



# Newport County AFC

## Late Collection of Children Policy

*Updated March 2018*

Late collection of children by parents presents Newport County Association Football Club and its coaches with a potentially difficult situation. Newport County AFC understand that there are times when the late collection of children is unavoidable; however, this late collection policy applies in all circumstances.

It is important that everyone understands that parents/carers cannot assume that it is acceptable to turn up late without notifying a child's coach. All parents/carers will be expected to adhere to this policy to help with safeguarding children.

This Policy will act to reach those directly involved in Newport County AFC Club based activities. Separate Policies surrounding the details of late collection exist for both the Academy and County in the Community, both of which Newport County AFC endorse and adhere to.

### **Guidelines for Parents**

Parents of children participating in any Newport County AFC club activity are asked to provide specific personal information including:

- Home address and telephone number of parents/carers
- Place of work, and telephone number
- Mobile telephone number
- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from training and games i.e. childminder, relative, neighbour
- Information about any person who has been denied legal access to the child
- Information about who has primary responsibility for the child

If there are any changes to any of the above we ask that a member of club staff are notified immediately. This can include any coach, administrator, Designated Safeguarding Officer or the CEO directly. It is then the responsibility of that member of staff to ensure that all changes are reported directly to their specific manager and the CEO directly. All information provided will be dealt with in line with Newport County AFC's Data Protection Policy.

Parents/carers must phone their child's coach as soon as they are aware if there is any likelihood of late collection.

## **Guidelines for Coaching Staff**

In the event of a parent/guardian failing to collect a child at the agreed session finish time, the coach will wait with the child/young person at the sport facility, with other staff/volunteers or parents present if at all possible.

Coaching staff will keep a record of all calls, times and outcomes.

The coach will then make all the necessary arrangements to attempt contact with the parent/guardian using emergency contact numbers. If all attempts fail, the coach will then contact the CEO, the Club Designated Safeguarding Officer or a direct manager for further guidance. Where possible, this will be done in an open environment with another coach in attendance.

If the child has not been collected after an hour we will follow our Child Protection Procedures and contact the Local Social Services or Police. Both authorities will aim to find the parent/carer or relative and if unable to do so, the child will be placed into the care of the Local Authority. If the child must be taken to a police station or children's services office the coach will transport the child there with another member of staff. The cost of this will be charged to the parents/carer.

A full written report of the incident will be recorded by the relevant member of club staff.

Coaching Staff will:

- Ensure the child is reassured and comforted.
- Ensure two members of staff will remain on the premises with the child at all times. One of these staff members will be a senior member of staff.
- The parents/carers will be telephoned on all available contact numbers.
- If the parents/carers are not contactable the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or the emergency contact.
- If no contact has been made with either the parents or the emergency contact within one hour of the time at which the child was due to be collected, staff will contact Social Services or the Police for advice.
- Never send the child home with another person without permission from a parent or carer.
- Never ask a child to wait in a vehicle or sport facility with you alone.
- Under no circumstances will staff go to look for the parent, nor take the child home with them.
- Never spend time alone with children away from others.
- Never transport a child to or from an event or activity.
- Never send a child away from the facility alone.
- Never take the child home or to any other location other than if requested by the appropriate authority.