



Child Collection and Late Pick-Up Policy

Date: December 2025

Next review due: November 2026

This policy will be reviewed annually or earlier if legislation or statutory guidance changes. All staff must familiarise themselves with this policy and related procedures.

Policy Statement

At Kanga Sports Ltd, we are committed to ensuring the safe and secure collection of all children in our care. Robust collection procedures are in place to protect children from harm and to ensure they are only released into the care of authorised and appropriate adults. We work in partnership with parents and carers to maintain clear communication, uphold safeguarding expectations, and respond effectively to any concerns relating to the collection of children. All staff are trained to follow these procedures consistently and confidently to ensure the welfare of every child remains our highest priority.

Scope

This policy outlines the procedures and expectations for the safe collection of children. It applies to:

- All Kanga Sports employees, including apprentices, contractors, volunteers, work experience placements, and board members
- All children attending Kanga Sports extracurricular clubs, wraparound care, and holiday clubs
- All parents, carers, and authorised individuals responsible for dropping off or collecting children
- All activities conducted under the Kanga Sports Ltd name

Authorised Collection Arrangements

Children may only be collected by individuals who have been named on the child's registration details, unless prior consent has been provided by the parent or carer and confirmed by Kanga Sports. Staff must be satisfied that the person collecting the child is authorised before releasing the child into their care.

To support safe identification, parents and carers are encouraged to:

- Ensure authorised collection details are kept up to date
- Provide photographs where required of authorised collectors

Signing In and Out

Signing children in and out is an essential safeguarding requirement and enables Kanga Sports to maintain accurate attendance records at all times.

- Each child must be dropped off by an adult and signed in using the most appropriate method
- All children must be collected by an appropriate adult at the end of the session unless otherwise agreed and signed out using the most appropriate method

Drop-Off Information

At the start of each session, parents or carers must inform staff of any new or updated medical conditions and provide any required medication.

Children must also be dressed appropriately for all weather conditions, as activities may take place indoors or outdoors.

Appropriate Adult for Collection

Children must be collected by a person aged 18 or over, unless a prior agreement has been made with Kanga Sports Ltd

Kanga Sports Ltd staff reserve the right to refuse collection where:

- The individual is not authorised to collect the child
- The individual is believed to be under the influence of drugs or alcohol



In these circumstances, the child will remain in the care of Kanga Sports staff until an appropriate and authorised adult arrives.

Abusive, aggressive, or threatening behaviour towards staff will not be tolerated. Any individual displaying such behaviour will be asked to leave the premises immediately. If they refuse, the police will be contacted.

Late Collection of Children

Parents and carers are expected to collect children promptly at the end of each session. Where a parent or carer anticipates being late, they must contact Kanga Sports Ltd as soon as possible using the contact number provided and inform staff of their expected arrival time.

Late collection fees apply as soon as the respective club finishes (i.e. if your child's club finishes at 5:00pm, the fees apply from 5:01pm onwards) and fees are as follows:

- 1 - 15 minutes late: **£8 per child**
- 16 - 30 minutes late: **£16 per child**
- 31 - 45 minutes late: **£24 per child**
- 46 - 60 minutes late: **£32 per child**

These charges reflect additional staffing, safeguarding, and venue-hiring requirements.

We understand there may be exceptional circumstances where it is unavoidable to be late. Discretion will be used when issuing fines.

Failure to Comply

Failure to comply with this policy may result in refusal of collection and further action being taken in line with Kanga Sports safeguarding procedures. Repeated breaches may lead to formal warnings and a review of the child's place within Kanga Sports Ltd provisions.

Child Not Collected and Failed Contact Attempts

In the event that a child has not been collected at the end of the scheduled session and no contact has been made by the parent or carer at the expected collection time, staff will take the following actions:

1. Immediate Action:

- At least two members of staff will remain with the child in a safe, calm, and supervised environment
- Staff will check the child's registration details for emergency contact numbers

2. Contact Attempts:

- Staff will attempt to contact the parent or carer using all contact numbers provided on the child's registration form
- Where emergency contacts are available, these will also be contacted in sequence if the parent/carer cannot be reached

3. Escalation:

- If *no authorised adult can be contacted* within **15 minutes** of the session end time, the Designated Safeguarding Lead (DSL) or Senior Manager on duty must be informed immediately
- The DSL will review the situation and take appropriate action in line with safeguarding procedures

4. Further Actions:

- If contact remains unsuccessful **after 30 minutes** from the end of the session, or if there is immediate concern for the child's welfare, the DSL will contact the **local authority children's services team** and/or **the police** for advice and support
- Staff will continue to stay with the child until a suitable adult arrives or until directed otherwise by the relevant authority

5. Recording:

- All attempts to contact parents, carers, and emergency contacts must be clearly recorded, including:
 - Time of each attempted call
 - Person contacted
 - Outcome of each attempt
- The DSL must ensure these records are stored securely.

This procedure is in place to ensure that no child is left unattended or at risk and to uphold Kanga Sports Ltd's commitment to safeguarding at all times.

DEFINITIONS

The Company Kanga Sports Ltd and all authorised staff, volunteers, contractors, and representatives acting on its behalf

Child / Children Any person under the age of 18 attending a Kanga Sports session or activity

Parent / Carer A person with parental responsibility for a child, including legal guardians

Authorised Collector An adult aged 18 or over who has been approved to collect a child, as recorded on the child's registration details or otherwise confirmed by Kanga Sports

Designated Safeguarding Lead (DSL) The staff member responsible for safeguarding and child protection decisions, including escalation where a child's welfare may be at risk

Session End Time The scheduled time at which a Kanga Sports session finishes and collection is expected

Late Collection Collection of a child after the session end time, resulting in late collection procedures and charges

Uncollected Child A child who has not been collected after the session end time and where contact with parents or carers has not been successful

Emergency Contact An alternative authorised adult listed on a child's registration details who may be contacted if parents or carers cannot be reached

Appropriate Adult An authorised collector who is sober, responsible, and able to safely care for the child at the point of collection



Refusal of Collection A safeguarding decision to withhold release of a child where collection arrangements do not meet policy requirements

Safeguarding Procedures The actions and processes in place to protect children, including referral to the DSL and, where necessary, external agencies