

Child Not Picked Up Policy

If you are going to be late picking up your child from training or an event, please let a coach, club officer or another parent know as soon as possible.

What happens when a child is not picked up?

When a child is not picked up as planned, two adults will wait with the child at the training venue or premises. One of these adults must be a coach or safeguarding officer, the other can be another parent, carer or member of staff from the training venue.

- We call all of the parents' home, work and mobile phone numbers.
- If we are not able to reach a parent to clarify the situation, we then begin calling the emergency contact numbers that are listed in the child's Paysubs Online account. The parents have given these individuals permission to make decisions as to the health and welfare of their child and to transport their child.
- If we are unable to reach a parent or emergency contact 30 minutes after the scheduled pick-up time, we call the Northamptonshire Police and follow their instructions.
- When telephoning the Police, the following information should be provided, all of which can be gained from the child's Paysubs Online account:
 - Brief circumstances of incident
 - Child's details
 - Name(s)
 - date of birth
 - Address
 - Gender
 - special dietary needs
 - SEN/behavioural difficulties/medical needs
 - Parent/carer/alternative carer details
 - Any current or previous child protection concerns
 - Any previous incidents of not being collected

If an adult who arrives to pick up a child appears to be impaired or intoxicated, we will refuse to release the child to this adult. We will contact the emergency contact numbers that are listed in the child's Paysubs Online account. If we are unable to reach a parent or an authorised emergency contact, we will call the Northamptonshire Police and follow their instructions.