

# MyEducation (UK), Trading as WEP, Emergency Procedure

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## Statement

The safety of our students is our main priority. MyEducation (UK), Trading as WEP, acknowledges that there may be situations out of their control that require planning for. This plan outlines what MyEducation (UK) 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 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 Country Manager 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 MyEducation (UK) will circulate the plan with all relevant parties.

### Cancelled Flights

When a student's flight is cancelled in the UK MyEducation (UK) will arrange for suitable care. If necessary students will be accommodated in an emergency host family 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 MyEducation (UK) as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. MyEducation (UK) will liaise with the airline and the partner organisation or directly with the natural 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, Public Health England, Wales or Scotland and the World Health Organisation. AEGIS 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 MyEducation (UK) may not be able to offer host family accommodation as this could place students, host families and the wider community at

risk. MyEducation (UK) will work with parents to find flights to home countries where required. MyEducation (UK) 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. MyEducation (UK) 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. MyEducation (UK) will:

- Liaise with medical staff and police
- Keep the partner organisation or the natural parents informed
- Help the partner organisation or the natural parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies (such as LSP/ LCPC) where required
- If required, assist the partner organisation or parents with rehabilitation and flights home
- If required, assist the partner organisation or the 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 host family, MyEducation (UK) 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 MyEducation (UK) will assess the risks and act accordingly.

### [Fire](#)

In the event of a fire at a host family home, after dealing with the emergency by calling the fire brigade, the host family is expected to inform MyEducation (UK). Students will be moved to a different host family until the accommodation is refurbished. MyEducation (UK) will visit the host family home to check the suitability of accommodation before any students return.

### [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), MyEducation (UK) will provide accommodation for students with their host families\*.

### [Requests from schools to remove a student](#)

MyEducation (UK) has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause. The Local Guardian would be notified and asked to collect the student and take them to a temporary host family or for medical assistance if it is due to illness. If a student has been removed from school permanently due to their behaviour and/or have been suspended/expelled. MyEducation (UK) will work with the partner organisation or the natural parents to arrange a return flight home at the earliest possible point.

### [Emergency Host Family Accommodation\\*](#)

Please note that emergency host family placements may not necessarily be with the students' usual host family but will be with one of our vetted host families who provide high levels of care. These host families may be a

greater distance from the school. Wherever possible we will place students with their usual host family.

### Emergency Contact Details- Guardian Organisation staff

Organisation	Contact details	Comments
MyEducation (UK)	+44 (0)2380 970 924 / wepeducation@wep.org	Office number and email
MyEducation (UK) Emergency number 24/7	+44 (0) 2380 173498	24/7 emergency contact number

### 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	Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm)  Out of hours duty officer (24 hour): 0151 922 9235 <a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
Public Health England	<a href="http://www.gov.uk/government/organisations/public-healthengland">www.gov.uk/government/organisations/public-healthengland</a>  Main Switchboard: 020 7654 8000  Email: <a href="mailto:enquiries@phe.gov.uk">enquiries@phe.gov.uk</a>



Public Health Wales	<a href="https://phw.nhs.wales/">https://phw.nhs.wales/</a> Main Switchboard: 029 2022 7744 Emails: <a href="mailto:Complaints.publichealthwales@wales.nhs.uk">Complaints.publichealthwales@wales.nhs.uk</a>
Public Health Scotland	<a href="https://www.publichealthscotland.scot/">https://www.publichealthscotland.scot/</a> Main Switchboard: 0345 646 0238 Emails: Online contact form: <a href="https://www.publichealthscotland.scot/contact-us/generalenquiries/your-general-enquiry/">https://www.publichealthscotland.scot/contact-us/generalenquiries/your-general-enquiry/</a>
World Health Organisation	<a href="https://www.who.int/">https://www.who.int/</a>
Insurance company	Hiscox Underwriting Ltd. 1 Great St Helen's, London, EC3A 6HX. 0800 280 0351
Local Safeguarding Partnership / Local Child Protection Committee	Hampshire Safeguarding Children Partnership, +44 (0) 1962 876 355, <a href="mailto:hscp@hants.gov.uk">hscp@hants.gov.uk</a> , <a href="https://www.hampshirescp.org.uk/">https://www.hampshirescp.org.uk/</a>



### 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: <i>(Tick which apply)</i></b>			
<b>Owner/Director of Guardianship Organisation</b>		<b>Police</b>	
<b>Parents</b>		<b>Ambulance services</b>	
<b>Host Family</b>		<b>Fire services</b>	
<b>Agents</b>		<b>Local Safeguarding Partnership/ LADO</b>	
<b>School</b>		<b>Health and Safety Executive</b>	
<b>Students</b>		<b>Media</b>	
<b>AEGIS</b>		<b>Other: <i>(Please add)</i></b>	



together with  MyEducation

**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 plan and good practice annually.

This emergency plan was last reviewed on: .....11<sup>th</sup> December 2025 (date)

Signed: ..... Claire Kinloch Anderon.....

Date: .....11<sup>th</sup> November 2025.....

