



## **Late Collection Policy**

**Heathfield Swim School / Swim Stars South East Swim School**

**Policy Written: 11<sup>th</sup> March 2026**

**Policy Review: 11<sup>th</sup> March 2027**

### **Introduction**

Heathfield Swim School & Swim Stars South East is committed to ensuring the safety and well-being of all children attending our swimming lessons. This Late Collection Policy outlines the procedures to follow if a child is not collected on time after their lesson. It is designed in line with UK Law, Safeguarding regulations, and Swim England guidelines.

We understand that unforeseen circumstances may occasionally result in delays. However, consistent late collection of children can cause distress to the child and logistical issues for our staff. This policy ensures that all instances of late collection are managed appropriately and in the best interest of the child.

#### **1. Expectations for Parents/Guardians**

- Parents/guardians are responsible for ensuring their child is collected promptly at the end of the lesson.
- In the event of an unavoidable delay, parents/guardians must notify the swim school as soon as possible and provide an estimated collection time.
- If a child is not collected on time and no contact has been made, the procedures outlined in this policy will be followed to safeguard the child.

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## **2. Emergency Procedures for Late Collection**

In the event that a child is not collected within 10 minutes after their lesson:

### **1. Contacting Parents/Guardians**

- The swim school manager or teacher will attempt to contact the parent/guardian using the primary contact details on file.
- If no contact is made within 10 minutes, the swim school will attempt to contact the emergency contacts listed for the child.

### **2. Escalation after 20 Minutes**

- If no contact has been made with parents, guardians, or emergency contacts after 20 minutes, the Swim School Manager will be informed.
- The manager will then seek advice from the Police, Children's Social Care, or the Multi-Agency Safeguarding Hub (MASH) if necessary.

### **3. Transportation to a Safe Place (If Necessary)**

- If, in exceptional cases, the child needs to be transported to a place of safety, it is required that two DBS-checked adults from the swim school accompany the child.
- The child must always be seated in the back of the vehicle, and any travel arrangements should be documented.

## **3. Safeguarding and Child Well-Being**

During the time that the child remains in the care of the swim school:

- Two DBS-checked staff members must stay with the child to ensure their safety and avoid one-on-one situations.
- Under no circumstances should the child be left unattended or allowed to wait outside alone.
- Leaving the child with another adult (such as a fellow parent) without explicit consent from the parent/guardian is strictly prohibited.
- The child will remain in a safe area on the premises (not in a vehicle) until they are collected.

## **4. Guidelines for Emergency Situations**

### **- Child's Independent Travel**

If a child is over 16 years old and prior agreement has been made with the swim school for the child to travel independently, this should be clearly documented in their records. However, without this agreement, they should remain under staff supervision until collected.

### **- Unexpected Emergencies**

In cases where there are serious concerns for the child's welfare (e.g., repeated non-collection, no contact from parents), the Swim School Manager will escalate the matter to MASH or Children's Social Care.

### **5. Avoiding Inappropriate Actions**

**To ensure the safety of both staff and the child, the following must be avoided:**

- **Waiting in a vehicle:** The child should not wait in a car while waiting for collection.
- **One-to-One Supervision:** No staff member should wait alone with the child on the premises. Two DBS-checked adults should always be present.
- **Allowing the child to leave with another person:** The child must not be allowed to go home with someone other than the designated guardian unless explicit, verified permission is given by the parent/guardian.

### **6. Repeated Incidents of Late Collection**

**In cases where a parent/guardian repeatedly fails to collect a child on time, the following steps will be taken:**

1. The teacher or Swim School Manager will have an initial conversation with the parent/guardian to address the issue and remind them of their responsibility.
2. If the issue persists, it will be formally documented, and the Swim School Manager will engage with the parents/guardians to find a solution, potentially working with Swim England and MASH to ensure the child's well-being.
3. Continuous failure to collect the child on time may lead to further action, including a review of the child's continued participation in swimming lessons.

### **7. Safeguarding and Legal Compliance**

This policy is designed to comply with the Children Act 1989, Safeguarding Vulnerable Groups Act 2006, and relevant Swim England Safeguarding Guidelines. The safety and well-being of the child are paramount, and all decisions made under this policy will prioritise safeguarding over convenience.

### **8. Communication of Policy**

This policy will be communicated to all parents/guardians upon registration and will be available on the Heathfield Swim School & Swim Stars South East website. Parents/guardians will be reminded of the importance of timely collection and their responsibilities as outlined in this document.

## **9. Review of Policy**

This Late Collection Policy will be reviewed annually or in response to any significant changes in legislation or safeguarding best practices. Any amendments to the policy will be communicated to staff and parents.

### **Contact Information**

#### **Swim School Manager:**

**Elliott Stevens**

**Phone:** 07710039552

**Email:** admin@heathfieldswimschool.co.uk

#### **Emergency Services:**

- **Police: 101 (or 999 in an emergency)**

- **MASH (Multi-Agency Safeguarding Hub): 01323 464222**

