



PRESTIGE
GUARDIANS



EMERGENCY PLAN

Prestige Guardians Ltd.

Rickford Mill, Leg Lane, Rickford, BS40 7AH, England, UK

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Statement

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

Prestige Guardians operates a 24/7 phone line. Between 9am and 5pm UK time, this will go through to our Head Office in Rickford. Out of these hours, the call is redirected to a mobile which is answered by a member of Head Office to assist in emergency situations.

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 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 Designated Safeguarding Lead (DSL) – Mrs Leonor Liz-Losada - should be informed 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 Prestige Guardians will circulate the plan with all relevant parties.



Cancelled Flights

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

Fire

In the event of a fire at school, after dealing with the emergency by calling the fire brigade, the school is expected to inform Prestige Guardians. Students should follow school instructions on what to do, where to go, etc.

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), Prestige Guardians can arrange accommodation for students with an emergency homestay.

Requests from schools to remove a student

Prestige 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. We will arrange suitable accommodation if required, and arrange transport to the airport for a return flight home.



How to respond to a disclosure

Stay calm, sometimes issues are raised which, whilst seemingly complex, are generally safeguarding matters and not necessarily a child protection issue. These matters should be responded to by offering a supportive response and where necessary or relevant, refer them to the Local Guardian & DSL.

When a student self-discloses a matter that constitutes a potential or alleged situation of abuse, the staff member must take the student to a private place within view but out of ear-shot of other people. Promises of confidentiality must not be given. Tell the student that you have a duty to pass on the information, only to those who need to know.

- Listen carefully to what is said
- Do not interview them, but ask what happened, keep questions to a minimum and obtain sufficient facts to understand what is being alleged
- Allow the child to continue at their own pace
- Ask questions for clarification only and always avoid asking leading questions (questions that suggest a particular answer). Do not make assumptions or offer explanations Remember that an allegation of child abuse may lead to a criminal investigation, so do not attempt to personally investigate any allegations of abuse
- Reassure the child that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared with a DSL at Head Office in Rickford

Recording a report

A call must be made to notify a Prestige Guardians DSL and the head of pastoral care at the school.

A full incident report must be made as soon as possible detailing the nature of the allegation. Record in writing everything that was said, using the child's own words. Note place, date, time, and names of persons to whom the information was given.

Do not confront any person against whom an allegation has been made. The DSL will guide you in dealing with any allegation or suspicion of abuse, and if applicable, report allegations and incidents of abuse to the LADO (Local Area Designated Officer) at North Somerset Council Children's Social Services.

Prestige Guardians recognises that the Children Act 1989 states that the welfare of the child is the paramount concern. It also recognises that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence and career. Therefore, those dealing with such allegations within a centre, shall do so with sensitivity and will act in a careful, measured way and in accordance with our procedures.

If you are ever in doubt as to what to do, please consult a member of the Safeguarding Team at Head Office.



Emergency Contact Details- Guardian Organisation staff

Organisation	Contact details
DSL	Mrs Leonor Liz-Losada +44 (0) 7551 081009
Deputy DSL	Mr Mark Stricklin +44 (0) 7715 123299



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)
BSA	Tel: +44 (0) 20 7798 1580
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	Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm) Out of hours duty officer (24 hour): 0151 922 9235 www.hse.gov.uk
UK Health Security Agency	https://www.gov.uk/government/organisations/uk-health-security-agency Main Switchboard: 020 7654 8000 Email: enquiries@ukhsa.gov.uk
World Health Organisation	https://www.who.int/
Local Safeguarding Partnership	North Somerset Community Safety & Safeguarding Partnership https://n-somerset.gov.uk/north-somerset-safeguarding



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/Director of Guardianship Organisation	<input type="checkbox"/>	Police	<input type="checkbox"/>
Parents	<input type="checkbox"/>	Ambulance services	<input type="checkbox"/>
Homestays	<input type="checkbox"/>	Fire services	<input type="checkbox"/>
Agents	<input type="checkbox"/>	Local Safeguarding Partnership/ LADO	<input type="checkbox"/>
School	<input type="checkbox"/>	Health and Safety Executive	<input type="checkbox"/>
Students	<input type="checkbox"/>	Media	<input type="checkbox"/>
BSA	<input type="checkbox"/>	Other: (Please add)	<input type="checkbox"/>
Action to be taken:			



Further comment (use this space to record the informant's own words)



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.

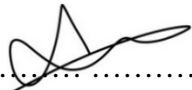
Organisation	Contact details	Comments

Review

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

This emergency plan was last reviewed on:

.....21/01/2026.....(date)

Signed:.....

Date: ...21/01/2026.....