

Late Collection of Swimmers Policy

Guildford City Swimming Club — in association with Swim England's Wavepower

Guildford City Swimming Club (GCSC) recognises that, occasionally, a parent or carer may be delayed or unable to collect a swimmer on time. This policy sets out what the Club expects from parents/carers and swimmers, and how GCSC's coaches, teachers and officers will respond if a swimmer is not collected as arranged. It has been developed in line with Swim England's Wavepower safeguarding policy.

Who this applies to

- Swimmers under 11 — a parent, carer or nominated adult should accompany them to and from sessions, and remain on the premises throughout.
- Swimmers aged 11–16 must have a parent, carer or nominated adult in the facility at all times, including during training and competitions. Collection should be from inside the reception area.

Outside poolside, parents/carers remain responsible for their child's safety and welfare; GCSC's coaches, teachers and poolside staff are responsible for a swimmer's safety and welfare while they are poolside.

If you know you will be delayed

Please contact the session coach or a Club officer as soon as you know you will be late, using the emergency contact numbers held by the Club. Let us know roughly how long you expect to be, or, where possible, arrange for another nominated adult to collect your child instead. This allows us to reassure your child and to plan appropriately.

If a swimmer has not been collected

- A swimmer will never be left alone. Two appropriate adults (ideally DBS-checked), or a parent/carers, will remain with the swimmer until they are collected.
- The swimmer will wait poolside, or in the reception area of the venue — never outside, and never alone in a vehicle.
- Staff and volunteers will not take the swimmer home, to another location, or send them home with another person without the parent/carers permission.
- Staff and volunteers will not wait alone with a swimmer; two adults must be present wherever possible.

Emergency procedure

If a swimmer has not been collected by the expected time and no contact has been received from a parent/carers, GCSC will:

1. Use the emergency contact numbers held for the swimmer to try to arrange for a nominated adult to collect them.
2. If there is no answer, ask the swimmer whether they have contact details for any other family member who may be able to help.
3. Keep the swimmer at poolside or in the venue reception area, supervised by two adults, until they are safely collected.
4. Where a significant time has passed with no contact and no collection has been arranged, contact the police non-emergency line (101) or Children's Social Care for advice.

Concerns about a parent or carer at collection

If a parent or carer arrives to collect a swimmer and a coach or officer has concerns about their ability to take appropriate care of the child — for example, if they appear to be under the influence of alcohol or drugs — the Club will seek advice from the police or Children's Social Care before releasing the swimmer into their care.

Persistent late collection

Parents/carers who repeatedly fail to collect a swimmer on time, or who do not arrive within a reasonable period without giving prior notice, may be failing in their duty of care to their child. In this situation:

- The Club Welfare Officer and another Club officer will arrange to meet with the parent/carers to discuss the matter and agree how it can be resolved.
- If the situation does not improve, the Welfare Officer will seek advice from Swim England's Safeguarding and Welfare Team, Children's Social Care, or the local Multi-Agency Safeguarding Hub (MASH).

Contact details

The Club should keep the emergency contact numbers in this section, and swimmers' individual emergency contacts, synchronised with its current Child Welfare Contacts document.

- [GCSC Welfare Officer — welfare.officer@gcsc.co.uk](mailto:welfare.officer@gcsc.co.uk)

Immediate danger or urgent risk

If a child is in immediate danger, or there is an immediate risk of serious harm, call 999.

For non-emergency police assistance, call 101.

This policy should be read alongside Swim England's Wavepower policy and GCSC's wider Welfare and Safeguarding procedures. It will be reviewed annually, or sooner if Wavepower guidance changes.