

# COLLECTION ARRANGEMENTS INCLUDING LATE/NON COLLECTIONS

## COLLECTION

Clubs need to consider the collection arrangements for their participants and venue. The following questions are to help clubs define their collection processes:

- Does the club know what the collection plans are for each child in their care — are they to be picked up and if so by whom? Is there anyone who is not allowed to pick the child up?
- **NB:** Ensure this information is collected as part of the membership sign up process each year and checked regularly with parents throughout the season
- Can the child leave and make their own way home?
- What is the process for letting the club know about a one off change to normal collection plans?
- If a coach/volunteer has back to back sessions or the session takes place in a public venue has the club clearly notified parents when the clubs duty of care finishes and when the parents re-starts, even if the parent is not present?

## LATE COLLECTIONS

Late collections can present clubs and coaches/volunteers with particular difficulties. Parents/carers should be made aware of the clubs policy regarding this issue.

## CLUBS SHOULD

- Make sure participants know what to do and who to go and speak to if they have not been collected
- If the coach/volunteer takes back to back sessions there should be another person designated or an identified place to go and wait e.g. a bench in the club/venue reception area or seat in reception etc.
- Provide parents/carers with guidelines addressing the issue, outlining their responsibility and the consequences of late collections
- Have contact numbers for parents/carers and an emergency contact number that is an alternative to the main contact number for that child
- **NB:** Call all contact numbers for parents/carers and emergency contacts at least once a year to ensure they are correct

- Hold a register naming those who have permission to collect participants from sessions and if there are any people who the child should NOT be released to. This register should also note children who have permission to make their own way home
- Remind parents/carers regularly and at least once per season to check and update the club/coach of any changes to either their personal contact details or those of the emergency contacts provided

## PARENTS/CARERS SHOULD

- Have a contact number for the club/coach to inform them of emergencies and possible late collections
- Update the club/coach as soon as there is a change to either their own contact details or those of the emergency contact

## IN THE EVENT OF LATE COLLECTION COACHES/VOLUNTEERS SHOULD

- If parents/carers are late when picking up their child, the wellbeing of the child will take precedence, and they must not be left alone
- Coaches/volunteers/staff have a duty of care to the children in their sessions and this continues even when the activity has finished
- It is not the responsibility of coaches/volunteers/staff to transport children home
- Attempt to contact the parent/carers, if they do not answer a phone call leave a voice message AND send a text message
- If the child has a phone ask them to try and call their parent or emergency contact – they may be more likely to pick up the phone to a number they recognise than one they don't have in their phone
- Make contact with the Club Wellbeing & Protection Officer (WPO) to inform them of the situation or another club official if the WPO is unavailable
- Call the young person's emergency contact if the wait is prolonged and the coach has been unable to make contact with the parent/carers
- Wait with the young person; wherever possible do so in the company of other people
- Remind parents/carers of the policy in relation to late collections
- If after following all steps above, it has not been possible to reach the child's parents/carers or emergency contact and a prolonged period of time has passed, contact your club WPO again and discuss next steps – call to Police/Social Work Services to report and seek advice on the NON COLLECTION of a child
- **NB:** Remember late or missed collections can be stressful and upsetting for children if they go on for a long period of time, it is important to remain calm and reassure them throughout this process

## COACHES/VOLUNTEERS SHOULD NOT

- Take the child to the coach's own home or to any other unauthorised location
- Ask the child to wait alone with them in their vehicle
- Send the child home with another person without parental permission
- Parents/carers should be informed that it is not the responsibility of the club to transport children if the parent/carer is delayed