



Academy: Late Collection of Children Policy

NEWPORT COUNTY AFC

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1. Introduction

Late collection of children by parents presents Newport County AFC and its coaches with a potentially difficult situation. Newport County AFC understand that there are times when the late collection of children is unavoidable, however, this late collection policy applies in all circumstances.

It is important that everyone understands that parents/carers cannot assume that it is acceptable to turn up late without notifying a child's coach. All parents/carers will be expected to adhere to this policy to help with safeguarding children.

2. Guidelines for Parents

Parents/carers of children participating in any Newport County AFC Academy activities are asked to provide specific personal information prior to the child participating in the activity, including:

- Home address and telephone number of parents/carers
- Place of work, and telephone number
- Mobile telephone number
- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from training and games i.e., childminder, relative, neighbour
- Information about any person who has been denied legal access to the child
- Information about who has primary responsibility for the child If there are any changes to any of the above, we ask that a member of club staff is notified immediately. All information provided will be dealt with in line with Newport County AFC's Data Protection Policy.

Parents/carers must phone their child's Phase Lead as soon as they are aware if there is any likelihood of late collection.

3. Guidelines for Coaching Staff

In the event of a parent/guardian failing to collect a child at the agreed session finish time, two members of staff, one of which should be a senior member of staff (such as a phase lead), will wait with the child/young person at the sport facility, in a well-lit area. If the parents/carers are not contactable, the emergency contact person will be contacted and asked to collect the child. Every effort will be made to contact the parents or the emergency contact.

In the first instance, the coach/Phase Lead should attempt to contact the parents/carers and other emergency numbers that have been registered on Team App.

If the child has not been collected after an hour, we will contact the Police on 101 and Childrens Duty. Both authorities will aim to locate the parent/carer or relative and if unable to do so, the child will be placed into the care of the Local Authority. If the child must be taken to a police station or children's services office, then ideally a police unit will come and collect the child.

If this is not possible, then as a last resort the Senior Safeguarding Manager will arrange consent for the child to be transported to the Children's Duty office or local police station where the child will then be cared for by the local authority.

There must always be two members of staff present when transporting a child, and it is recommended that the two staff members remain in the front of the vehicle with the child secured by seat belt in the rear of the vehicle. In an ideal situation, a safeguarding officer will be present to support in transporting the child. Any costs incurred will be charged to the parent/carer.

A full written report of the incident will be recorded by the relevant member of club staff via My Concern.

Coaching Staff will:

- Ensure the child is reassured and comforted.
- Ensure two members of staff will always remain on the premises with the child. One of these staff members will be a senior member of staff.
- The parents/carers will be telephoned on all available contact numbers.
- If the parents/carers are not contactable, the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or the emergency contact.
- If no contact has been made with either the parents or the emergency contact within one hour of the time at which the child was due to be collected, staff will contact Children's Duty and the Police for advice.
- Never send the child home with another person without permission via email from a parent or carer.
- Never ask a child to wait in a vehicle or sport facility with them alone.
- Under no circumstances go to look for the parent, nor take the child home with them.
- Never spend time alone with children away from others.
- Never transport a child to or from an event or activity alone.
- Never send a child away from the facility alone.
- Never take the child home or to any other location other than if requested by the appropriate authority and authorised to do so by the Senior Safeguarding Manager and/or Academy Manager.

Should late collection of a child from the Academy become habitual, parents may be placing your child's place within the Academy at risk.

Useful Contacts

Senior Safeguarding Manager

Shaun Bowden

Email: shaun.bowden@newport-county.co.uk

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Designated Safeguarding Lead

Morgan Simmons

Email: morgan.simmons@newport-county.co.uk

Email: safeguarding@newport-county.co.uk

Academy Manager

Jordan Hughes

Email: jordan.hughes@newport-county.co.uk

Police

Tel: 999/101

Children's Duty

01633 851423/01633 851424 – Office Hours

0800 328 4432 – Out of hours

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2/25/2026

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2/26/2026