

GCSC Welfare & Safeguarding

Safe People • Positive Environments • Brighter Futures

At Guildford City Swimming Club (GCSC), the welfare and safety of every member is our highest priority. We are committed to providing a safe, positive and inclusive environment in which everyone can enjoy swimming and reach their full potential.

If you have a concern about the welfare or safety of a child, young person or adult at risk, please speak to our Club Welfare Officer. You do not need to decide how serious the matter is, or whether it is technically a safeguarding concern — simply share what is worrying you.

We cannot promise complete confidentiality, but information will only ever be shared with those who need to know, in line with safeguarding, confidentiality and data-protection requirements.

What counts as a concern?

A concern does not need to be dramatic, or certain, before you raise it. It can include, for example:

- Physical, emotional or sexual abuse, or neglect
- Bullying, including online bullying
- Inappropriate contact or communication, including online
- Behaviour that leaves someone feeling frightened, humiliated or unsafe
- Poor practice that falls short of the Club's Codes of Conduct

If you are unsure whether something fits one of these categories, raise it anyway — see 'You do not have to decide whether it is safeguarding' below.

Our commitment

GCSC follows Swim England's Wavepower safeguarding policy and procedures. We aim to:

- Protect children, young people and adults at risk
- Promote welfare, wellbeing and dignity
- Provide a safe, positive and inclusive environment
- Ensure concerns are listened to, recorded and dealt with appropriately
- Maintain clear professional boundaries and transparent reporting routes
- Ensure coaches, teachers and regular volunteers complete a DBS check and Swim England's approved safeguarding training

Our Club Welfare Officer is independent of the coaching and committee structure, so that concerns can be raised and considered without conflict of interest.

Read [Swim England's Wavepower: Child Safeguarding for Clubs](#).

What happens when I raise a concern?

1

Tell us

Speak to the Club Welfare Officer, or use one of the alternative contacts listed below if that feels more appropriate.

2	We listen and record Your concern will be listened to, taken seriously and recorded factually. You may be asked enough questions to understand what has happened, but the Club will not carry out its own safeguarding investigation where that is not its role.
3	The appropriate route is identified The Welfare Officer will consider the concern against the Club's procedures and Swim England's Wavepower policy. It may be a safeguarding, welfare, code-of-conduct, or coaching/management matter.
4	Refer or escalate where required Where appropriate, the matter may be referred to County or Regional Welfare, Swim England's Safeguarding and Welfare Team, the Local Authority, the police, or another statutory service.
5	Appropriate communication and support Information is shared only with those who need to know. Subject to safeguarding, confidentiality and data-protection requirements, those involved will be kept appropriately informed about the process and the support available to them.

You do not have to decide whether it is 'safeguarding'

Members are not expected to diagnose or categorise a concern before speaking up. A disagreement about selection or coaching may remain a coaching matter; behaviour that affects a person's welfare may require a welfare or safeguarding response. If you are unsure, raise the concern and allow the appropriate people to determine the correct route.

If the concern involves the Welfare Officer, or you do not feel able to approach the Club

The Club Welfare Officer is an important first point of contact, but not the only route. You may instead use the appropriate County, Regional, Swim England or statutory contact. A concern should never go unreported simply because the usual contact is unavailable, or is involved in the matter.

If your concern is about how the Club itself — including the Welfare Officer — has handled a safeguarding matter, you can use the Club's whistleblowing policy, or raise the matter directly with Swim England's Safeguarding and Welfare Team.

Immediate danger or urgent risk

If a child or adult is in immediate danger, or there is an immediate risk of serious harm, call 999.

For non-emergency police assistance, call 101. Do not wait for a Club meeting or internal process where urgent protective action is required.

Key contacts

The Club should keep the names, telephone numbers and email addresses in this section synchronised with its current Child Welfare Contacts document.

- [GCSC Child Welfare Contacts](#)
- [Swim England Safeguarding and Welfare](#)

- [Swim England Welfare Officer Toolkit](#)
- [Swim England – Resolving Issues with Your Club](#)
- [NSPCC \(Helpline: 0800 800 5000\)](#)
- [Childline \(0800 1111\)](#)
- [Surrey Children's Services](#)
- [Surrey Safeguarding Children Partnership](#)

For swimmers: it's OK to speak up

If something makes you uncomfortable, worried, frightened or unhappy, you can tell someone. You do not need to know whether a rule has been broken, and you do not need to prove what happened before asking for help. You can speak to a coach, the Welfare Officer, a parent, or another trusted adult. If you would rather speak to someone outside the Club, use one of the independent contacts above.

For parents and carers

If you raise a concern, we will listen and identify the appropriate route. Where a matter is determined not to be a safeguarding issue, it may instead be dealt with under the relevant Club coaching, selection, conduct, complaints or grievance procedure. The Club should provide, or link to, the relevant squad specification and any other applicable policy where this helps to explain that process.

For coaches, volunteers and officials

Recognise, listen, record and report. Do not promise confidentiality, and do not investigate an allegation yourself. If someone may be at immediate risk, take appropriate protective action and use the emergency or statutory route. Safeguarding is everyone's responsibility — the Welfare Officer provides a reporting and escalation route, not a reason for others to disengage from concerns.

Codes of Conduct

Everyone at the Club is expected to follow the relevant Code of Conduct:

- [Code of Conduct – Swimmers](#)
- [Code of Conduct – Parents and Carers](#)
- [Code of Conduct – Coaches and Teachers](#)
- [Code of Conduct – Committee Members, Officials and Volunteers](#)

Changing rooms and photography

To protect everyone's privacy and safety, mobile phones and other recording devices must not be used in changing areas at any time. Photography and filming at galas and training sessions should follow the Club's photography guidance.

Useful information

- [Swim England Wavepower](#)
- [Swim England Wavepower FAQs](#)
- [Swim England Safeguarding](#)



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This page is intended to explain the Club's welfare and safeguarding routes in plain English. It does not replace Swim England's Wavepower policy, the Club's formal policies, or statutory safeguarding procedures. Where those procedures prescribe a particular action, that action takes precedence.