



| Collection Policy |                |
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| Reviewed          | September 2026 |
| Next Review date  | September 2027 |

### 1. Policy Statement

CM Sports is committed to ensuring that children and young people are safely handed over at the end of every session, activity or service provided by CM Sports.

This policy applies to all CM Sports activities where children or young people are under the care or supervision of CM Sports, including, but not limited to:

- Wraparound and childcare provision
- After-school and breakfast clubs
- Holiday clubs and activity programmes
- Sports coaching sessions
- School-based activities
- Community activities
- Camps and events
- Trips and off-site activities
- Competitions and tournaments
- Any other activity where CM Sports has responsibility for children or young people

The safety and safeguarding of children and young people must always take priority.

Children must only be handed over to a parent, carer or other person who has been appropriately authorised to collect them, in accordance with the arrangements for the individual session or setting.

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### 2. Purpose

The purpose of this policy is to ensure that CM Sports has clear and consistent arrangements for:

- Identifying who is authorised to collect a child;
- Verifying the identity of the person collecting where necessary;
- Managing one-off or unexpected collection arrangements;
- Responding appropriately where there is uncertainty about collection;
- Managing late collection;
- Recording collection information where required;
- Safeguarding children during the handover process.

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### 3. Authorised Collection

Parents or carers are responsible for providing CM Sports with accurate information about who is authorised to collect their child where this is required for the session.

Depending on the activity and setting, authorised collection information may be recorded through:

- CM Sports registration systems;
- Parent booking systems;
- School or venue systems;

- Attendance registers;
- Collection registers;
- Written instructions;
- Electronic communication; or
- Another agreed system appropriate to the activity.

CM Sports staff must use the information available to them to establish whether the person collecting a child is authorised.

A person must not be assumed to be authorised simply because they are known to the child, another parent, a member of staff or the venue.

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#### 4. One-Off Collection Arrangements

CM Sports recognises that parents and carers may occasionally need to arrange for another adult to collect their child.

Where possible, the parent or carer should inform CM Sports **before the collection takes place**.

The information provided should normally include:

- The child's name;
- The name of the person collecting;
- The date of collection;
- Any information required by CM Sports to verify the arrangement.

Where the parent or carer provides the information through an agreed communication method, staff should check the information before releasing the child.

Where the individual session or setting uses a password, collection code or other verification system, staff should follow that system.

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#### 5. Verification of Collection

The level of verification required may vary depending on the nature of the activity, age of the child, venue arrangements and information provided by the parent or carer.

Staff should take reasonable steps to establish that the person collecting the child is authorised.

This may include:

- Checking the attendance or collection register;
- Checking the authorised collector information;
- Asking the person for their name;
- Checking photographic identification where appropriate;
- Checking an agreed password or collection code;
- Checking a parent/carer's written or electronic instruction;
- Contacting the parent or carer directly.

Staff should use additional checks where the person collecting the child is unknown to them or where there is any uncertainty.

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#### 6. Last-Minute Collection Requests

Parents may occasionally need to make a last-minute arrangement for another adult to collect their child.

Where this occurs, staff should follow the collection arrangements applicable to the session.

A verbal statement from the person collecting the child that they have permission is **not, by itself, sufficient where staff have concerns or cannot verify the arrangement**.

Where appropriate, staff should contact the parent or carer using the contact details held by CM Sports. If the parent or carer cannot be contacted and staff cannot verify that the person is authorised, the child should remain safely supervised until the situation has been resolved.

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## **7. If Staff Are Unsure**

If a member of staff is unsure whether an individual is authorised to collect a child, the child must **not be released until the collection arrangement has been appropriately verified**.

Staff should:

1. Keep the child safely within CM Sports' care.
2. Check the relevant registration, attendance or collection information.
3. Speak to the Session Lead, Club Manager or appropriate senior member of staff.
4. Contact the parent or carer where necessary.
5. Follow the safeguarding procedure if the matter cannot be resolved.
6. Record the incident where appropriate.

Staff should never feel pressured to release a child because the person collecting them is waiting, is known to other families or states that the parent has given permission.

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## **8. Children Who Raise a Concern**

If a child indicates that they do not know the person collecting them, appears distressed, refuses to leave, or raises a concern about the person collecting them, staff must take the concern seriously.

The child should remain safely supervised while the situation is clarified.

Staff should inform the appropriate senior member of staff and follow CM Sports safeguarding procedures where necessary.

A child's welfare must take priority over completing the collection process quickly.

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## **9. Collection at Different Venues**

CM Sports delivers activities across a range of schools, sports facilities, community venues and other settings.

Where a venue or commissioning organisation has its own collection and handover procedure, CM Sports staff should follow the agreed procedure alongside this policy.

Where procedures differ between CM Sports and a venue, the Session Lead or appropriate manager should ensure that staff understand which procedure applies.

CM Sports staff must not bypass a venue's safeguarding or collection arrangements.

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## **10. Late Collection**

Parents and carers are responsible for collecting their child at the agreed collection time.

Where a child has not been collected as expected, staff must follow the relevant CM Sports late collection procedure.

Staff should:

- Ensure the child remains safely supervised;
- Contact the parent or carer;
- Contact an alternative authorised contact where appropriate;
- Inform the Session Lead or relevant manager;
- Record the late collection where required;
- Follow safeguarding procedures if the child cannot be collected or concerns arise.

Children must never be left unsupervised because a parent or carer is late.

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## **11. Changes to Collection Arrangements**

Parents and carers should inform CM Sports promptly of any changes to authorised collection arrangements.

This includes:

- Adding or removing an authorised collector;
- Changes to family circumstances that affect collection;
- Changes to collection arrangements for a particular session;
- Any specific safeguarding information relating to collection.

Where CM Sports receives conflicting information regarding who is permitted to collect a child, the matter must be escalated to the appropriate manager and, where necessary, the Designated Safeguarding Lead.

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## **12. Safeguarding and Collection Disputes**

Where there is a dispute regarding who is permitted to collect a child, CM Sports staff must not attempt to resolve complex parental or legal disputes themselves.

Staff should:

- Keep the child safe;
- Follow information held by CM Sports;
- Refer the matter to the appropriate manager;
- Follow any relevant safeguarding or legal instructions held by CM Sports;
- Contact the Designated Safeguarding Lead where a safeguarding concern exists.

Where CM Sports has been provided with relevant legal documentation or safeguarding information concerning collection arrangements, this must be handled confidentially and shared only with those who need the information to safeguard the child.

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## **13. Staff Responsibilities**

All CM Sports staff have a responsibility to follow this policy.

Session Leads, Coaches, Club Managers and other staff responsible for children must ensure that they:

- Understand the collection arrangements for their session;
- Check relevant collection information;
- Follow the arrangements agreed with the venue;
- Verify collection arrangements where necessary;
- Do not release a child where there is an unresolved concern;
- Escalate concerns appropriately;
- Record incidents or concerns where required.

Managers are responsible for ensuring that staff receive appropriate information and guidance about collection arrangements for the activities they deliver.

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## **14. Confidentiality**

Information relating to children's collection arrangements is confidential.

Staff must not disclose:

- Names of authorised collectors;
- Passwords or collection codes;
- Family contact information;
- Safeguarding information; or
- Other confidential collection arrangements

to unauthorised individuals.

Information must be handled in accordance with CM Sports' Data Protection and Privacy requirements.

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## **15. Parent and Carer Responsibilities**

Parents and carers are expected to:

- Provide accurate information about authorised collectors;
  - Keep contact details up to date;
  - Inform CM Sports of changes to collection arrangements;
  - Notify CM Sports when another adult will be collecting their child where possible;
  - Provide any information required to verify a one-off collection;
  - Collect their child within the agreed collection time;
  - Inform CM Sports of any safeguarding concerns relating to collection.
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#### **16. Key Safeguarding Principle**

**IF STAFF ARE NOT SATISFIED THAT A PERSON IS AUTHORISED TO COLLECT A CHILD, THE CHILD MUST REMAIN SAFELY IN CM SPORTS' CARE UNTIL THE COLLECTION ARRANGEMENT HAS BEEN APPROPRIATELY VERIFIED.**

Staff must never assume that a person is authorised simply because they are known to the child, another family or the venue.

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