



REACHING OUTCOMES USING TAILORED EDUCATION & SKILLS

EMERGENCY CONTACT POLICY

2025-26

Approved by:	Mr Daniel Luford (Director) Mr Nick Lyons (Director)	Date: 01/04/2023
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Last reviewed on:	31/08/2025
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Next review due by:	31/08/2026
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Purpose

This policy ensures that appropriate emergency contact information is available and accessible for all young people, staff, and supervising adults during any community-based activity.

Scope

This policy applies to all young people, Routes Learning staff and external providers involved in off-site activities.

Policy Statement

Routes Learning is committed to safeguarding the health, safety, and welfare of all individuals involved in off-site activities. To support this, accurate emergency contact details must be maintained and readily accessible in the event of an emergency.

Procedures

Collection of Emergency Contact Information

Emergency contact details must be collected and verified for all young people and staff prior to starting.

At a minimum, contact details must include:

- Parent/guardian full name(s)
- At least two up-to-date phone numbers
- Details of any relevant medical conditions, allergies, and medications
- Staff emergency contact information must also be updated and reviewed regularly

Record Keeping

The tutor /mentor is responsible for compiling and securely maintaining a master list of emergency contact details for the duration of the off-site activity.

This list must be:

- Stored securely
- Accessible in both paper and digital formats, where possible

Routes Learning Emergency Contact

- A designated contact person must be available during the day at all times.
- The off-site team members must have the direct contact details of this person.
- The designated contact must also hold a full copy of all emergency contact details.

Use of Information

Emergency contact details are to be used strictly in the event of an emergency or safeguarding concern.

Information must be treated as confidential and handled in accordance with the school's Data Protection Policy and applicable privacy laws (e.g., GDPR).

Risk Assessment and Communication

All off-site visits must include a risk assessment that covers emergency procedures and the management of contact information.

Parents/carers must be informed about how their child's emergency contact details will be used.

Responsibilities

Team members: Ensure emergency contact information is up-to-date, secure, and accessible; communicate with designated contact in emergencies.

Routes Learning: Support in gathering and verifying emergency contact details.

Parents/Guardians: Provide accurate and timely updates to emergency contact information.

Review and Evaluation

This policy will be reviewed annually or following any significant incident during an off-site activity to ensure ongoing effectiveness.