

**7th July 2024**

**EMERGENCY RESPONSE AND MISSING STUDENT POLICY**

*Next update: Summer 2025*

**ELITE ANGLO CHINESE SERVICES**

**SAFEGUARDING EMERGENCY CONTACT**

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**Elite Anglo Chinese Services Emergency Response Policy**

Elite Anglo Chinese Services operates a 24/7 phone line. Between 9am and 5pm UK time, this will go through to our head office in London. Out of these hours, the call is redirected to a mobile which is answered by Eve Leung or a member of Head Office to assist in emergency situations.

**Responding to a Child making an allegation of abuse**

Safeguarding is the responsibility of ALL members of Staff & Host Families. All staff & Host Families are in a position of trust, and therefore all are required to take a shared responsibility to safeguard children and young people. All Staff & Host Families will be made fully aware of their duties and in safeguarding students and responding to allegations of abuse or neglect.

Any member of Staff or Host Family with an issue or concern relating to child protection, including but not limited to allegations of child abuse, should discuss it immediately with the Designated Safeguarding Lead (DSL) Eve Leung on +(44) 020 81442145 or 07787536030

Anyone who hears an allegation of abuse against or has concerns about the behavior of another member of staff must report the matter immediately to a DSL. If the DSL is unavailable, or involved in an allegation, the matter must be referred immediately to another DSL.

A concern against the management of Elite should be forwarded to AEGIS +44 (0) 1453 821293. At no point should an attempt be made to investigate the situation. This will be undertaken by NSPCC / Social Services and/or the Police as necessary.

All concerns or disclosures of abuse should be acted upon.

Staff should know

• Recognize signs of vulnerability  
• Respond to student concerns  
• Record student concerns  
• Report student concerns  
• Refer student concerns

**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 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 London

**Recording a report**

A call must be made to notify an Elite 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 specific incidents in writing and record 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 the local County Council Children’s Social Services.

Elite recognizes that the Children Act 1989 states that the welfare of the child is the paramount concern. It also recognizes 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 center 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.

**Missing Student Policy**

The safety of all students is paramount and it is essential we know where all students are at all times. Should a student go missing, Elite will take the following steps to ensure their safe return to our care.

When a student is identified as not being at a location they are meant or are expected to be at, the reporting individual must take proactive steps to trace the person’s whereabouts prior to contacting the police. Such steps would include:

* Call the student’s mobile phone
* Contact the Elite’s 24 hour emergency number **+44 02081442145**
* Contacting the missing student’s school, host family & friends
* Checking social media

### Children consistently missing education

In line with **Children Missing from Education statutory guidance**

Students must attend school every day unless authorised absence has been agreed.

Children missing from education, particularly persistently, can act as a vital warning sign to a range of safeguarding issues including neglect, child sexual and child criminal exploitation - particularly county lines. It is important that Elite is made aware and swiftly respond to children missing from education so we can identify potential causes and help prevent the risk of them going missing in the future.

### Reporting to the Police

The Police will only become involved after all reasonable checks to locate the student have been carried out. If the student is not located, the reporting individual should contact the Police via 101 to report them as being missing from their address.

The primary function of the Police is to investigate the disappearance and attempt to locate the student prior to any harm befalling them. Police response and associated actions will be based on a police risk assessment of the incident and knowledge of the student concerned, which will utilise information from partners and those who know the person.

### When a child is found

The attitude of professionals, such as police and social workers, towards a student who has been missing can have a big impact on how they will engage with subsequent investigations and protection planning. However 'streetwise' they may appear, they are children and may be extremely vulnerable to multiple risks. A supportive approach when a student returns, actively listening and responding to their needs, will have a greater chance of preventing the student from going missing again and safeguarding them against other risks.

### Actions to be Followed by Staff once the Pupil is Found

* Staff will talk with, take care of and comfort the student.
* Staff will speak with the other students to ensure that they understand why they should not leave without obtaining permission and notifying Elite.
* The DSL will speak with the parents/agent to report the incident, and then record an account of the incident by writing a letter to the parents.
* The DSL will carry out a full investigation involving, if appropriate, the Police and the appropriate Local Safeguarding Children Board.
* The written report of the incident will record details of time, place, members of staff, the circumstances in which the student went missing, an outline of what was understood to have happened, the length of time during which the student was missing and an initial explanation of how the incident appeared to have arisen. Written statements may be invited from all.
* Any media questions will be referred to Eve Leung
* All relevant procedures will be reviewed in the light of the incident.