



Uncollected child Policy	
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1. Policy Statement

CM Sports recognises that, on rare occasions, a child may not be collected by an authorised adult at their expected collection time.

CM Sports will ensure that children are cared for safely, appropriately and sensitively while reasonable attempts are made to contact parents/carers or an authorised person.

The welfare, safety and emotional wellbeing of the child will remain the priority at all times. Children will not be left unsupervised or placed at unnecessary risk while collection arrangements are being resolved.

CM Sports will ensure that parents/carers are informed of the arrangements for uncollected children and understand their responsibility to notify CM Sports as soon as possible if they are delayed or collection arrangements change.

This policy is designed to support CM Sports' safeguarding arrangements and is read alongside the Safeguarding & Child Protection Policy.

2. Information Collected from Parents/Carers

When a child starts attending CM Sports, parents/carers are required to provide accurate and up-to-date information, including:

- Home address and telephone number.
- Alternative address and telephone number, where applicable.
- At least two emergency contact numbers.
- Details of adults authorised to collect the child.
- Any relevant information about people who do not have permission to collect or have legal access to the child.
- Any relevant welfare or safeguarding information.
- Any other information necessary to ensure the safe collection of the child.

Parents/carers must notify CM Sports promptly of any changes to this information.

Where parents/carers know they will be unavailable or delayed, they must provide CM Sports with alternative contact arrangements.

3. Authorised Collection

Children will only be released to:

- A parent/carer with appropriate authority.
- A person authorised by the parent/carer and recorded in the child's information.
- Another person specifically authorised by the parent/carer for that collection.
- A person identified or authorised by Children's Social Care or the police where this is necessary to safeguard the child.

CM Sports may require the identity of the collecting adult to be verified before releasing the child.

Children will not be released to an unknown or unauthorised person.

Where there are safeguarding, legal or court-order concerns regarding collection, staff must follow the information recorded on the child's file and seek advice from the Manager/DSL where necessary.

4. Collection Verification System

Where a unique collection number system is used at CM Sports holiday clubs:

- The child must be signed in by a CM Sports member of staff.
- The authorised collecting adult will be provided with the appropriate collection number.
- The number will be checked by CM Sports staff when the child is collected.
- The child will only be signed out once the collection arrangements have been satisfactorily verified.
- Staff must not rely solely on a collection number where there is any concern about the identity or authority of the collecting adult.

The collection system must never override safeguarding concerns.

5. If a Child Is Not Collected

If a child is not collected at their expected collection time, staff will:

1. Check the child's registration and contact information for any updated collection arrangements.
2. Check whether a parent/carer has contacted CM Sports to report a delay.
3. Attempt to contact the parent/carer using the registered contact details.
4. Contact the nominated emergency contacts or authorised collectors recorded for the child if the parent/carer cannot be reached.
5. Continue making reasonable attempts to establish safe collection arrangements.
6. Inform the Manager or senior member of staff.

7. Consider whether the circumstances indicate a safeguarding concern and, where appropriate, involve the DSL/safeguarding lead.
8. Keep a clear record of all contact attempts and actions taken.

The child will remain under the supervision and care of CM Sports staff.

6. Safeguarding and Abandonment Concerns

CM Sports will not wait for a fixed period of time where there is a concern that a child may be at risk of harm, abandonment, neglect or another safeguarding concern.

Where staff have concerns about the circumstances surrounding a child's non-collection, the Manager/DSL will consider contacting the relevant local authority Children's Social Care team and/or the police.

This may include circumstances where:

- No parent/carer or emergency contact can be reached.
- There is information suggesting the child may have been abandoned.
- The parent/carer cannot provide a reasonable explanation for the failure to collect.
- There are concerns about the child's immediate safety or welfare.
- There are known safeguarding concerns that make the circumstances particularly concerning.
- The person attempting to collect the child is not authorised or there is a concern about their identity or suitability.
- Staff are unable to establish safe collection arrangements.

CM Sports will follow the advice and instructions of Children's Social Care and/or the police.

Contact details for the relevant local authority safeguarding service must be checked and updated as part of the annual policy review and whenever local arrangements change.

7. Supervision and Care of the Child

The child will remain at the setting until safe collection arrangements have been established.

Where practicable, at least two appropriately vetted members of staff will remain with the child, one of whom should be the Manager, Deputy Manager or another suitably senior member of staff.

The child must not be left alone.

Staff will:

- Reassure the child.
- Provide appropriate care and supervision.
- Maintain the child's dignity and privacy.
- Avoid discussing adult concerns in front of the child.

- Provide age-appropriate explanations where necessary.
- Consider the child's SEND, communication, medical and emotional needs.
- Ensure the child has access to appropriate food, drink, comfort and toileting facilities where required.
- Continue to monitor the child's wellbeing.

Staff must not make the child feel responsible for the situation or express anger or frustration about the parent/carer in the child's presence.

8. Contact with Statutory Agencies

Where Children's Social Care or the police become involved, CM Sports will follow their advice regarding:

- Continued supervision of the child.
- Contact with parents/carers.
- Collection arrangements.
- Whether the child should remain at the setting.
- Any further safeguarding action required.

CM Sports will not attempt to locate or search for the parent/carer.

CM Sports will not leave the premises with the child unless this is specifically directed and authorised by an appropriate emergency service or safeguarding authority.

If statutory agencies are contacted, CM Sports will record the time of contact, the agency/person spoken to, advice received and actions taken.

9. Emergency Situations

If staff believe the child is in immediate danger or there is an immediate risk to the child's safety, the police/emergency services must be contacted without delay by calling **999**.

The child's safety takes priority over normal collection procedures.

10. Recording and Reporting

A written record must be completed for every significant uncollected child incident.

The record should include:

- Child's name.
- Expected collection time.
- Actual time the concern was identified.
- Names of staff involved.
- Contact attempts and times.

- People contacted and responses received.
- Any safeguarding concerns identified.
- Details of contact with Children's Social Care, police or other agencies.
- Advice or instructions received.
- How and when the child was eventually collected.
- The identity of the person collecting the child.
- Any follow-up action required.

Where the incident raises safeguarding concerns, it must also be recorded in accordance with CM Sports' Safeguarding & Child Protection Policy.

Serious incidents and safeguarding concerns must be escalated to the appropriate CM Sports manager/DSL.

11. Ofsted and Other Notifications

Where CM Sports is subject to Ofsted registration or other regulatory requirements, the Manager/DSL will consider whether the incident meets any requirement for notification to Ofsted or another relevant authority.

Notifications will be made where required by the applicable regulatory framework or where professional advice indicates that notification is appropriate.

Current Ofsted requirements and registration arrangements will be checked as part of the policy review process.

12. Parents/Carers

Parents/carers are expected to:

- Collect their child at the agreed collection time.
- Notify CM Sports as soon as possible if they are delayed.
- Provide accurate emergency contact information.
- Keep authorised collection arrangements up to date.
- Inform CM Sports of any changes to safeguarding, legal or welfare arrangements affecting collection.
- Ensure any person collecting their child is authorised and able to provide appropriate identification where requested.

Repeated late or uncollected collections may be discussed with the parent/carer and may lead to further action in accordance with CM Sports' terms and conditions and safeguarding procedures.

13. Additional Charges

CM Sports may, where permitted by its terms and conditions, charge parents/carers for additional staffing or care resulting from late collection.

Any decision regarding charges must remain separate from safeguarding decisions and must never affect the care or protection provided to the child.

14. Children with SEND or Additional Needs

CM Sports will consider the individual needs of children with SEND, communication difficulties, medical conditions or other additional needs when managing an uncollected child situation.

Staff will use appropriate communication and reassurance strategies and make reasonable adjustments where necessary.

Any relevant individual plans or healthcare information will continue to be followed.

15. Safeguarding and Child Protection

A failure to collect a child may, in some circumstances, indicate a wider safeguarding concern.

Staff must therefore remain alert to patterns of repeated non-collection, unexplained changes in collection arrangements, concerns about adults collecting children or other information that may indicate a child is at risk.

Any safeguarding concern must be reported in accordance with the CM Sports Safeguarding & Child Protection Policy.

The DSL/safeguarding lead will determine whether further referral or consultation with external safeguarding agencies is required.

16. Staff Responsibilities

All CM Sports staff responsible for children must:

- Follow this policy.
- Know the arrangements for authorised collection.
- Never release a child to an unauthorised person.
- Maintain appropriate supervision.
- Report concerns promptly to the Manager/DSL.
- Record incidents accurately.
- Maintain confidentiality.
- Follow safeguarding procedures at all times.

Managers are responsible for ensuring that staff understand and implement this policy and that contact information for relevant safeguarding agencies remains current.