



Safeguarding and Welfare

Frequently Asked Questions

How do I report a safeguarding concern over the Christmas break?

If you have a safeguarding concern to report while our office is closed over Christmas you can call our Designated Safeguarding Officer on 07538 990836.

Calls on this number will be monitored so please leave a message and they will get back to you. Any non-essential calls will not be returned until after the Christmas break.

Alternatively, if you have an urgent concern over the welfare of a young person you can also call Hertfordshire Children, Schools and Families on 0300 123 40 43 or the NSPCC helpline on 0808 800 5000.

If you believe a child or adult at risk is in immediate danger of harm you should always call the Police on 999.

Can volunteers renew their safeguarding online?

If their previous Safeguarding Children qualification is due to expire in the next 6 months, then they can renew this online for free via the [Safeguarding Children Re-Certification](#). However, if their qualification has already expired they will need to pay to complete the [Safeguarding Children Course](#).

Where do I find further information or guidance notes on particular subjects?

The [Safeguarding section of the Hertfordshire FA website](#) has further information, and a full library of documents relating to safeguarding can be found on [The FA website](#)

Help with DBS checks

For support relating to DBS checks, from registering your club to starting the process for a new applicant and verifying documents please [visit our dedicated DBS help page](#).

Poor Practice

Defined as low level concerns that don't meet the threshold for a Safeguarding issue, these are behaviours that fall below the standards required by clubs and should be dealt with by them, without requiring the involvement of the County FA.

For further details of what constitutes poor practice for clubs to manage and what is a Safeguarding concern that should be referred to us, [visit our website](#).