Collection, Handover & Uncollected Children Procedure

FireFields Gymnastics Club
Updated 17 September 2026 | Next review September 2027

1. Purpose

FireFields expects parents/carers to collect children promptly. This procedure sets out what staff do when collection is delayed or a collector is not recognised.

2. Normal collection

- Children remain under FireFields supervision until they are collected or appropriately handed over.
- Parents/carers should tell FireFields in advance if someone else will collect their child.
- Where a parent is not present to confirm an alternative arrangement personally, FireFields expects written confirmation by WhatsApp or email.
- Where a parent is present and confirms the arrangement directly, that confirmation may be accepted.

3. Late collection

1. If a parent/carer is late, the child remains safely supervised by FireFields.
2. Where necessary, the child may remain within the supervised class while the next class is conducted.
3. If the parent/carer has not arrived by the end of the warm-up of the following class, contact the parent/carer to establish what has happened.
4. If there is no answer, contact the emergency contacts.
5. If necessary, use the contact information available through the child's booking record to try to reach a responsible person.
6. If the delay raises a safeguarding concern or becomes prolonged and no responsible person can be reached, seek appropriate advice/escalation.

4. Unrecognised collector

If someone arrives whom the coach does not recognise, the child should not simply be released. Contact the parent/carer to confirm that the person is authorised to collect the child. The child's safety takes priority where there is uncertainty.

5. Repeated late collection

Repeated or persistent late collection may be discussed with the parent/carer and may affect continued use of a class if the arrangements cannot be managed safely. Any safeguarding concern should be dealt with under the safeguarding procedure.

6. Record keeping

Significant or unusual collection incidents should be recorded. Routine minor lateness does not require a separate safeguarding record unless a concern arises.

7. Safeguarding

This procedure does not replace the Safeguarding and Child Protection Policy. If staff believe a child may be at risk, they should report the concern promptly rather than waiting for the normal late-collection sequence.

Approval and review

Policy approved by: Steve Dorrington
Position: Owner / Management
Date approved: 17 September 2026
Next review: September 2027