



## **Late Collection and Non-Collection of Children Policy**

### **1. Policy Statement**

This Late Collection and Non-Collection of Children Policy outlines the procedures followed by Elite SF when a child is not collected on time at the end of a coaching session or is not collected at all. The policy is written in line with safeguarding and welfare expectations consistent with Ofsted requirements and best practice guidance.

The safety, wellbeing, and emotional welfare of children is paramount. This policy ensures that children are cared for appropriately, safely, and respectfully while clear procedures are followed to protect children, staff, and the organisation.

### **2. Scope of the Policy**

This policy applies to:

- All children attending sessions run by the business
- All coaches, assistants, volunteers, and contractors
- All sessions, clubs, camps, events, and activities organised by the business

### **3. Key Principles**

- Children will never be left unattended
- Coaches will act calmly, professionally, and in the child's best interests
- Procedures will be consistent, transparent, and recorded
- Safeguarding responsibilities apply at all times

### **4. Definitions**

#### **4.1 Late Collection**

Late collection occurs when a parent/carer fails to collect a child at the agreed finishing time of a session.

#### **4.2 Non-Collection**

Non-collection occurs when a child has not been collected within a reasonable period and all attempts to contact parents/carers or emergency contacts have been unsuccessful.

## **5. Responsibilities**

### **5.1 Parents and Carers**

Parents/carers are responsible for:

- Collecting their child promptly at the agreed time
- Informing the business in advance if they anticipate being late
- Providing up to date contact details and emergency contacts
- Ensuring someone authorised is available to collect their child

### **5.2 Coach Responsibilities**

Coaches are responsible for:

- Remaining with the child until they are safely collected
- Following this policy and safeguarding procedures
- Recording all late or non-collection incidents
- Reporting concerns to the Designated Safeguarding Lead (DSL)

## **6. Late Collection Procedures**

If a child is not collected at the agreed time:

1. The child will be reassured and kept safe with at least two members coaches present wherever possible
2. Coaches will check the registration and contact details
3. The parent/carer will be contacted using the details provided
4. If contact is made, coaches will agree a revised collection time
5. The child will remain supervised in a safe environment

Late collections will be recorded, including time, contact attempts, and outcome.

## **7. Persistent Late Collection**

- Repeated late collections may cause distress to the child and place additional responsibility on coaches
- Parents/carers may be asked to attend a meeting to discuss concerns

- The business may issue written warnings
- Late collection fees may be applied where stated in terms and conditions
- Continued breaches may result in withdrawal of the child's place

## **8. Non-Collection Procedures**

If a child has not been collected and coaches are unable to make contact:

1. Coaches will continue to supervise the child and ensure they are calm and safe
2. All listed emergency contacts will be contacted
3. Coaches will not take the child home or leave the premises
4. After a reasonable period (normally 10 – 15 minutes), the DSL or manager will be informed
5. If no contact can be made, children's social care or the local authority may be contacted for advice
6. If instructed, the police may be contacted to ensure the child's safety

At no point will a child be released to an unauthorised person.

## **9. Safeguarding Considerations**

- Non-collection may indicate a safeguarding concern
- Coaches will remain alert to signs of distress or neglect
- Any safeguarding concerns will be reported in line with the Safeguarding and Child Protection Policy

## **10. Use of Mobile Phones During Late or Non-Collection**

- Mobile phones may be used solely to contact parents/carers, emergency contacts, or emergency services
- Calls should be made on a work phone where possible
- All communication attempts must be recorded

## **11. Supervision and Ratios**

- Coach to child ratios will be maintained as far as reasonably practicable
- Where only one child remains, at least two coaches should remain on site where possible
- If this is not possible, coaches must follow lone working guidance

## **12. Recording and Documentation**

The following must be recorded:

- Child's name and date
- Session end time
- Actual collection time
- Attempts made to contact parents/carers
- Names of coach present
- Any actions taken and advice received

Records will be stored securely in line with data protection requirements.

## **13. Fees and Charges (If Applicable)**

- Late collection fees may be charged as outlined in the business's terms and conditions
- Fees are intended to cover coaches and operational costs
- Fees do not replace safeguarding responsibilities

## **14. Allegations and Complaints**

- Any complaint relating to late or non-collection will be handled through the Complaints Policy
- Allegations involving safeguarding will be managed under safeguarding procedures

## **15. Training and Awareness**

- All coaches will receive safeguarding training that includes late and non-collection procedures
- New coaches will be informed of this policy during induction
- Parents/carers will be made aware of expectations upon registration

## **16. Policy Review**

This policy will be reviewed annually or sooner if:

- Legislation or Ofsted guidance changes
- An incident highlights the need for review

- Operational changes occur within the business

### **17. Declaration**

All coaches, volunteers, and contractors must read, understand, and agree to comply with this Late Collection and Non-Collection of Children Policy.

### **18. Acknowledgement and Acceptance (BrightHR)**

All self-employed coaches and contractors engaged by Elite SF are required to read and acknowledge this Policy Breach Procedure, along with all associated policies, via the BrightHR system (or equivalent compliance platform used by the business).

Acknowledgement via BrightHR constitutes confirmation that the individual:

- Has read and understood the contents of this procedure
- Agrees to adhere to all company policies and standards
- Understands the consequences of policy breaches as outlined

Failure to complete policy acknowledgement may result in:

- Suspension of work allocation
- Removal from scheduled sessions until compliance is confirmed

The business reserves the right to rely on digital acknowledgement records as evidence of acceptance of terms and expectations.

**Adopted on:** 29<sup>th</sup> December 2025

**Signed on behalf of Elite SF:** J. Bartram

**Date for review:** 29<sup>th</sup> December 2026