GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Multiple Contact Policy

Purpose

We keep clear, current information about parents, emergency contacts and authorised collectors so children can be cared for and handed over safely. These roles are recorded separately: being an emergency contact does not automatically give someone parental responsibility, permission to collect or access to every record.

Contact details and authorisation

Parents provide their contact information, known parental responsibility details and the people authorised to collect. We record the information needed to identify and contact each person, including name, telephone number and relationship to the child, with further details where necessary.

Where possible, we hold more than two emergency contact numbers for each child. Parents should choose people who know they may be contacted and can respond, and update details promptly. Gemma reviews contacts periodically and when family arrangements change.

Written authorisation identifies who may collect and any applicable dates or limits. Temporary changes must be confirmed through an agreed secure route and verified before handover. As a setting rule, collectors must be aged 16 or over and able to take responsibility safely.

Verification at collection

An unfamiliar collector must provide suitable identification, normally photo identification, checked against the authorisation held. A password may be an additional safeguard but

does not replace confirmed permission. Unexpected changes are checked directly with a parent using a contact number already held.

If identity or authority cannot be verified, the child remains safely supervised while we contact the parent or another appropriate person. We do not accept an unfamiliar adult's assertion or an unverified message as sufficient. Collection concerns follow the Dropping Off and Collection Policy.

Emergencies and failed contact

We normally try parents first, then alternative emergency contacts if they cannot be reached or the circumstances require. Urgent action does not have to wait until every number has been tried. Medical help, safeguarding referrals and police assistance are sought promptly when necessary.

If an emergency contact is also authorised to collect, we verify the handover as usual. If not, we seek appropriate parental authorisation or statutory advice before transferring care. Uncollected children remain supervised under the Failure to Collect Policy.

Parental responsibility and family disputes

Parents should provide current court orders or other legally relevant restrictions and tell Gemma about changes. Separation, residence arrangements or omission from a collection list does not itself remove parental responsibility. A private disagreement is not treated as a court order.

We consider verified parental responsibility, legal restrictions and the child's immediate safety, seeking tiney, social care or police advice where necessary. We do not mediate family disputes or hand a child into an immediate risk of harm. Call 999 for immediate danger.

Requests for child information or app access are considered separately from collection permission. We check the person's authority and relevant restrictions and protect other people's personal information. Concerns are recorded factually and shared lawfully where needed for safeguarding.

Communication confidentiality and review

We agree routine communication arrangements with parents and record important changes. Contact information is stored securely, available to authorised staff and

included in an accessible emergency backup. We share only what a person needs for the relevant care or safeguarding purpose.

Gemma ensures assistants understand the distinctions between roles and know how to verify changes. This policy is reviewed annually or sooner after a change or incident. References: current EYFS childminder framework, information about the child; relevant parental responsibility and data protection requirements. Related policies cover collection, non-collection, attendance, safeguarding and confidentiality.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027