

# Emergency Plan



## Table of changes

Date	Version	Summary of Amendments	Author
28 May 2020	1	n/a	JC
9 May 2022	2	Change to CEE	JC
30 May 2023	3	Change to SEE	JC
2 May 2024	4	Responsibilities assigned to specific staff members. School absence procedure adapted.	JC

## Purpose

**Summary:** This Emergency Plan is to provide adequate measures for dealing with any reasonably foreseeable emergency. This can be a local or UK wide situation disrupting daily life or it can be a situation concerning an individual student.

**General:** SEE aims to protect all students under its care whilst they remain in the UK. SEE recognises that in some events, normal procedures do no longer guarantee the safekeeping of our students and will have to be augmented by the following provisions.

## Disruption of daily life

**Definition** This includes breakdown of public and private transport, natural disasters, pandemic, civil unrest, war, terrorism. The list is non-exhaustive.

**Advice and Information** SEE will monitor and follow government guidelines closely. It will also seek advice from governing body AEGIS.

The director will update students, host families, agents and schools in the event of any change to SEE's normal procedures or delegate this task to a staff member. It is expected that agents will communicate any update to all natural parents.

**Accommodation** If a host family can no longer host a student in an emergency situation or cannot do so temporarily, SEE's family coordinator will endeavour to find a new or temporary host family.

Date: 2 May 2024

24h emergency phone line: +44 (0)7796 997780

Review by: 2 May 2025

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Students, agents and schools have to bear in mind that according to the nature and scale of the emergency, this may be difficult and will often involve moving to a new area. Whilst a student is not normally permitted to live with a staff member, this can be an acceptable solution where other host families are unavailable. A student can also stay with the director. Hotel accommodation under the supervision of a staff member in a separate, but nearby room may be preferable. Where no alternative is available and SEE can demonstrate that all efforts to the contrary have been unsuccessful, more than 3 students may be staying in one host family for a limited time. The family coordinator will inspect the accommodation and advise the host family on privacy arrangements. If travel to the area in question is disrupted, a video call or, where not possible, a telephone conversation between host family and national manager will suffice. Where a sufficient number of beds is unavailable, a student can be asked to sleep on a sofa bed or an inflatable mattress as a last resort. Such sleeping arrangements should never last for more than 1 week.

In dire situations, finding a new family may be impossible. In this case, SEE's travel coordinator will arrange for the student to return home at the first opportunity, closely liaising with the agent and, where necessary, the student's embassy or consulate. Until such travel opportunity arises, the student will be housed safely. To achieve this, local social services, charities and government emergency response units may be called upon for help.

**Injury** Where a student's health is affected through an injury sustained during an emergency situation, the host family or school should bring the student to see a doctor or, where necessary, to the nearest A&E (accident and emergency) department. SEE needs to be informed without undue delay. The director will inform the partner organisation abroad, school and host family and keep them updated on any changes to the care of and condition of the student. The location of the student must be disclosed to the partner. If school and host family are unable to bring the student to a surgery or hospital because they, too, are affected by the emergency, it is expected that they inform SEE as soon as possible to enable SEE to find an alternative method of transport (staff member, other host families in the area, charities, social services).

**Pandemic Pathogen** Where a student's health is affected through a pandemic pathogen, school, host family or the student themselves must inform SEE without undue delay. SEE recommends that they follow the current government guidelines on what to do in case of an infection. The family coordinator will update partner, school and host family on any relevant changes to the care of and condition of the student. It is expected that the partner communicates this to the natural parents.

## Situations concerning one individual only

**Definition** This includes a student not being able to attend school due to illness or disciplinary measures, a student involved in a crime, going missing or the death of a student.

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## **Student unable to attend school due to illness or injury**

*Minor Illness* If a student cannot attend school because they are ill, they must fill in SEE's online absence form. The family coordinator will notify the school of the absence. The student is to stay at home with the host family in case of a minor illness.

*Hospitalisation* Should hospital treatment become necessary, then the host family the school and, where possible, the student must inform SEE of this, including the hospital the student will be admitted to, the dates of admittance and release, the condition treatment is being undergone for, and the nature of treatment. The family coordinator will inform the school of the prolonged absence and keep the agent informed of any developments. It is expected that the agent will communicate any news to the natural family. Please note that where the illness is of a pandemic nature, students, host families and SEE are required to follow any governmental advice or advice by relevant health bodies available, see above ("Disruption of Daily Life").

Where treatment follows an accident, the Office manager will ensure any reporting duties under RIDDOR 2013 are complied with.

## **Student unable to attend school due to disciplinary measures**

*Temporary Suspension* Students who have temporarily been excluded from school as a disciplinary measure will stay in their host families until they are readmitted to school. SEE reserves the right to implement their 4-step procedure for unacceptable behaviour as set out in the handbooks.

*Permanent Exclusion* Students who have been permanently excluded from school due to behaviour will stay with their host families until SEE have either found them a new school or arranged with the agent to send them to their home country. The 4-step procedure for unacceptable behaviour will be followed as set out in the handbooks.

**Student involved in a crime** If a student falls victim to a crime, the incident will be dealt with according to SEE's Safeguarding Policy. If a student is either alleged to be the perpetrator or is required as a witness, the DSL will support the student where possible. If requested, SEE can put the student and their parents in touch with a UK solicitor. Support can take the form of advising them to contact the Citizen's Advice Bureau, accompanying the student to the police, a solicitor or to a court of justice. The director will write a full report and store it in the student's file. The host family, school and agent will be informed where appropriate.

**Missing student** See separate *Absent or Missing Student Policy*

**Death of a student** The death of a student is a very rare occurrence. Students, agents and natural parents are held to disclose any underlying health issues before accepting a placement. This will help avoid deaths due to existing medical or mental conditions.

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*Notification* SEE requires all host families and schools to notify the director Juliet Clifflin Cassells immediately upon the death of a student. This can be done via the 24h emergency phone line. The director undertakes to verify the information and check the next of kin of the deceased have been informed by the police or a hospital. She will inform school, host family, partners and all staff. Where the student is under 16, she will inform social services.

*Police* The director will ensure the police have been informed. She will liaise with police, coroner and other officials as necessary.

*Funeral* If the natural parents request this, the director can put them or any appointed persons in contact with a funeral parlour and assist with funeral arrangements. Where the natural family travels to the UK to attend the funeral, she will offer to arrange onward travel from the airport and to recommend a suitable hotel.

*Counselling* The director will put individuals affected by the death and residing in the UK in touch with counselling services should the individual request this. She will ask the agent in the student's home country to offer a corresponding service to the student's family.

*Administration* All staff will ensure no administrative processes will continue which will cause distress to a grieving family, such as invoices, routine communications and inspection visits. The family coordinator will seek to cancel any memberships and subscriptions the student has in the UK.

*Media* The director will handle all media enquiries directed to them and offer help with such enquiries to the host family and school.

*Other Students* Whilst it is general SEE policy that one student should not be aware of another student's affairs, in the event of a student death the family coordinator will seek to establish whether the deceased has been in contact with other SEE students in the country. Such information can be sought through staff members or the deceased student's host family. If student connections exist, it may be in the best interest of everyone to inform such other students in a timely and sensitive manner of the death to avoid harmful and distressing speculation on social media.

*Belongings* The family coordinator will, in conjunction with the host family and school, collect the student's belongings and return them to the natural family.

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