an emergency.*

## 2. Scope

**This plan applies when:**

- a) A medical outbreak in school/university forces pupils to leave the premises but prevents return home
- b) A major transportation incident disrupts travel to or from the UK
- c) A force majeure event makes it impossible for pupils to stay in the UK or return home
- d) There is a death of a pupil or a familiar adult in our care

## 3. General Emergency Procedures

- If a pupil is injured, contact the local emergency services (999 in the UK) and inform the relevant partners to assist.
- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.

1. Gather key information
  - Referrer's name and role
  - Pupil's full name, age, and school/university
  - Nature of the emergency and dates of impact
2. Notify leadership
  - Immediately alert Jo Clark (Emergency Procedure Lead) or, if unavailable, DSL (Karen Pickles).
3. Contact parents/carers
  - Inform them of the situation, proposed actions, and obtain consent.
4. Inform relevant parties
  - School/university, host family (if applicable), transport providers, and Guardian Angels.
5. Document all actions
  - Log calls, emails, decisions, and **follow-up steps in the central incident log.**

## 4. Plan A – Medical Outbreak in School

This applies to full-time pupils under 19 in boarding schools

- Berkeley Guardians will arrange safe accommodation with pre-vetted host families via our Safer Recruitment Process.
- Host families receive emergency briefing packs and 24/7 support contacts.

### Procedure:

1. Collect emergency details (see Section 3.1)
2. Notify DSL and confirm parent/carer consent
3. Secure a suitable host family and confirm availability
4. Match pupil to host family using our compatibility

## 5. Plan B – Transport Major Incident

This plan applies when a major transportation disruption prevents a pupil's onward travel to or from the UK (for example, airport closure due to severe weather), ensuring the pupil is located, recovered, and placed in safe accommodation until onward travel can resume. All actions will be agreed with parents, the school, and any transport providers.

### 5.1 Immediate Actions

#### 1. Gather incident details:

- Pupil's name, age, school
- Flight/train/coach reference or booking details
- Current location and status of the pupil
- Nature of the disruption and expected duration

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partners to assist.

- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.

## 2. Notify leadership:

- DSL (Karen Pickles)
- Contact parents/carers:
- Update on the pupil's situation, explain proposed support measures, and confirm consent for any accommodation or travel changes
- Inform relevant parties:
- School/university, transport operator, host family (if in the UK), and Guardian Angel (if already assigned)

## 3. Log all communications and decisions in the central incident log

## 5.2 Procedures Outside the UK

- Berkeley Guardians is not expected to travel abroad with the pupil, but will:
  - Liaise with local authorities, transport providers, parents, and school to secure the pupil's safe passage to the UK or another agreed safe location.

## 5.3 Procedures Within the UK

- Pre-travel planning:
  - Build in ample transit time to mitigate traffic, weather, or accident delays
- If a flight/train/coach is cancelled or missed:
  - Ensure the pupil remains under supervision—either by a Guardian Angel or a designated staff member—until they can continue their journey safely
  - Arrange alternative transport on the same day where possible, or overnight accommodation with a vetted host family or approved hotel
- Guardian Angel support:
  - Assign the Guardian Angel to stay with the pupil through check-in, security clearance, and boarding (or until deposited safely at alternative accommodation).

## 5.4 Accommodation & Welfare Guarantees

- All interim accommodation must adhere to our Safer Recruitment Process and hold an emergency briefing pack.
- Host families or hotels will:
  - Be provided with full pupil details and emergency contacts.
  - Receive clear instructions on safeguarding, dietary needs, and any medical requirements.
- A Berkeley Guardians staff member will conduct a welfare check within 2 hours of the pupil's arrival and remain on-call until the pupil rejoins their scheduled travel.

## 6. Plan C – Force Majeure

- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.

Force majeure events are those beyond human control—extreme weather, pandemics, natural disasters—that make it impossible for pupils to remain in or return to the UK. If such an event occurs, Berkeley Guardians will:

1. Issue a central statement
  - Draft and distribute to partner schools, agents, parents/carers, pupils and staff
  - Base messaging on the latest government advice and relevant legislation
2. Maintain real-time intelligence
  - Monitor official guidance (e.g., UK Health Security Agency, Home Office, FCDO)
  - Update all stakeholders immediately when advice changes
3. Align with existing emergency plans
  - Refer to Plan A if pupils must leave school for health reasons
  - Refer to Plan B if transport disruptions occur
4. Activate bespoke contingency measures
  - Director on call prepares an operational plan tailored to the specific event
  - Deploy additional staff or partners where required
5. Secure interim accommodation
  - If schools close and pupils are not “at risk,” source host-family or approved hotel stays until they can return to school or travel home
  - Liaise with schools, parents/carers and agents on departure logistics
6. Coordinate self-isolation for at-risk pupils
  - If pupils meet criteria for self-isolation, defer to the school’s isolation protocol
  - Ensure families and agents have clear guidance on any extended stays

All steps and communications must be logged in the central incident register.

## 7. Plan D – Death of a Young Person or Familiar Adult

In the event of a death affecting a pupil or a staff member closely known to them, the following protocol applies:

### 7.1 Initial Notification & Verification

- Any staff member, parent/carer, young person or external contact who becomes aware of a death must immediately notify the DSL or Deputy DSL.
- DSL/DDSL verifies details via family members, local authorities or reliable sources before any further action.
- Confirm with the family what information they consent to share and note any details already publicly released.

### 7.2 Internal & External Notifications

- Notify the following, in this order:

1. School leadership

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partners to assist.

- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents’ instructions and U.K. safeguarding standards.

2. Agents (if applicable)
3. Berkeley Guardians staff
4. Other pupils in our care, if the family or school deems it appropriate

### 7.3 Staff & School Briefing

- Convene a meeting with relevant staff and school representatives at the start of the next working day.
- Share all verified facts, address questions, and agree on a consistent message.
- Ensure any staff member who feels unable to speak with their pupil has DSL/DDSL support or substitution arranged.

### 7.4 Notify Young Person Face-to-Face with Familiar Staff

All notifications of a death should be delivered in person by an adult known to the young person (normally the DSL or DDSL). This staff member will:

- Find a private, calm setting where the young person feels safe.
- Use clear, age-appropriate language and pause for questions.
- Remain with the young person afterwards to offer reassurance and emotional support.
- Record the conversation's key points and any follow-up actions required.

### 7.5 Prepare a Statement for Young People

To ensure consistency and sensitivity, draft a brief, empathetic statement that includes:

- The essential facts (who has died and, if appropriate, how).
- Acknowledgment of the young person's feelings (e.g., shock, sadness).
- Information on how and when support services (counsellors, school pastoral team) are available.
- Guidance on how to access those services (locations, contact details, hours).

Arrange for all affected pupils to be together (where practical) so the statement can be delivered simultaneously, reducing rumors and confusion.

### 7.6 Prepare a Statement for Parents/Carers and Agents

Compose a letter or email that:

- Announces the death factually and with compassion.
- Outlines the immediate support offered to the young person and peers.
- Lists mental health and counselling resources, including external referrals if required.

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- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.

- Provides contact details for Berkeley Guardians' DSL/DDSL for further questions.

Send this communication promptly after internal notifications, respecting any family requests regarding timing and content.

## 7.7 Funeral and Memorial Arrangements

Before any young person attends a funeral or memorial service, Berkeley Guardians will:

- Seek written permission from their parent/carer or agent.
- Offer a chaperone (Guardian Angel or staff member) to accompany them.
- Provide guidance on appropriate dress, behaviour, and cultural sensitivities.
- Liaise with the family or school regarding service times and locations.

## 7.8 Ongoing Support and Counselling

In the days and weeks following the death, Berkeley Guardians will:

- Identify pupils at higher risk of prolonged distress (e.g., very close friends).
- Schedule regular welfare check-ins (in person or by video call) with the DSL/DDSL.
- Provide information on external counselling services and, where possible, arrange appointments.
- Offer staff briefing sessions on grief support to maintain a consistent, caring environment.
- Encourage peer support activities (e.g., memory walls, group reflections) under pastoral oversight.

## 7.9 Core Support Principles

Berkeley Guardians will:

- Listen to what the young person wants to share. It may be difficult, but simply being heard can be a powerful healing force.
- Protect the young person from re-traumatization. Sometimes peers may ridicule or bully students who display strong emotions.
- Connect by regularly checking in, asking how they are doing, offering to listen, and giving positive feedback on their achievements.
- Model responsible adult behavior in response to loss. Adults may grieve, but they continue to act with consideration and maintain calm routines.
- Counselors provide education on normal signs of grief and trauma. Berkeley Guardians will supply information on accessing professional counselling support.

- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.

## 8. Special Circumstances – Suicide of a Young Person

The suicide of a young person requires additional care and focus.

Berkeley Guardians will:

- Clarify disclosure consult with the family about what details—even if publicly reported—are appropriate to share.
- Identify high-risk individuals especially peers who knew of the plan or who may become “scapegoats” after the death.
- Raise awareness educate young people, staff, parents/carers, and agents on warning signs of suicide and distribute information on hotlines and support services.
- Encourage help-seeking destigmatize mental health care and reinforce the importance of communication with trusted adults.
- Avoid glamorization acknowledge the loss without romanticizing or sensationalizing the act.
- Manage media impact minimize exposure to media coverage of the suicide.
- Maintain community links stay in close contact with schools, mental health agencies, and police to monitor any broader suicide risks in the community.

### Other Situations

**When the family may not wish to disclose the cause of death** (e.g. drunk driving or other alcohol-related death, overdose, related to self-inflicted or intentional asphyxiation):

1. As with any death of a young person, initiate this plan and support services. Like suicide, the death may present a “window of opportunity” to educate young people, staff, parents/carers and agents about life-threatening behaviours and their consequences.
2. Many of the issues to consider with suicide will also apply to these circumstances.

## 9. Liability and Duty of Care

Circumstances in which Berkeley Guardians’ liability may be engaged include any scenario where our duty to safeguard pupils could be questioned. Key points:

- Death notification while we do not need to discuss the detailed circumstances, we must formally acknowledge the death, deploy support services for staff and young people, and document all actions.
- Parent/carer & agent alerts send timely letters or emails notifying them of the death and outlining available counselling, pastoral care, and emergency contacts.

- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents’ instructions and U.K. safeguarding standards.



- Record-keeping maintain a comprehensive log of notifications, support measures provided, and any decisions made to demonstrate compliance with our safeguarding duty.

## 10. Emergency Phone Line

Berkeley Guardians' Emergency Phone Line operates 24 hours a day, 7 days a week:

- Primary contact the DSL's designated mobile number remains active at all times.
- Backup channels if the main line is unexpectedly unavailable, publish alternative contact methods (e.g., another staff mobile, monitored email address, WhatsApp group) as soon as practically possible.
- Publicisation display all emergency numbers prominently on our website, host-family packs, and student welcome materials.

## 11. Communication During Incidents

*Throughout any outbreak, transport failure, force majeure event, or death:*

- *Multi-party updates keep schools, parents/carers, agents, homestays, transport providers—and especially the pupils themselves—informed of developments.*
- *Reassurance focus tailor messages to ensure affected pupils feel heard, secure, and confident in the steps being taken.*
- *Consistency use approved templates and key messages to avoid confusion or mixed signals.*

## 12. Feedback and Continuous Improvement

After every incident:

- Feedback reports require all involved staff, host families, and partner schools to submit a brief report detailing what worked well, any challenges, and recommended changes.
- Director review the Executive Team will review all feedback, update this policy and related procedures, and redistribute revised guidance to ensure our emergency response remains robust and up to date.

- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.

**Below is an updated directory of key UK emergency and safeguarding contact numbers. It combines your original list with other crucial 24-hour and specialist helplines. You can embed this table into your policy; remember to update any local authority children's services numbers specific to your pupils' locations.**

<b>Organisation</b>	<b>Service</b>	<b>Number</b>	<b>Hours</b>	<b>Notes</b>
Police, Fire & Ambulance	Emergency	999	24/7	Immediate danger or life-threatening situations
Police	Non-emergency	101	24/7	Report crime, non-urgent enquiries
National Health Service	Health advice	111	24/7	Symptom advice, signposting
NHS Incident Contact Centre	Incident reporting	0345 300 9923	Mon–Fri 08:30–17:00	
	Out of hours	0151 922 9235	Other hours	
UK Health Security Agency	General enquiries	020 7654 8000	24/7	Email: enquiries@ukhsa.gov.uk
AEGIS	Guardianship support	01453 821 293	24/7	

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Foreign, Commonwealth & Development Office (FCDO)	Consular assistance	020 7008 1500	24/7	For British nationals abroad
Childline	Free helpline for children	0800 1111	24/7	Online chat at <a href="https://www.childline.org.uk">childline.org.uk</a>
NSPCC Helpline	Child protection advice	0808 800 5000	24/7	Email: <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>
Samaritans	Emotional support	116 123	24/7	<a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
Modern Slavery & Exploitation Helpline	Report slavery or trafficking	0800 0121 700	24/7	Text “MODERNSLAVERY” to 82228
National Domestic Abuse Helpline (Refuge)	Domestic violence support	0808 2000 247	24/7	<a href="mailto:womensline@refuge.org.uk">womensline@refuge.org.uk</a>
Victim Support	Crime victims support	0808 168 9111	24/7	Text FIND to 85258
Anti-Terror Hotline	Report terrorism/extremism	0800 789 321	24/7	
Ofsted	Safeguarding in education	0300 123 4666	Mon–Fri 08:00–18:00	<a href="mailto:concerns@ofsted.gov.uk">concerns@ofsted.gov.uk</a>
Department for Education	School safeguarding helpline	020 7273 5450	Mon–Fri 08:30–17:00	

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partners to assist.
- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents’ instructions and U.K. safeguarding standards.

Local Authority Children's Social Care	Child protection referrals	0300 123 XXXX (*)	Varies by area	Look up specific council number at gov.uk
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- partners to assist.
- If overnight accommodation is required, arrange suitable lodging (e.g., vetted hotel or host family) in line with parents' instructions and U.K. safeguarding standards.