**Uncollected Child Policy**

This procedure is to be followed when parents/carers fail to collect their child/children at the agreed finishing times without informing the Team Motivate team prior to collection.

It is the duty of our staff to inform the senior team of any child that is not collected by the agreed finishing time.

If parents/carers have not collected their child/children by 20 minutes after the agreed finishing time, and there has been no contact from the family/parents/carers, all pre-determined emergency contacts will be called to arrange collection of the child. Children will remain in the Team Motivate premises with our staff until suitable arrangements can be made. Attempts to make contact will continue for a further 20 minutes.

If no contact is made after an hour of trying all emergency contacts listed, a senior member of staff calls the Emergency Duty Team on 0208 708 3885 and informs them of the situation.

A senior member of staff and one other member of staff must stay on the premises (or out the front of the premise if required to leave) until arrangements have been made for collection by parents/carers, or Social Services, who will arrange for the child to be placed with an emergency foster carer. Social services will be contacted after three hours by telephone and emergency temporary foster care will be arranged. The length of an emergency placement can vary depending upon the situation.