

Guildford City Swimming Club List of Welfare Contacts

In all club welfare cases please contact the Club Welfare Officer in the first instance.

As a swimmer or young person, should you need support at any time, please contact the Club Welfare Officer, or the Swimline telephone number 0808 100 4001, or Childline 0800 1111. Help is always available through these contacts.

If someone is in immediate danger, or a serious crime is being committed, call the Police on 999. If someone needs urgent medical help, call 999 for an ambulance.

1. Club Welfare Officer (FOR ALL CLUB MEMBERS)

Name: Lise Duetoft
Tel: 07824 888101
Email: welfare.officer@gcsc.co.uk

2. County Welfare Officer (Surrey)

Name: Dr Jeni Colbourne
Email: welfare@surreyasa.co.uk

3. Regional Welfare Officer (Swim England South East)

Name: Andy Giess
Email: welfare@southeastswimming.org

4. National Governing Body

Swim England Safeguarding and Welfare Team
Pavilion 3 SportPark
3 Oakwood Drive, Loughborough University, Leicestershire LE11 3QF
Tel: 01509 640700 (Option 1 for Swim England, then Option 5 for Safeguarding)
Email: safeguarding@swimming.org
Website: Swim England Safeguarding Contacts

5. Swimline, the Swim England / NSPCC Helpline

Tel: 0808 100 4001

6. NSPCC Helpline (adults worried about a swimmer)

Tel: 0808 800 5000
Email: help@nspcc.org.uk
Website: www.nspcc.org.uk

7. Childline (free, confidential support for anyone under 19, 24 hours)

Tel: 0800 1111
Website: www.childline.org.uk

8. Surrey Children's Single Point of Access (C-SPA)

Tel: 0300 470 9100 (Monday to Friday, 9am to 5pm)
Out of hours Emergency Duty Team, Tel: 01483 517898
Email: cspa@surreycc.gov.uk

9. Surrey Police

Emergency, Tel: 999
Non-emergency, Tel: 101 (24 hours)

10. NSPCC Child Protection in Sport Unit (advice for clubs and volunteers)

Tel: 0116 366 5580
Email: cpsu@nspcc.org.uk
Website: thecpsu.org.uk

11. Coram Kidscape (bullying advice for parents and carers)

Parent Advice Line, Tel: 0300 102 4481

Website: coramkidscape.org.uk

Updated 21.08.2026