

Late Collection of Children Policy

Date of last review	April 2026	Reviewed by	Head of Foundation
Date of next review	April 2027	To be reviewed by	Head of Foundation

Overview

Cambridge United Foundation understands that there are times when the late collection of children is unavoidable, however, this Late Collection Policy applies in all circumstances, activities, and Foundation Departments.

What to Do

If parents/guardians are unable to collect their child/children on time from an activity, they must contact the relevant Organisation/Department e.g., School, Venue, Foundation Staff to let them know:

- What the situation is
- When their child is likely to be collected
- The name of the person who will be collecting if not themselves.

Please note that the Foundation will only be able to discuss the relevant child with the parent/guardian who appears on the child's official records.

Repeat Incidents

In the event of parents repeatedly collecting their child late they will be asked by the Foundation to review their collection arrangements or alternatively the Foundation shall reserve the right to prevent the Child from participating in future activities.

Emergency Procedures

In the unlikely event of a child not being collected from an activity at the expected time and no contact being made by the parent/guardian, the following procedure will apply:

- A member of staff (two staff members where possible) will remain on the premises with the child at all times. Staff member(s) will hold an enhanced DBS check and will have completed the FA and in-house safeguarding training.
- The child will be provided with emotional support if required.
- The parents/guardians will be telephoned on all available contact numbers.
- If the parents/guardians are not contactable the emergency contact person will be contacted if listed and asked to collect the child.
- Every effort will be made to contact the parents/guardians or the emergency contact.
- If no contact has been made with either the parents/guardians or the emergency contact within one hour of the time at which the child was due to be collected, staff will contact the DSO and then Social Services and/or the Police for advice which will be followed.
- Upon conclusion of the event a full report should be submitted on MyConcern for the Designated Safeguarding Officer to review.

Guidance Notes

- If you are alone, please call a colleague and ask them to attend with you.

- Should a colleague be unable to attend try and ensure you are situated in an area covered by CCTV.
- Under no circumstances should you provide a lift in a car to the child.

Designated Safeguarding Officer

All staff are required to know the name and contact details for the Foundation's Designated Safeguarding Officer. The Foundation will update all staff any time this information changes.

Afterschool Clubs

When delivering an afterschool club in a school setting, CUF staff will ensure that they are familiar with local policies relating to late collection of participants and staff should work together with the school staff to enact the procedures set out in that policy. Where there is no school staff present, then this Late Collection of Children policy should be followed. CUF staff should ensure that an incident of late collection (>15 minutes) is recorded on MyConcern allowing Designated Safeguarding Officer to be informed.

Useful Contacts

The local authority is overall responsible for child protection issues within the County of Cambridgeshire.

- Cambridgeshire and Peterborough Safeguarding Children Partnership Board: 0345 045 5203 (8-6pm Monday to Friday) / 01733 234 724 (out of hours).
- Cambridgeshire Police: Call 101.

Further information to help support staff with dealing with the late collection of children can be found in the Foundation's Safeguarding Children Policy.

Implementation & Enforcement

The Head of Foundation and line managers are responsible for the promotion and maintenance of this policy by their staff. The Head of Foundation is responsible for monitoring and reviewing the operation of this policy.

Employees are expected to comply with all elements of this policy, failure to do so may result in the implementation of the Foundation's Disciplinary Policy.

Cambridge United Foundation is committed to promoting equality of opportunity for all staff, volunteers, and job applicants. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate on the basis of age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, sex, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.