



AJB SPORTS IN EDUCATION

WRAPAROUND CARE

EMERGENCY & SAFEGUARDING PROCEDURES

Breakfast Clubs & After-School Care

Staff Quick-Reference Pack

For use alongside AJB core policies and each setting's site-specific emergency information.

How to Use This Pack

This quick-reference pack contains the core emergency and safeguarding procedures for AJB Sports in Education Wraparound Care. It is designed to help staff take clear, immediate action during time-critical situations.

- Keep a copy readily accessible at every AJB wraparound setting.
- All staff should know where this document is stored and understand the procedures before working independently.
- Site-specific information, including emergency exits, assembly points, school contacts and alternative safe locations, must be held alongside this pack.
- These procedures do not replace AJB's full Safeguarding, First Aid, Medication, Behaviour or other core policies.

CHILD SAFETY TAKES PRIORITY OVER ADMINISTRATION, CONVENIENCE OR BLAME.

1. Booked Child Fails to Arrive Procedure

Purpose: To ensure immediate action is taken whenever a child expected to attend AJB After-School Care does not arrive at the agreed handover point.

GOLDEN RULE: NEVER ASSUME A CHILD HAS GONE HOME.

Step 1 - Check

- Complete the register and identify any child expected but not present.
- Check booking information, messages and notified changes.
- Ask other AJB staff whether they have seen or received the child.
- Do not mark the child absent until their whereabouts have been confirmed.

Step 2 - Check With School

Immediately contact the school's nominated member of staff, office or agreed contact point. Establish whether the child was absent, collected directly, went home early, is attending another activity, remains elsewhere on site, or was expected to be handed over to AJB.

Step 3 - Contact Parent/Carer

If the school cannot confirm the child's whereabouts, contact the parent/carers using the contact information held by AJB. If there is no response, try other authorised/emergency contacts where appropriate.

Step 4 - Escalate

If the child's location cannot quickly be established, inform the Person in Charge and AJB Management / DSL. Treat the situation as a potential missing child / safeguarding incident and activate the Missing Child Procedure.

Where information suggests the child may be in immediate danger, contact emergency services without delay.

Step 5 - Maintain Supervision

- Other children must remain appropriately supervised.
- Do not compromise staffing by sending multiple staff away to search.
- One member of staff should coordinate communication and escalation.

Step 6 - When Located

- Inform everyone involved in the search.
- Update the register accurately.
- Record who confirmed the child's whereabouts, relevant times and actions taken.
- Report any handover breakdown to AJB management.
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IMMEDIATE PRIORITY: WHERE IS THE CHILD, AND ARE THEY SAFE?

QUICK ACTION CARD
CHILD EXPECTED BUT NOT PRESENT
CHECK REGISTER / MESSAGES
CHECK WITH AJB STAFF
CHECK WITH SCHOOL
CONTACT PARENT / CARER
LOCATION STILL UNKNOWN? -> ACTIVATE MISSING CHILD PROCEDURE

2. Missing Child Procedure

Purpose: To ensure an immediate, coordinated response if a child who has been confirmed as being in AJB's care cannot be located.

GOLDEN RULE: ACT IMMEDIATELY.

Step 1 - Raise the Alert

- Inform the Person in Charge immediately.
- Confirm the child's name and where/when they were last seen.
- Check whether another staff member has moved with the child or whether collection has legitimately occurred.
- Check the attendance/collection register.

Step 2 - Protect Other Children

- Complete an immediate headcount.
- Maintain appropriate supervision of the remaining children.
- Monitor entrances/exits where appropriate.
- Never leave the remaining children inadequately supervised so everyone can search.

Step 3 - Rapid, Organised Search

Quickly check likely accessible locations such as toilets, activity rooms, quiet areas, corridors, playgrounds, sports areas, dining areas and entrances/exits. Ask relevant school/site staff whether they have seen the child.

Step 4 - Consider Whether the Child Has Left

Check known exits, collection areas, relevant information from school/site staff and CCTV where available through appropriate site staff. Do not compromise supervision to conduct a wider search.

Step 5 - Escalate

If the child is not located very quickly following initial checks, contact AJB Management / DSL and the Police / Emergency Services where appropriate. Inform the parent/carer at the appropriate point.

Provide factual information including name, age, description, clothing, last-known location/time and relevant medical, SEND or safeguarding information.

Immediate Emergency Escalation

Seek emergency assistance immediately where circumstances indicate significant risk, for example where the child is very young, has left the premises, has significant additional/medical needs, may not recognise danger, was seen leaving with an unknown person, or there is another immediate safeguarding concern.

CALL 999 WHERE THERE IS IMMEDIATE DANGER.

When the Child Is Found

- Confirm the child's immediate safety and provide first aid if required.
- Reassure the child; do not interrogate or blame them.
- Notify the Person in Charge, parent/carer, AJB management/DSL and emergency services if involved.
- Follow safeguarding procedures where the circumstances raise concern.

Record & Review

Complete a factual record covering timings, last-known location, areas searched, contacts made, external agencies, where/how the child was found and subsequent actions. AJB management must review every missing-child incident and consider any changes to supervision, handovers, risk assessments, staffing or training.

QUICK ACTION CARD
CHILD WAS IN AJB CARE - NOW CANNOT BE LOCATED
ALERT PERSON IN CHARGE
COUNT & ACCOUNT FOR OTHER CHILDREN
SECURE / SUPERVISE
RAPID ORGANISED SEARCH
ESCALATE TO AJB MANAGEMENT / DSL
NOT LOCATED VERY QUICKLY? -> POLICE / EMERGENCY SERVICES AS APPROPRIATE
FOUND -> WELFARE CHECK -> NOTIFY -> RECORD -> REVIEW

3. Late Collection & Uncollected Child Procedure

Purpose: To ensure children remain safe and supervised when they are not collected by the end of their booked session or the setting's closing time.

GOLDEN RULE: A CHILD REMAINS AJB'S RESPONSIBILITY UNTIL SAFELY HANDED OVER.

Child Not Collected at Expected Time

- Keep the child appropriately supervised.
- Check messages and collection information.
- Contact the parent/carer where appropriate.
- Reassure the child and never make them feel responsible for the delay.

Approaching / Reaching Closing Time

1. Contact the parent/carer.
2. If unsuccessful, try the other parent/carer and authorised emergency contacts.
3. Inform the Person in Charge.
4. At closing time, inform AJB management and keep the provision open for the child.
5. Record all contact attempts and outcomes.

Where possible, two members of staff should remain with the child while the situation is resolved.

No Safe Collection Arrangement

If the provision has closed, reasonable contact attempts have failed and no safe collection arrangement can be established, treat this as an Uncollected Child Safeguarding Incident. Inform AJB management / DSL and seek appropriate assistance from children's services and/or police depending on the circumstances.

CALL 999 WHERE THERE IS AN IMMEDIATE SAFEGUARDING OR WELFARE EMERGENCY.

Do Not Independently Transport the Child

- Do not take the child to your own home.
- Do not drive the child home or to another family member.
- Do not ask another parent to take the child.
- Do not make other transport arrangements outside AJB procedures.
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When Collected

Verify identity where necessary, sign the child out, record the actual collection time and communicate professionally. Do not argue about lateness in front of the child.

Repeated Late Collection

Repeated or significant late collection should be referred to AJB management. AJB may discuss expectations, agree a plan, apply relevant booking terms or review continued use where persistent lateness creates a safeguarding or operational problem.

QUICK ACTION CARD
CHILD NOT COLLECTED
CHECK MESSAGES / COLLECTION INFORMATION
CONTACT PARENT / CARER
NO ANSWER? -> OTHER PARENT / EMERGENCY CONTACTS
CLOSING TIME REACHED? -> CHILD STAYS WITH AJB
INFORM PERSON IN CHARGE + AJB MANAGEMENT
STILL NOBODY CONTACTABLE? -> UNCOLLECTED CHILD SAFEGUARDING PROCEDURE
COLLECTION -> VERIFY -> SIGN OUT -> RECORD

4. Authorised, Unknown & Unsafe Collector Procedure

Purpose: To ensure every child leaves AJB safely and only with an authorised person or under another explicitly agreed collection arrangement.

GOLDEN RULE: IF YOU ARE NOT SATISFIED IT IS SAFE AND AUTHORISED - DO NOT RELEASE THE CHILD.

Normal / Unknown Collection

- Known authorised collector: confirm the child, record collection and collection time.
- Unknown collector: ask their name, relationship to the child and appropriate identification/security information.
- Check against information held by AJB before releasing the child.

Someone Else Sent by Parent

A statement such as 'Mum asked me to pick her up' is not sufficient on its own. Contact the parent/carer using the telephone number already held by AJB, verify the collector and record the change where appropriate.

Child Does Not Recognise the Collector

Stop the collection process. Do not pressure the child to leave. Recheck identity, authorisation and safeguarding information and inform the Person in Charge.

Older Siblings / Independent Departure

Only permit collection by an older sibling or independent departure where this has been explicitly authorised and recorded, and AJB considers the arrangement appropriate for the child's age, maturity, vulnerabilities and circumstances.

Separated Parents / Restrictions

Remain neutral and child-focused. Refer court orders, prohibited collection arrangements, custody concerns and requests to restrict collection to AJB management. Do not make legal assumptions based solely on one parent's verbal instruction.

Unsafe / Impaired Collector

If a collector appears impaired or otherwise unable to care safely for the child, record factual observations rather than diagnoses. Inform the Person in Charge and AJB Management / DSL. Where possible, arrange another authorised collector.

IF RELEASE MAY PLACE THE CHILD AT IMMEDIATE RISK, DO NOT AUTOMATICALLY RELEASE THEM.

Aggressive or Threatening Collector

Remain calm, keep children away, seek staff/site support and contact AJB management. If a person threatens staff/children, becomes violent, attempts to forcibly remove a child or presents an immediate danger, call 999.

Confidentiality & Recording

Collection restrictions can involve sensitive family circumstances. Share information only on a need-to-know basis. Record significant collection incidents factually, including identity checks, contacts, decisions, outcome and safeguarding escalation.

QUICK ACTION CARD
UNKNOWN COLLECTOR
STOP -> CHECK IDENTITY -> CHECK AUTHORISATION -> CONTACT PARENT
SATISFIED? -> RELEASE & RECORD
NOT SATISFIED? -> DO NOT RELEASE
UNSAFE / IMPAIRED COLLECTOR -> KEEP CHILD SAFE
PERSON IN CHARGE -> AJB MANAGEMENT / DSL
IMMEDIATE DANGER -> CALL 999

5. Medical Emergency Procedure

Purpose: To ensure staff respond quickly and appropriately to serious illness, injury or medical emergency.

GOLDEN RULE: IF A CHILD NEEDS URGENT MEDICAL HELP - CALL 999 FIRST.

Immediate Response

- Remain calm and assess the immediate situation.
- Remove continuing danger where safe.
- Alert another staff member and the Person in Charge.
- Provide appropriate first aid.
- Access prescribed emergency medication where required.

Call 999 When Required

Seek emergency medical assistance immediately for serious concerns including unconsciousness/unresponsiveness, significant breathing difficulty, suspected anaphylaxis, severe asthma not responding to treatment, serious/prolonged seizure, serious head injury, severe bleeding, collapse, serious diabetic emergency, poisoning, serious burns or another condition staff reasonably believe requires urgent help.

STAFF DO NOT NEED PARENTAL PERMISSION BEFORE CALLING 999.

While Waiting

- Continue first aid and follow emergency call-handler instructions.
- Monitor and reassure the child.
- Keep other children away while maintaining their supervision.
- Where staffing permits, arrange for a staff member to meet and direct emergency services.

Emergency Medication

Follow the child's healthcare information, parental consent arrangements, medication instructions and AJB policy. Emergency medication such as adrenaline auto-injectors, inhalers, seizure medication or diabetes treatment must be quickly accessible.

Anaphylaxis

Possible signs include difficulty breathing, wheezing, tongue/throat swelling, difficulty swallowing, collapse or rapidly worsening allergic symptoms. Call 999 immediately and state that anaphylaxis is suspected. Administer the child's prescribed adrenaline auto-injector where appropriate and in accordance with training/plan.

Asthma / Seizures / Diabetes

- Asthma: help the child access their prescribed reliever inhaler and call 999 if symptoms are severe, worsening or not responding appropriately.

- Seizure: protect from hazards, cushion the head, do not restrain or place anything in the mouth, note the start time and follow the healthcare plan. Call 999 when required.
- Diabetes: follow the individual healthcare plan and seek emergency help where required. Never guess insulin doses or treatment.

Parent / Hospital / Recording

For urgent emergencies, the order is: 999 -> immediate care -> parent/carer. Do not delay treatment while trying to make contact. Where a child is taken to hospital, make reasonable arrangements for an appropriate adult to accompany them where necessary while maintaining safe staffing for the remaining children.

Record the incident, first aid, medication, timings, emergency-service advice, parent contact and outcome. AJB management should determine any further reporting or review.

QUICK ACTION CARD
SERIOUSLY ILL OR INJURED CHILD
ASSESS
FIRST AID / EMERGENCY MEDICATION
URGENT MEDICAL HELP REQUIRED? -> CALL 999
FOLLOW EMERGENCY OPERATOR INSTRUCTIONS
CONTACT PARENT / CARER + AJB MANAGEMENT
CONTINUE CARE & SUPERVISION
RECORD -> REPORT -> REVIEW

6. Fire & Emergency Evacuation Procedure

Purpose: To ensure children, staff and visitors can be evacuated safely and accounted for during a fire or other emergency.

GOLDEN RULE: GET EVERYONE OUT. STAY OUT. ACCOUNT FOR EVERYONE.

Know the Site

Before working independently, staff must know the alarm arrangements, emergency exits, evacuation routes, assembly point, register location, children requiring assistance and site emergency arrangements.

If Fire / Serious Hazard Is Discovered

1. Raise the alarm using the site's agreed procedure.
2. Begin evacuation immediately.
3. Call 999 where required.
4. Follow the site's emergency arrangements.

Do not attempt to fight a fire unless specifically trained and it is safe and appropriate. Evacuation is the priority.

Evacuate

- Direct children calmly to the appropriate safe exit.
- Children leave belongings behind and go directly to the assembly point.
- Staff may check their designated area only where safe and without delaying their own evacuation.
- Take the register only if it is immediately accessible and safe to retrieve.

Additional Assistance

Site procedures must identify children who may require evacuation assistance because of mobility, SEND, sensory, hearing/visual, medical or communication needs. Arrangements should be planned in advance.

Assembly Point & Accountability

Complete an immediate headcount and register check for children, AJB staff and known visitors. Keep children together and supervised.

Someone Missing

TELL FIRE & RESCUE / EMERGENCY SERVICES IMMEDIATELY. AJB STAFF MUST NOT RE-ENTER AN UNSAFE BUILDING TO SEARCH.

Provide the person's name, age where relevant, last-known location and relevant medical/SEND information.

Do Not Re-enter

Nobody should return until authorised by the appropriate responsible person or emergency services, even if the alarm stops or no smoke is visible.

Collection During Evacuation

Parents arriving during an evacuation must still follow formal sign-out arrangements. Children must not simply leave the assembly point.

Alternative Location / Lockdown

Each site should identify an alternative safe location if the building cannot be re-entered. Staff must also understand the host school's lockdown/invacuation procedure for emergencies requiring everyone to remain inside rather than evacuate.

Afterwards / Drills

Inform AJB management, record the incident, complete relevant injury/incident documentation and review procedures/risk assessments. Appropriate evacuation drills should be undertaken and recorded, with issues addressed.

QUICK ACTION CARD
ALARM / EMERGENCY
RAISE ALARM
EVACUATE -> NEAREST SAFE EXIT
ASSEMBLY POINT
COUNT + REGISTER
SOMEONE MISSING? -> TELL EMERGENCY SERVICES IMMEDIATELY
DO NOT RE-ENTER
RECORD -> REPORT -> REVIEW

Document Control

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Review	Review following significant incident, regulatory/guidance change, or scheduled policy review
Related documents	Safeguarding & Child Protection Policy; Staff Handbook & Operating Procedures; First Aid; Medication; Behaviour; Site Information Sheet