



## Late Collection of Children by Parents/Carers

To help alleviate problems associated with the late collection of children, when a child/young person joins Southend United Football Club at any level, or takes part in any Southend United Football Club holiday or after school activity, at the time of registration all parents will be:

- Informed that it is not the staff's responsibility to transport children home on behalf of parents who have been delayed.
- Provided with a staff contact number and instructions to phone if there is any likelihood of late collection or if they are unable to collect their child and are sending someone else (named) to collect the player on their behalf.
- Asked to provide two alternative emergency contacts names and telephone numbers (including their relationship to the child) for staff to use when they are not available on their usual numbers.
- Advised that all children should be picked up no later than 30 minutes after the session/match or activity has finished.

### Late Collection of Children by Parents/Carers procedure:

In the event of a parent / carer failing to collect a child at the end of a session/match/activity at the specified time, a minimum of two members of staff and /or responsible adults will wait with the child/young person at the venue, until the parent / carer arrives. Whilst waiting the coach will attempt to contact the parent / carer using the emergency contact numbers. If all attempts fail the coach should then contact their manager or the Clubs SSM or DSO for further guidance.

A member of Staff should:

- 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.
- Never spend time alone with children away from others.
- Never leave the child alone or unsupervised