



COMMUNITY
SPORTS
FOUNDATION

**THE
NEST**

LOST AND MISSING CHILD PROCEDURE

Date of Next Update: August 2026

Scope

This policy applies to all Norwich City Community Sports Foundation (“Foundation”) staff and affiliated entities to ensure a consistent standard across the Foundation and Norwich City Football Club (“Club”).

This policy supersedes any previous policies on this topic prior to its issue date.

This policy and procedure should be used in line with the Foundation’s safeguarding critical incident plan.

Foundation Statement

The Foundation takes the safety and wellbeing of its participants seriously and will ensure that staff are aware of this policy and how to act quickly should a child be lost or missing.

Every effort is made to ensure that children remain with their parents, carers, or coaches. If a child becomes lost or goes missing during an activity, every effort will be made to locate the child as quickly as possible.

The Foundation will always contact the parent or relevant caregiver of the child as well as the police if they cannot be found in a reasonable time frame.

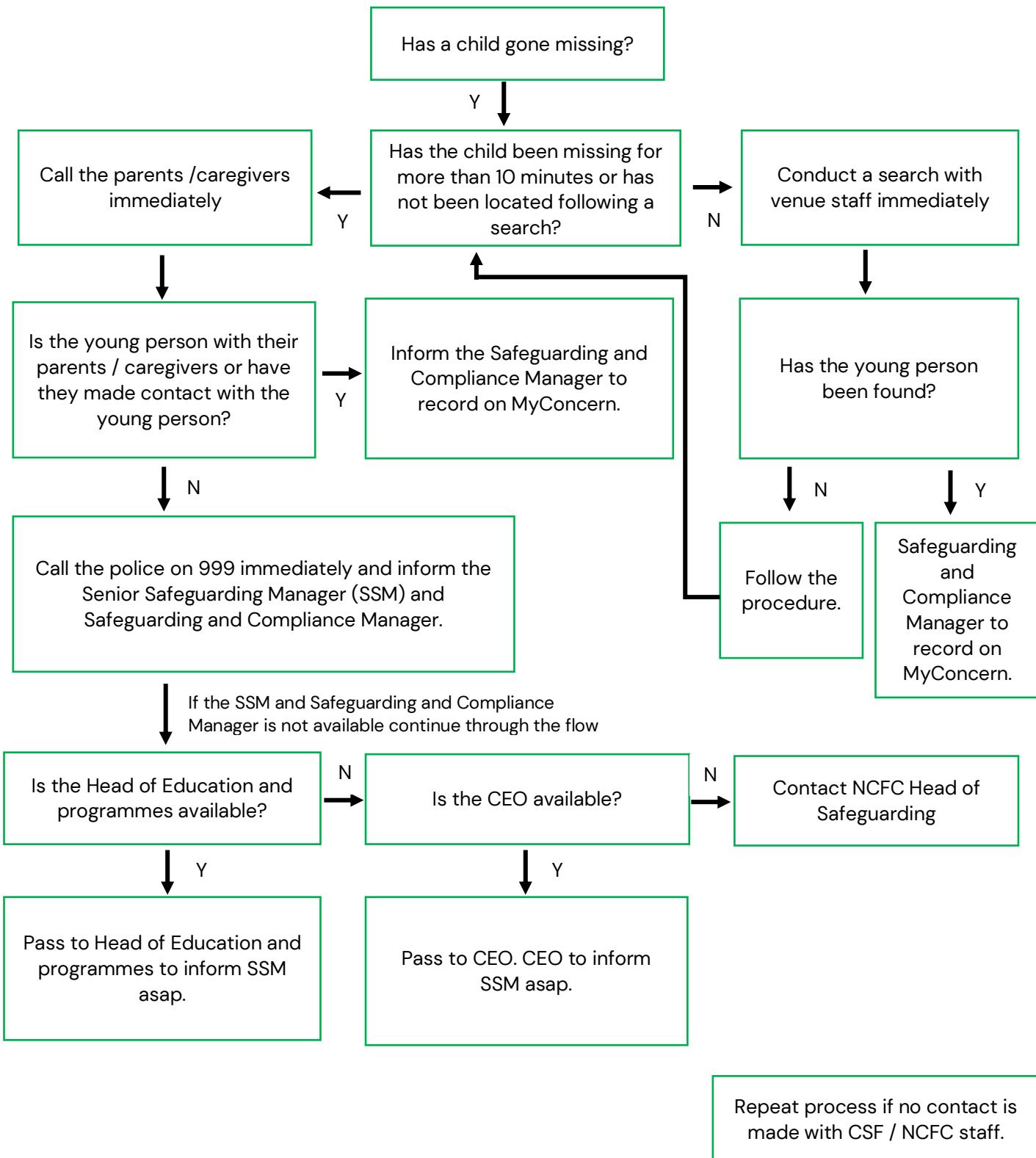
The Foundation defines a reasonable time frame as no longer than 10 minutes as this should allow staff to check the key areas of the venue / facility, such as the Changning rooms and toilets.

All staff should query any absent children on registers with the Programme Lead or the School to ensure that young people were not expected. Schools are required under their Service Level Agreements to note if a young person is a known absent before attending your session.

Lost or Missing Child Procedure

The following procedure should be followed in the event a child or young person is lost or goes missing. This is in line with the Safeguarding Critical Incident Protocol.

Within this flowchart Y = Yes, N = No.



Associated Policies / Documents

Safeguarding Children Policy

Key Contacts

Gavin Coe, Head of Operations and Senior Safeguarding Manager (SLT) – **07468417561**

Stevie Bramble, Head of Education and Programmes (SLT) – **07990815157**

Ian Thornton, Chief Executive Officer (SLT) – **07789401871**

Annamarie Mayes, Safeguarding and Compliance manager – **07784240099**

Gary Dack, Head of Safeguarding (NCFC) – **07931235513**

Police – **999**

Document Review

This policy is approved by the Chief Executive Officer, who holds ultimate responsibility for its implementation and effectiveness. Operational responsibility for the policy content rests with the relevant Head of Department. The Compliance and People teams are jointly responsible for ensuring the policy remains up to date, aligns with current employment legislation, and reflects the values of both the Foundation and The Nest.

Line Managers are responsible for ensuring that all new employees read this policy and complete any associated training in place at the time as part of their induction.

Employees are responsible for ensuring that they understand and comply with this policy.

For contact details of the key contacts referred to in this policy, please ask your Line Manager.

Policy Issue Date August 2024

Last Review Date

Date of Next Update August 2026

This safeguarding procedure is due for general review on the above date. It may be reviewed and updated earlier in the event of a change in Foundation requirements or relevant legislation.

This procedure has been agreed by the Foundation's Safeguarding Team and the Chief Executive Officer.

