



Out of Hours Emergency Policy

Policy Owner: Lets Make Change
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Approved by: Joseph Fitzpatrick

Version	Date	Author/Reviewed By	Summary of Changes	Approved By	Review Date
1.0	19/08/26	Alex Fitzpatrick	Initial policy created	Joseph Fitzpatrick	Sept 2027

Let's Make Change (LMC)

Out of Hours Emergency Policy

1. Policy Statement

Let's Make Change (LMC) recognises that emergencies and serious concerns may occur outside normal administrative working hours, particularly because LMC provides one-to-one tutoring, community-based activities, transport and other learner support.

LMC will maintain clear arrangements so personnel know what to do when an urgent situation occurs outside normal office hours.

This policy does not replace emergency services or statutory safeguarding services.

Where there is an immediate danger to life or serious risk of harm, **999 must be contacted first**.

2. Purpose

This policy establishes arrangements for:

- Out-of-hours emergencies;
- Safeguarding concerns;
- Missing or absconded learners;
- Medical emergencies;
- Transport emergencies;
- Serious accidents;
- Staff safety incidents;
- Venue emergencies;
- Communication and escalation;
- Recording and reviewing incidents.

3. Scope

This policy applies to all employees, tutors, volunteers and authorised contractors undertaking LMC activities outside normal administrative hours.

It applies during:

- Evening provision;
- Weekend provision;
- Community activities;

- Learner transport;
- Educational visits;
- Approved activities occurring outside normal hours;
- Any situation arising directly from LMC provision requiring urgent action.

4. Definition of an Out-of-Hours Emergency

An out-of-hours emergency is an urgent situation arising outside normal administrative hours that cannot reasonably wait until the next working day.

Examples include:

- Immediate safeguarding risk;
- Learner missing or absconding;
- Serious accident or injury;
- Medical emergency;
- Anaphylaxis;
- Serious violence;
- Road traffic collision involving a learner;
- Staff being threatened or assaulted;
- Police involvement;
- Serious venue or security incident;
- Fire;
- Significant transport failure leaving a learner stranded;
- Serious allegation concerning an adult.

Routine administrative queries are not emergencies.

5. Emergency Priorities

Staff should apply the following priorities:

- 1. Protect life and immediate safety.**
- 2. Contact emergency services where required.**
- 3. Safeguard the learner and others.**
- 4. Contact the appropriate LMC emergency/management contact.**
- 5. Inform parents/carers and commissioners where appropriate.**
- 6. Record the incident.**
- 7. Complete follow-up actions on the next working day.**

6. Emergency Contact Arrangements

LMC will maintain an up-to-date internal emergency contact list.

This should identify:

- Director;
- Designated Safeguarding Lead;
- Deputy DSL;
- Out-of-hours management contact where applicable;
- Relevant emergency numbers;
- Commissioner emergency contacts where required.

Staff undertaking out-of-hours activities must know how to access the current emergency contact information.

Personal emergency contact numbers must not be distributed beyond those who legitimately require them.

7. When to Call 999

Staff must contact **999** where there is:

- Immediate danger to life;
- Serious injury;
- Serious medical emergency;
- Anaphylaxis;
- Serious violence;
- Immediate threat involving a weapon;
- Serious road traffic collision;
- Fire;
- Immediate risk of serious harm;
- Another emergency requiring police, ambulance or fire and rescue attendance.

Staff must not delay contacting emergency services while attempting to contact an LMC manager.

8. Safeguarding Emergencies

Where an urgent safeguarding concern arises outside normal hours:

- Ensure immediate safety;
- Contact 999 where there is immediate danger;
- Contact the relevant Local Authority emergency/out-of-hours children's social care service where required;
- Inform the LMC DSL or designated emergency contact as soon as practicable;

- Record the concern accurately;
- Preserve relevant evidence;
- Complete LMC safeguarding procedures.

Staff must never wait until the next working day where a child may be at immediate risk of significant harm.

9. Missing or Absconded Learner

Where a learner leaves supervision unexpectedly or their whereabouts become unknown, staff must follow the LMC Absconding Policy.

This includes:

- Assessing immediate risk;
- Attempting safe visual contact where appropriate;
- Not placing themselves or others at unreasonable risk;
- Contacting police where required;
- Informing LMC management/DSL;
- Informing parents/carers;
- Informing the commissioner where required;
- Recording the incident.

10. Medical Emergency

Staff must:

- Call 999 where necessary;
- Provide first aid within their competence;
- Follow the learner's Individual Healthcare Plan;
- Administer emergency medication only in accordance with relevant procedures and training;
- Remain with the learner where safe and appropriate;
- Inform parents/carers;
- Inform the LMC emergency contact;
- Record the incident.

11. Transport Emergency

Transport emergencies may include:

- Collision;
- Vehicle breakdown;
- Severe weather;
- Road closure;

- Learner becoming unwell;
- Aggressive behaviour;
- Driver becoming unwell;
- Vehicle becoming unsafe;
- Learner refusing to leave or enter the vehicle.

Staff must prioritise the learner's immediate safety and follow the LMC Learner Transportation Policy.

A learner must not simply be left at an unsafe or unauthorised location because transport arrangements have failed.

12. Staff Safety

Where a member of staff feels unsafe:

- Move to a safe location where possible;
- Contact police where required;
- Avoid confrontation;
- Contact the LMC emergency contact;
- Maintain appropriate safeguarding responsibilities toward learners;
- Record the incident.

Staff are not expected to remain in a situation presenting an unreasonable risk of serious harm.

13. Unable to Contact Parent or Carer

Where a parent/carers cannot be contacted at the expected end of provision:

- Continue appropriate supervision;
- Attempt all authorised emergency contacts;
- Inform LMC management;
- Consider safeguarding information and known risks;
- Contact statutory services where the learner may otherwise be left unsafe;
- Record all contact attempts and decisions.

A child must never be left alone simply because a parent/carers is unavailable.

14. Venue Emergency

Where an LMC activity is affected by:

- Fire;
- Flood;

- Gas leak;
- Power failure;
- Security incident;
- Unsafe building;
- Evacuation;
- Other environmental danger;

staff must follow the venue's emergency procedures, maintain learner supervision and inform LMC.

Alternative arrangements must only be made where they are safe and authorised.

15. Communication With Parents and Commissioners

LMC will ensure relevant individuals and organisations are informed following significant emergencies.

Information should be:

- Accurate;
- Factual;
- Proportionate;
- Shared only with authorised persons;
- Consistent with safeguarding and confidentiality requirements.

Staff must not speculate about causes or responsibility.

16. Media and Social Media

Staff must not:

- Speak to journalists on behalf of LMC without authorisation;
- Post emergency information on personal social media;
- Share learner information;
- Publish photographs or videos;
- Speculate publicly about an incident.

Media enquiries must be referred to the Director or nominated person.

17. Recording

All out-of-hours emergencies must be recorded as soon as practicable.

Records should include:

- Date;
- Time;
- Location;
- People involved;
- Nature of emergency;
- Action taken;
- Emergency services contacted;
- Parent/carer contact;
- Management contact;
- Commissioner contact;
- Outcome;
- Follow-up required.

Safeguarding records must additionally be made where applicable.

18. Next Working Day Review

Significant out-of-hours incidents should be reviewed on the next working day.

The review should consider:

- Learner welfare;
- Staff welfare;
- Safeguarding action;
- Commissioner notification;
- Risk assessment changes;
- Policy compliance;
- Further investigation;
- Training needs;
- Business continuity implications.

19. Training

Staff undertaking out-of-hours work must understand:

- Emergency arrangements;
- Safeguarding escalation;
- 999 procedures;
- LMC emergency contacts;
- Missing learner procedures;
- Transport procedures;
- Incident reporting;
- Lone-working arrangements.

20. Related Policies

This policy should be read alongside:

- Safeguarding and Child Protection Policy;
- Absconding Policy;
- Health and Safety Policy;
- Lone Working Policy;
- Learner Transportation Policy;
- Accidents, Incidents and Near Misses Policy;
- Administration of Medication and Medical Conditions Policy;
- Allergy Safety Policy;
- Fire Safety Policy;
- Business Continuity Plan.

21. Monitoring and Review

This policy will be reviewed annually and following any significant out-of-hours emergency or relevant change in organisational arrangements.