

Dear Club Welfare Officer,

Thank you for volunteering your time to become a Club Welfare Officer. While safeguarding is everyone's responsibility, 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

To obtain a DBS as a new CWO, you will need to contact one of the County Verifiers, who can send you the guidance to start the process. The list below also details who can verify your documents for your DBS:

Joe Karram	<u>joseph.karram@hertfordshirefa.com</u>
Beth Dawes	<u>beth.dawes@hertfordshirefa.com</u>
Kieran Fox	<u>kieran.fox@hertfordshirefa.com</u>
Gemma Smith	<u>gemma.smith@hertfordshirefa.com</u>
Chloe Tate	<u>chloe.tate@hertfordshirefa.com</u>
Gemma Chaffey	<u>gemma.chaffey@hertfordshirefa.com</u>
Thom Pang	<u>thom.pang@hertfordshirefa.com</u>

DBS for your club:

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](#).

To set yourself up as a verifier for your club you will need to speak to a County Verifier on how to do this.

All individuals that require a DBS need to be added on Club Portal as a DBS applicant, and then the individual starts their application via Whole Game System.

Information on how to set this up can be found on the [Grassroots Technology Portal](#).

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:

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

To your County FA Designated Safeguarding Officer
via Safeguarding@HertfordshireFA.com or by calling 07538 990836

By emailing The FA Safeguarding Team at Safeguarding@TheFA.com or by calling and asking for the team on 0800 169 1863

If you cannot contact the County FA Designated Safeguarding Officer and urgent contact Hertfordshire Children's Services on 0300 123 4043

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

Information and Tools:

You can find lots of useful information regarding Safeguarding at Hertfordshire FA by visiting the [Safeguarding section of our website](#).

We would also strongly encourage you to use the [FA Grassroots Technology Support Pages](#) which contain a wealth of 'how to' demonstrations.

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: 07538 990836
By email: safeguarding@hertfordshirefa.com

Hertfordshire FA Safeguarding Team:

Gemma Chaffey – Designated Safeguarding Officer (DSO)

Karl Lingham – CEO/ Senior Safeguarding Lead (SSL)

Rob Smith – Deputy CEO/ Deputy Senior Safeguarding Lead

Steve Maker – Head of Football Development/ Deputy Senior Safeguarding Lead

Gemma Smith – Football Development Officer/ Deputy Safeguarding Officer