

Play Sports Juniors Netball Academy

Arrival, Collection & Handover Policy

Policy Owner: Play Sports Leagues Ltd / Play Sports Juniors

Applies To: All Academy coaches, Lead Coaches, volunteers, staff and parents/carers

Effective From: 1st September 2026

Review Date: 1st August 2027

Version: 1.0

1. Purpose

This policy sets out the arrangements for the safe arrival, handover and collection of children attending the Play Sports Juniors Netball Academy.

It establishes when responsibility for a child transfers between the parent/carer and Play Sports Juniors and provides clear procedures for coaches when a child is being dropped off or collected.

The safety and wellbeing of children is the priority at all times.

This policy should be read alongside the **Safeguarding & Child Protection Policy** and **Late / Uncollected Child Procedure**.

2. Responsibility Before the Session

Parents and carers remain responsible for their child until the child has been safely handed over to an Academy coach.

Parents/carers should:

- Bring their child to the correct venue and session.
- Ensure their child arrives in sufficient time for the session.
- Remain responsible for their child until handover has taken place.
- Inform Play Sports Juniors of any relevant changes to collection arrangements.
- Ensure the Academy has accurate emergency contact information.

Children should not be left at the venue before the agreed arrival or session start time unless specific arrangements have been made with Play Sports Juniors.

3. Arrival and Handover

Where a parent/carer is required to remain for handover, the child should be handed directly to an Academy coach.

Responsibility transfers to Play Sports Juniors once:

1. The child has arrived at the designated Academy area.
2. An Academy coach is present and able to supervise the child.
3. The child has been safely handed over or otherwise checked into the session.

Coaches should be aware of which children have arrived and should not assume that a child has been handed over simply because they are present at the venue.

Where the venue has a specific sign-in or arrival procedure, coaches and parents should follow it.

4. Children Arriving Independently

Unless Play Sports Juniors has specifically agreed otherwise with the parent/carer, children should not be expected to arrive independently.

Where independent arrival has been agreed for an older child, the arrangements should be clear and documented where appropriate.

The parent/carer remains responsible until the agreed handover point has been reached.

Play Sports Juniors may review or withdraw an independent-arrival arrangement where there are concerns about the child's safety or the suitability of the arrangement.

5. During the Session

Once responsibility has transferred to Play Sports Juniors, coaches are responsible for appropriately supervising the children in accordance with Academy procedures.

The Lead Coach is responsible for overseeing the session and acting as the Session DSL where required.

Coaches should maintain awareness of:

- Which children are present.
- Any children who leave the session area.
- Any medical or additional support requirements.
- Any changes to collection arrangements communicated during the session.
- Any safeguarding or welfare concerns.

Children should only leave the supervised Academy area with appropriate authorisation.

6. Collection Arrangements

At the end of the session, responsibility transfers back to the parent, carer or authorised collector once the child has been safely handed over.

Parents/carers should:

- Arrive promptly at the agreed collection time.
- Collect their child from the designated collection point.
- Ensure that any person collecting their child is authorised.
- Inform Play Sports Juniors if someone different will be collecting their child.
- Avoid entering restricted areas of the venue unless permitted by the Academy or venue.

Coaches should not release a child to an adult simply because that adult states that they are collecting the child.

7. Authorised Collectors

Parents/carers should provide Play Sports Juniors with details of any adults who may regularly collect their child where the Academy requires this information.

Where an alternative collector has been arranged, parents/carers should notify Play Sports Juniors as soon as reasonably possible.

Where a coach is unsure whether an individual is authorised to collect a child, the child should remain with the coach while the arrangement is verified.

The Academy may contact the parent/carer to confirm the identity and authority of the person collecting the child.

8. Unknown or Unauthorised Adults

If an adult arrives to collect a child but is not known to the coach or is not listed as an authorised collector:

- The child must not be released immediately.
- The coach should politely ask the individual to wait while the collection arrangement is checked.
- The parent/carer should be contacted using the details held by Play Sports Juniors.
- The Lead Coach should be informed.
- Head Office should be contacted if the situation cannot be resolved or if there are safeguarding concerns.

If an individual attempts to remove a child without appropriate authorisation, behaves aggressively or presents an immediate safeguarding concern, coaches should prioritise the child's safety and contact emergency services where necessary.

9. Changes to Collection Arrangements

Parents/carers should notify Play Sports Juniors of changes to collection arrangements before the session wherever possible.

Where a parent/carer contacts the Academy during a session to arrange an alternative collector, the coach should:

1. Confirm the request using the contact details already held by Play Sports Juniors.
2. Record the change where appropriate.
3. Ensure the child is only released once the alternative collector has been appropriately verified.

Coaches should not accept changes to collection arrangements from an unknown person without appropriate verification.

10. Early Collection

If a parent/carer needs to collect their child before the scheduled end of the session, they should notify the coach.

The coach should ensure that the child is safely handed over before allowing them to leave.

Parents/carers should not remove a child from an Academy session without making the coach aware.

Where early collection is due to illness or injury, the relevant **First Aid & Medical Policy** should also be followed.

11. Children Leaving Without Collection

A child must not leave an Academy session or venue without appropriate authorisation.

If a child attempts to leave without being collected:

- The coach should calmly attempt to prevent the child from leaving where it is safe and appropriate to do so.
- The Lead Coach should be informed immediately.
- The child's parent/carer should be contacted.
- Head Office should be informed where there are safeguarding concerns.
- The incident should be recorded where appropriate.

Coaches should not put themselves or others at unnecessary physical risk when attempting to prevent a child from leaving.

12. Late Collection

Parents/carers are expected to collect children promptly at the end of their session.

If a child is not collected on time, the **Late / Uncollected Child Procedure** must be followed.

Coaches must not leave an uncollected child unsupervised.

13. Collection by a Parent or Carer

Where a parent or carer is collecting their child, the coach should be satisfied that the child has been safely handed back to the responsible adult.

Where the identity of the collecting adult is known to the coach, no further verification should normally be required.

Where there is uncertainty, the coach should verify the arrangement before releasing the child.

14. Safeguarding Concerns at Collection

Collection arrangements may occasionally raise safeguarding concerns.

Examples may include:

- An adult attempting to collect a child without authorisation.
- A child appearing frightened or distressed about being collected.
- A parent/carer appearing unable to safely care for the child.
- A child making a disclosure or expressing a concern during collection.
- A dispute between adults regarding who should collect the child.
- Concerns about a person appearing under the influence of alcohol or drugs.
- A court order or other legal restriction being brought to the Academy's attention.

Coaches should not attempt to resolve complex safeguarding or legal disputes themselves.

The Lead Coach should be informed and the matter escalated to the Play Sports Juniors Safeguarding Contact where necessary.

If there is an immediate threat to the child or another person, emergency services should be contacted.

15. Court Orders and Legal Restrictions

Parents/carers should inform Play Sports Juniors of any relevant legal arrangements or restrictions that directly affect the collection or release of their child.

Where Play Sports Juniors has been provided with relevant documentation, coaches should follow the instructions provided by Head Office.

Coaches should not make their own decisions about disputed parental responsibility or legal rights.

Where there is uncertainty, the child should remain safely supervised while Head Office is contacted for advice.

16. Venue-Specific Arrangements

Each Academy venue may have its own requirements regarding:

- Entrance and exit points.
- Parking and access.
- Waiting areas.
- Sign-in or sign-out arrangements.
- Security.
- Parent access to the sports hall.
- Emergency procedures.

Coaches must familiarise themselves with the venue-specific arrangements before delivering sessions.

Parents/carers are expected to follow reasonable venue rules and instructions from Academy staff.

17. Coach Responsibilities

All Academy coaches are responsible for following this policy.

Coaches must:

- Know the agreed arrival and collection arrangements for their session.
- Ensure children are appropriately supervised.
- Maintain awareness of which children have arrived and left.
- Verify collection arrangements where necessary.
- Escalate concerns to the Lead Coach and Head Office.
- Record relevant incidents.
- Follow safeguarding procedures.

Coaches must not:

- Release a child to an unauthorised adult.
 - Leave an uncollected child unattended.
 - Allow a child to leave without appropriate authorisation.
 - Make assumptions about disputed collection arrangements.
 - Transport children in their personal vehicles as a routine collection arrangement.
 - Take children to their own home.
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18. Parent and Carer Responsibilities

Parents and carers are responsible for:

- Bringing children to the correct session.
- Completing safe handover arrangements.
- Collecting children promptly.
- Providing accurate contact information.
- Keeping authorised collector information up to date.

- Informing Play Sports Juniors of changes to collection arrangements.
 - Following venue and Academy procedures.
 - Informing the Academy of any relevant safeguarding or legal arrangements affecting collection.
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19. Recording and Reporting

Any significant issue involving arrival, collection or handover should be recorded and reported to Head Office where appropriate.

This may include:

- Unauthorised collection attempts.
- A child attempting to leave without permission.
- Significant disputes at collection.
- Safeguarding concerns.
- Repeated failures to follow collection arrangements.
- Incidents requiring emergency services.
- Any other event where the child's safety may have been compromised.

Records should be stored securely in accordance with the **Data Protection & Privacy Policy**.

20. Related Policies

This policy should be read alongside:

- Safeguarding & Child Protection Policy.
 - Late / Uncollected Child Procedure.
 - Behaviour & Anti-Bullying Policy.
 - First Aid & Medical Policy.
 - Emergency & Evacuation Procedures.
 - Data Protection & Privacy Policy.
 - Coach Code of Conduct / Professional Boundaries Policy.
 - Parent Terms & Conditions.
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21. Policy Review

This policy will be reviewed annually, or sooner where required due to:

- Changes in safeguarding guidance or legislation.
 - Changes to Academy arrangements.
 - Changes to venue arrangements.
 - Significant incidents or learning points.
 - Changes to Play Sports Juniors policies or procedures.
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22. Key Contacts

Play Sports Juniors Head Office / Safeguarding Contact

Luke Impett

Telephone: 01256 644049

Email: luke.impett@playsportsleagues.co.uk

Company Designated Safeguarding Lead (DSL)

Rob Fulker

Telephone: 01256 644049

Email: rob.fulker@playsportsleagues.co.uk

Emergency Services: 999

Policy Approval

Approved by: Luke Impett

Position: Schools & Community Sport Lead

Date: 28/8/26

Signature: 

Review Date: 1st August 2027