

## Can Your Club Welfare Officer's Contact Details be found on your Website?

**Club Website** – Your club website must have the contact information for your Club Welfare Officer in an obvious, accessible place. Can you find the contact details of your Club Welfare Officer on your website within 10 seconds? If a young person has a concern and wants to contact the Club Welfare Officer, chances are this is where they will look. In March 2019 we completed an audit of club websites. Of our 85 affiliated clubs:

- Only 22% (19) have their Club Welfare Officer's name on their website
- Only 65% of those (13 clubs), have the Club Welfare Officer's contact details on their website

In the interests of safeguarding children, we need to see a minimum of the following information on your club website:

- 1) Name of your Club Welfare Officer in an easy to find place – eg under 'Contact Us', 'Committee', 'Meet the Team', AND if you have one, the 'Safeguarding Section'
- 2) How to contact the Club Welfare Officer (in the same place as above).

Ideally you will also include the following:

- 3) A sentence or two about their role, when to contact them, who to contact if they are not available
- 4) A number for children to ring if they need support – although we understand some Club Welfare Officers may not wish to have their telephone number on the website
- 5) A link to your Club Safeguarding Policy statement. Our website has 2 examples you might wish to adapt. [SnowSafe Sign up](#) or the [Club Safeguarding Policy](#) Statement template.

For example you could use all or some of the following:

*Our Club Welfare Officer can be contacted if you have any concerns about a child or adult's welfare, or for any advice about good practice in our club.*

*Name:*

*Tel:*

*Email:*

*Their role is to provide support and guidance to all club members and help ensure our club provides a happy and safe environment for all participants.*

*If they are not available contact our Deputy Club Welfare Officer (delete if you don't have one) or one of the numbers listed below.*

*Deputy CWO Name:*

*Tel:*

*Email:*

**Other Useful Numbers:**

Snowsport England's Safeguarding Lead: 01509 232323 or e mail [welfare@snowsportengland.org.uk](mailto:welfare@snowsportengland.org.uk)

*If you are a young person and need to talk to someone: ChildLine 0800 1111*

*If you are an adult and want some advice about a child you are worried about: NSPCC helpline 0808 800 5000*

*Or if you think a child or adult is in immediate danger contact the Police on 999.*

*If it is not an emergency, you can also contact the Police on 101 or Children's Social Care Services on xxxx or Adults' Social Care Services on xxx (google 'Children's social care services' and your county, or 'Adults' Social Care services' and your county and insert the numbers).*

*We have signed up to Snowsport England's Safeguarding Policy – **SnowSafe** and will abide by this and any future versions of it.*

Please also display one of the following posters on your website (and at the club if possible) as long as you are compliant with **SnowSafe**.

- 1) Club Safeguarding Statement Poster - [Download](#)
- 2) Safeguarding Policy Statement for Clubs – [Download](#)

Two clubs that stand out with clear, visible, accessible information are [Hemel Ski Race Club](#) and [Cross Snowsports](#). See how long it takes you to find their CWO!