

Play Sports Juniors Netball Academy

Late / Uncollected Child Procedure

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

The purpose of this procedure is to ensure that children are kept safe and appropriately supervised if a parent, carer or authorised collector does not arrive to collect them at the end of a Play Sports Juniors Netball Academy session.

The welfare of the child is the priority at all times. Coaches must never leave a child unsupervised or place themselves or the child in an inappropriate situation while waiting for collection.

This procedure should be read alongside the Play Sports Juniors Safeguarding & Child Protection Policy and Arrival, Collection & Handover Policy.

2. Collection Arrangements

Parents and carers are responsible for ensuring that their child is collected promptly at the end of their scheduled Academy session.

At the beginning of the session, responsibility for the child transfers to Play Sports Juniors once the child has been safely handed over to an Academy coach.

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

Parents/carers should:

- Arrive promptly at the agreed collection time.
 - Ensure that the Academy has accurate and up-to-date contact details.
 - Inform Play Sports Juniors as soon as possible if they are going to be delayed.
 - Ensure that any alternative collector is authorised to collect the child.
 - Keep emergency contact information up to date.
-

3. If a Child Is Not Collected

If a child remains at the venue after the agreed collection time:

1. The Lead Coach should take responsibility for managing the situation.
 2. The child must remain supervised by an appropriate adult.
 3. The child should remain in a safe, visible and appropriate area of the venue.
 4. Coaches should reassure the child and explain that they are waiting for their parent/carer or authorised collector.
 5. The Lead Coach should attempt to contact the parent/carer using the contact details held by Play Sports Juniors.
 6. If the parent/carer cannot be contacted, the Lead Coach should attempt to contact the child's nominated emergency contact(s).
 7. The Lead Coach should inform Play Sports Juniors Head Office if the child remains uncollected and contact cannot be established.
 8. If appropriate, further safeguarding or emergency action should be taken in accordance with this procedure and the Safeguarding & Child Protection Policy.
-

4. Contacting Parents and Emergency Contacts

The Lead Coach should make reasonable attempts to contact the parent/carer using the primary contact details provided during registration.

If there is no response, the Lead Coach should:

- Attempt to call the primary contact again where appropriate.
- Contact the nominated emergency contact(s).
- Record the time and outcome of each attempted contact.
- Inform Head Office if the child remains uncollected.

Coaches should not repeatedly call or message excessively. The aim is to establish contact and ensure the child's safe collection.

If the parent/carer makes contact, they should be asked to provide an estimated arrival time and, where appropriate, confirm whether another authorised adult will collect the child.

5. Supervision of the Child

The child must remain supervised until they have been safely collected or an appropriate alternative arrangement has been agreed with Head Office or the relevant authorities.

Where possible:

- The Lead Coach and another Academy coach should remain with the child.
- The child should remain in an open, visible area of the venue.
- Coaches should avoid being alone with a child in an isolated or private location.
- The child should not be taken to a coach's home or private vehicle.

- Coaches should not leave the child unattended while attempting to make contact with the parent/carer.
- Coaches should not leave the venue while responsible for the child unless this is necessary because of an emergency or venue closure and an appropriate safeguarding arrangement has been agreed.

The child's age, maturity and emotional state should be taken into account when providing reassurance and supervision.

6. Reassuring the Child

A child who has not been collected may become worried, upset or embarrassed.

Coaches should:

- Remain calm and reassuring.
- Tell the child that attempts are being made to contact their parent/carer.
- Keep the child appropriately occupied where possible.
- Avoid making negative comments about the parent/carer.
- Avoid discussing the situation unnecessarily in front of other children.
- Avoid making promises about when the parent/carer will arrive unless this has been confirmed.

If the child becomes particularly distressed, this should be reported to Head Office and managed as a potential safeguarding concern where appropriate.

7. Escalation

If reasonable attempts to contact the parent/carer and emergency contacts have been unsuccessful, the Lead Coach must contact:

Play Sports Juniors Head Office / Safeguarding Contact

Luke Impett

Telephone: **01256 644049**

Email: luke.impett@playsportsleagues.co.uk

The Lead Coach should explain:

- The child's name.
- The scheduled collection time.
- How long the child has remained at the venue.
- Which contacts have been attempted.
- The outcome of those attempts.
- Any concerns about the child's welfare.
- Any relevant information provided by the child.

Head Office will determine whether further safeguarding action is required.

8. Contacting External Agencies

If the child remains uncollected and appropriate adults cannot be contacted, Head Office should consider whether the circumstances require contact with relevant external agencies.

This may include children's social care or the police where appropriate.

The decision will depend on the individual circumstances, including:

- The length of time the child has remained uncollected.
- The child's age and vulnerability.
- Whether there are any safeguarding concerns.
- Whether the parent/carer or emergency contacts can be contacted.
- Whether there is any indication that the child may be at risk of harm.
- Whether the venue is closing or can no longer safely accommodate the child.

There is no single fixed period that applies to every situation. Staff should use professional judgement and escalate without unreasonable delay where the circumstances indicate that the child's welfare may be at risk.

If there is an immediate danger to the child or an urgent safeguarding emergency, **999 should be contacted immediately.**

9. Venue Closure

If the venue is due to close while a child remains uncollected, the Lead Coach must not simply leave the child at the venue.

The Lead Coach should:

1. Contact the parent/carer and emergency contacts.
2. Contact Play Sports Juniors Head Office.
3. Follow the venue's emergency/closure procedures.
4. Maintain appropriate supervision until responsibility for the child has been safely transferred.

Venue-specific emergency arrangements should be followed where applicable.

10. Unknown or Unauthorised Collectors

A child must not be released to an adult who is not authorised to collect them.

If an adult arrives claiming to be collecting the child but is not recognised or listed as an authorised collector:

- Do not release the child immediately.
- Ask the adult to wait while the situation is checked.
- Contact the parent/carer using the contact details held by Play Sports Juniors.

- Follow the Arrival, Collection & Handover Policy.
 - If there is any concern about the adult's behaviour or the child's safety, contact Head Office and, where necessary, the police.
-

11. Recording the Incident

Any late or uncollected child incident should be recorded, particularly where:

- The child remains uncollected for a significant period.
- Multiple contact attempts are required.
- Emergency contacts are involved.
- Head Office is contacted.
- External agencies are contacted.
- There are concerns about the child's welfare.
- The incident forms part of a repeated pattern.

Records should include:

- Child's name.
- Date and Academy session.
- Scheduled collection time.
- Actual collection time, if collected.
- Parent/carer and emergency contacts attempted.
- Times and methods of contact.
- Responses received.
- Who supervised the child.
- When Head Office was contacted.
- Any safeguarding concerns or disclosures.
- Any action taken.
- Final outcome.

Records must be stored securely and handled in accordance with the Play Sports Juniors Data Protection & Privacy Policy.

12. Repeated Late Collection

Occasional delays can occur and should be dealt with sensitively.

However, repeated late collection may create safeguarding and operational concerns.

Where late collection becomes a recurring issue, Play Sports Juniors may:

- Speak with the parent/carer.
- Remind them of their responsibilities under the Parent Terms & Conditions.
- Request updated emergency contact arrangements.
- Agree an appropriate collection plan.
- Issue a formal warning where necessary.

- Review whether the child's place at the Academy can continue if the problem persists and affects the safe operation of the Academy.

Any concerns that suggest neglect or another safeguarding issue should be managed in accordance with the Safeguarding & Child Protection Policy rather than treated solely as an attendance or conduct issue.

13. Coach Responsibilities

All Academy coaches are responsible for following this procedure.

Coaches must:

- Never leave an uncollected child unsupervised.
- Remain calm and professional.
- Protect the child's dignity and wellbeing.
- Follow the agreed contact and escalation process.
- Record relevant details accurately.
- Report safeguarding concerns immediately.
- Seek advice from the Lead Coach, Head Office or Safeguarding Contact when unsure.

Coaches must not:

- Take the child to their own home.
 - Transport the child in their personal vehicle without appropriate authorisation and exceptional circumstances.
 - Release the child to an unauthorised person.
 - Leave the child alone while contacting parents.
 - Ignore repeated late collection.
 - Make assumptions about why a parent/carer has not arrived.
-

14. Safeguarding Considerations

A late collection does not automatically constitute a safeguarding concern.

However, repeated, unexplained or concerning failures to collect a child may indicate a wider welfare concern. Staff should remain alert to patterns or information that may suggest neglect or that the child is at risk of harm.

Any safeguarding concern, disclosure or allegation must be dealt with in accordance with the Play Sports Juniors Safeguarding & Child Protection Policy.

15. Policy Review

This procedure will be reviewed annually, or sooner if there are:

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

16. 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

17. Policy Approval

Approved by: Luke Impett

Position: Schools & Community Sport Lead

Date: 28/8/26

Signature: _____

Review Date: 1st August 2027