

Hertfordshire FA



Dear Club Welfare Officer,

Thank you for volunteering your time to become a Club Welfare Officer. Safeguarding is everyone's responsibility, but as a Club Welfare Officer you are key, along with the committee, to ensure safeguards are in place at your Club.

Please find below information and links that will assist you with your role.

Mandatory requirements for a Club Welfare Officer:

- In-date FA DBS Certificate
- [Safeguarding for Committee Members](#) Free online course
- [Safeguarding Children Course](#) £30 pp online, modular course
- [Welfare Officers Course](#) £30 pp virtual classroom, various dates each month available to book

To obtain a DBS as a new CWO, you will need to contact one of the County Verifiers, who can start the process for you:

Joseph Karram - joseph.karram@hertfordshirefa.com

Beth Dawes - beth.dawes@hertfordshirefa.com

Kieran Fox – kieran.fox@hertfordshirefa.com

Gemma Smith – gemma.smith@hertfordshirefa.com

Paige Gowans-Smith - paige.gowans-smith@hertfordshirefa.com

Matt Reynolds - matt.reynolds@hertfordshirefa.com

Information and Tools:

You can find lots of useful information on our [website](#), regarding Safeguarding at Hertfordshire FA.

We would also strongly encourage you to use the [FA Grassroots Technology](#) support pages which contain a wealth of 'how to' demonstrations. In particular the [Technology for Club Welfare Officers](#) webinar.

DBS:

Ensuring that club and team officials have an in-date, FA enhanced DBS certificate is one of the most important areas of your role. It is imperative that anyone aged 16 years or over, who undertakes any unsupervised roles with children and young people under the age of 18, have an in-date FA DBS. Further information is available on our [website](#). Information on how to set yourself up as a verifier can be found [here](#).

All youth clubs are required to carry out DBS applications and renewals via Whole Game System. Information on how to set this up can be found [here](#).

Reporting a Concern:

A child or young person may inform you directly that they are concerned about someone's behaviour towards them, or you may become aware, through your own observations or through a third party of possible abuse occurring. There are several ways that a concern can be reported:

- To your County FA Designated Safeguarding Officer via Safeguarding@HertfordshireFA.com or by calling 01462 650215
- By emailing The FA Safeguarding Team at Safeguarding@TheFA.com or by calling and asking for the team on 0800 169 1863
- If urgent and you cannot contact your Club, League, or County FA Designated Safeguarding Officer, you should call the NSPCC 24-hour helpline on 0808 800 5000
- If it is an emergency because a child or children are at immediate risk, then call the Police using 999 or [Hertfordshire Children's Social Care](http://www.hertfordshirechildrensocialcare.com) on 0300 123 4043

If a child or young person is in immediate danger, ALWAYS call 999.

I look forward to working with you to ensure that football is safe and enjoyable for all involved. If you have a question about safeguarding in football or want to report a concern, please do not hesitate in contacting me.

By Phone:

01462 650215 / 07538 990836

By Email:

safeguarding@hertfordshirefa.com

Hertfordshire FA Safeguarding Team:

Gemma Chaffey – Designated Safeguarding Officer

Gemma Smith – Football Development Officer/Deputy Safeguarding Officer

Karl Lingham – CEO/Senior Safeguarding Lead

Lauren Halsey – Head of Football Services/Deputy Senior Safeguarding Lead