

4.10 Late collection of children guidance

On occasion parents may be unavoidably delayed in collecting their children from training. Clubs must provide parents with a contact number for a suitable adult to contact if delayed. The parent should then be asked to nominate another parent who can transport their child home

If there is a delay in the child being collected the instructor should ensure:

- If possible at least two DBS checked adults (or one plus another responsible adult if that is not possible) remain with the child until the parent or nominated adult arrives.
- In some circumstances when the child is 16 or over the parent may give consent for the child to make their own way home. It is for the Club Officer receiving that request to consider if that is or is not appropriate.

If a parent fails to arrive (who has neither made prior arrangements nor contacted the relevant Club Officer on-site) then the club shall:

- Have at least two DBS checked adults (or one plus another responsible adult if that is not possible) wait with the child.
- Contact the parent or carer at the emergency number given on the club application form or by asking the child for the parents' contact details. Sometimes the child will have their own mobile phone and can ring their parent. In this circumstance the club officer should request to speak to the parent to get an estimated arrival time.
- Seek the advice of the CWO if the parent fails to arrive within a reasonable time (defined by the committee). Apply common sense to the circumstances and after waiting the "reasonable time" defined for the parent, the child should be taken home - adopting the following precautions:
 - Leave a message on the parent's phone telling them of the action taken. If that is not possible, the CWO should continue attempts to inform the parent of the clubs actions.
 - The child should be sat in the rear of the car while the two adults are seated in the front.

- The child should initially be taken to their home address or that of their emergency contact.
- If neither address has a responsible adult present the child should only be left with an adult nominated previously by the parent or that the child is happy to be left with and that adult agrees to take care of the child under the circumstances.
- In circumstances where there is no suitable person known to the child to be found and the parent and emergency contact cannot be contacted the adult with the child should contact the Children's Social Care Team for advice. Please note this is very unlikely to happen.

It is important the club Officer speak with the parents as soon as possible after such an incident to consider what caused the child not to be collected and to ensure it does not happen again.

Late collection or failure to arrive may never trouble your club or, if it does, only on the odd occasion. The child may be embarrassed and distressed by repeated late arrival of their parent. Instructors and other adults involved in unplanned caring or transport will have their leisure time disrupted. Such cases must be reported to the CWO, since the parent may be failing to meet their duty of care to the child. The CWO must take the necessary action and, in extreme cases, refer the matter to the Children's Social Care team for consideration.