

NSPCC



**Child Protection
in Sport Unit**

The Role of Club Welfare Officer

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NSPCC Child Protection in Sport Unit

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Ground rules

- everyone to contribute to a level they feel comfortable with
- we all have a valid contribution
- respect each other – anti oppressive practice
- please ask questions
- avoid distractions
- turn your microphone off unless you are sharing



Taking care of yourself

If you are personally affected or concerned by any of the issues raised by this course, you may find these contact details helpful:

- **NSPCC helpline**

(free helpline for adults needing personal advice and support or worried about a child)

0808 800 5000 | help@nspcc.org.uk | [nspcc.org.uk](https://www.nspcc.org.uk)

- **NSPCC whistleblowing advice line**

(support for professionals who are worried about children in the workplace)

0800 028 0285

- **Childline**

(24/7 service for children and young people)

0800 1111 | [childline.org.uk](https://www.childline.org.uk) |

- **National Association for People Abused in Childhood (NAPAC)**

0808 801 0331 Monday to Friday 10am to 9pm (closes 6pm on Friday)



Club welfare officer

1. Role
2. Knowledge
3. Skills

CWO role and responsibilities

- support a positive, child-centred environment
- assist the club in safeguarding children
- act as the first point of contact for concerns about children
- link to the NGB lead safeguarding officer
- lead on the implementation of safeguarding procedures

continued...

CWO role and responsibilities

- maintain key safeguarding contact details
- promote and embed the safeguarding guidance and code of conduct
- sit on the club's management committee
- attend relevant training
- ensure appropriate confidentiality is maintained


continued...

CWO knowledge

- organisational procedures to safeguard and protect children
- what to do if there are concerns about a child
- the boundaries of the role of club welfare officer
- knowledge of the roles and responsibilities of statutory agencies and local arrangements
- knowledge of legislation and government guidance
- how children are groomed for abuse

CWO skills

- child-centred approach
- active listening and questioning
- administration and computer skills
- ability to provide advice and support
- communication and social media skills
- ability to maintain records
- ability to provide information about local resources
- ability to promote organisation's policy, procedures and resources

A middle-aged man with grey hair and a goatee is speaking. He is wearing a blue t-shirt with a small white logo on the left chest. His hands are raised in a gesture of emphasis. The background is a plain, light-colored wall. To the right, a portion of a kitchen cabinet and a black appliance, possibly a microwave, is visible.

And you're ten years
of age, do you

Poor practice and inappropriate behaviour

Behaviour which:

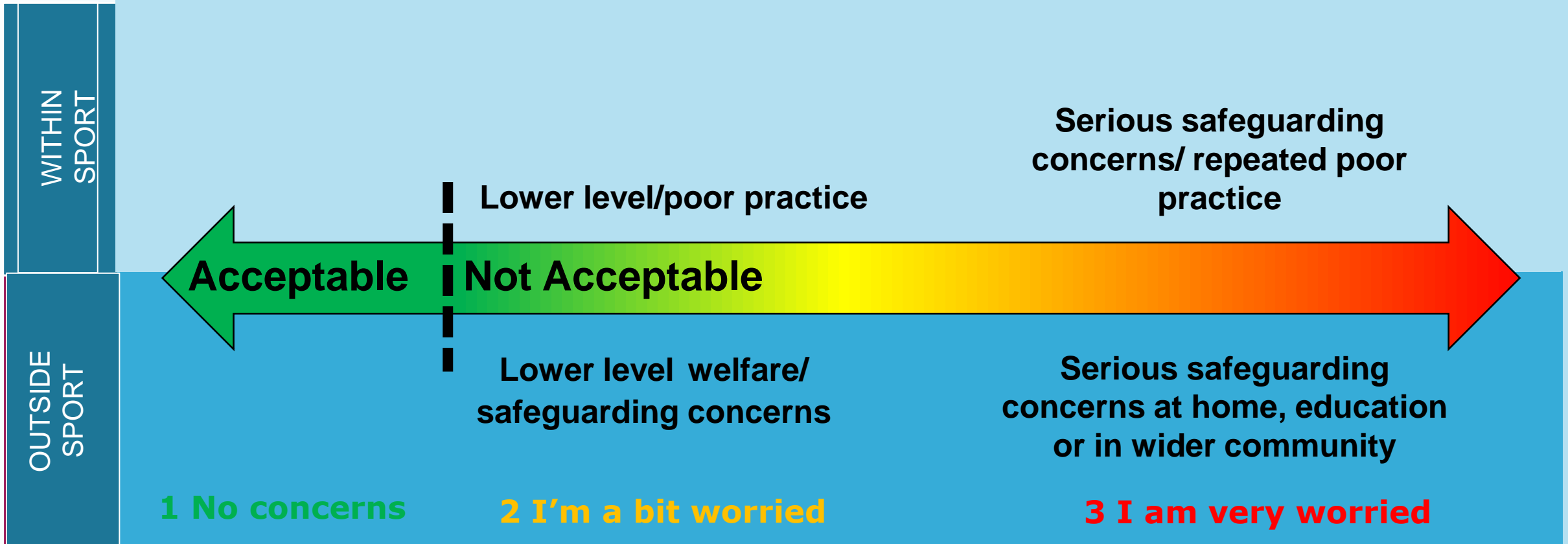
- does not meet the organisations Code of Conduct/Ethics.
- falls below the required professional standards.
- fails to deliver the expected standards of care to an individual someone is responsible for.
- may not be serious enough on it's own to be classed a safeguarding concern.



Can include: behaviour outside of the sport which may bring cause for concern about a role or responsibilities within the sport.

Report all poor practice and inappropriate behaviour!

Safeguarding Continuum



The impact of culture

The **visible** organisational culture – vision, strategy, shared values, structures, policy and procedure



The **invisible** organisational culture or the way things really operate



Beliefs, perceptions, tradition , norms , unwritten rules, values, stories, personalities

What makes a safer club?



Safeguarding culture



- Children's and parent's voice
- Welfare leads
- Policies, procedures and best practice guidance
- Case management group
- Reporting system
- Staff training and CPD
- Codes of Conduct
- Complaints and disciplinary processes
- Recording process
- Comms for all stakeholders
- Safe recruitment arrangements
- Information sharing
- Third party arrangements

Safe culture – preventative safeguards

- How can you create a safer culture?
- How do you know what's safe?
- How do you recognise safeguarding excellence?
- What has been done towards establishing a safer culture?

Benefits of a safer culture

- ✓ Participants are protected from harm
- ✓ Allegations are dealt with effectively
- ✓ Open and supportive culture promotes the safety and wellbeing of everyone
- ✓ Everyone is clear about roles and responsibilities
- ✓ Staff and volunteers are protected from misplaced allegations
- ✓ Welfare is a priority

Your organisation has a statutory responsibility to promote the welfare of children and adults at risk and protect them from harm.

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Contact details

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Thank you
Any questions?