



# HEATHFIELD SWIM SCHOOL & SWIM STARS SOUTH EAST – LATE COLLECTION POLICY

## Late Collection Policy

There may be instances where the tardy pickup of children is inevitable due to unforeseen circumstances or parents/guardians experiencing delays. In such cases, it is essential for parents/guardians to notify the relevant teacher or Swim School manager about the delay and collaborate to determine the most appropriate course of action.

## Emergency Procedures:

1. The teacher/swim school manager should use the emergency contact numbers on record to arrange for a nominated person to collect the child.
2. If there is no response from the emergency contacts, the teacher should inquire with the child if there are additional family members with contact numbers.
3. In the absence of replies from the above steps and after a 20-minute period with no successful contact, the teacher must inform the Swim School manager. The manager can then seek guidance from the Police, Children's Social Care, or the Multi-Agency Safeguarding Hub.
4. In emergency situations where the child needs to be transported to a place of safety, it is advisable for two DBS-checked adults from the organization to be involved in the transportation. The child should always be seated in the back seat.
5. Leaving a child alone is strictly prohibited unless the child is over 16, and prior agreement with the Swim School has been made for them to travel to and from lessons independently.
6. Until the child is collected, to ensure the well-being of all parties involved, two suitable adults, preferably with DBS checks, must stay with the child.

## Avoid:

1. Asking the child to wait in the vehicle.
2. Waiting alone with the child at the Swim School premises.
3. Allowing the child to go home with another person without explicit permission.

## Repeated Incidents:

In the event of parents consistently failing to collect a child on time, the teacher must promptly report the matter to the Swim School manager and welfare team. They will then engage with the parents/guardians and collaborate with Swim England and the Multi-Agency Safeguarding Hub (MASH) as needed.