



BRITISHROWING

Safeguarding Handbook 1

The Club Welfare Officer



Handbook Guide

Welcome to British Rowing's Safeguarding Handbooks. Within this handbook, you will be able to navigate with ease to find relevant policies, guidance and templates that will support you with your role in rowing.

Welfare in rowing means the safe and enjoyable participation of everyone, including children, young people and adults with care and support needs.

The Contents page will allow you to navigate to the relevant section by clicking on the section header or scrolling down to the corresponding page number.

If you want to print specific sections of this handbook, such as the sample templates we have included, go to your printer options and specify the page numbers or page range you would like to print.

To save paper, we would encourage you to make the most of this digital version and avoid printing the whole handbook.

We hope you find these handbooks useful in supporting you to create a safe and enjoyable environment for all participants in rowing.

If you have a concern, or have seen, or experienced, something that is not quite right, please report your concerns to your Club Welfare Officer, use the [British Rowing Report a Concern form](#) or email British Rowing at safeguarding@BritishRowing.org.

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Definitions & Terminology

Barred Lists: The Disclosure and Barring Service (DBS) maintain the two barred lists. One is a list of people who have been barred from working with children, and the other is a list of people who have been barred from working with vulnerable adults. The barred lists allow the Disclosure and Barring Service to keep a record of people who are not permitted to engage in regulated activity with children and/or vulnerable adults in an effort to prevent those people from doing jobs for which they are not suited.

Criminal Record Check: A generic term for a government/police check of an individual's criminal record. In the UK we use a DBS check. For more information, see under DBS check below.

Club Welfare Officer: The designated individual within a British Rowing affiliated club responsible for welfare. Their responsibilities are currently outlined in section 2.2 and Appendix 1 of this handbook.

Disclosure and Barring Service: The Disclosure and Barring Service helps employers in England, Wales and Northern Island make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children and vulnerable adults.

Event Welfare Officer: The designated individual within a British Rowing affiliated event. Their responsibilities are currently outlined in 2.3 and Appendix 2 of this handbook.

Regulated activity: Regulated activity is any activity deemed by the Disclosure and Barring Service to warrant the individual taking part in it to undergo a DBS check. For the full definition of regulated activity, please see section 7.1 of this handbook.

Young volunteer: Any volunteer at a club, or event, who is under the age of 18.

Children and young people: A child is anyone under the age of 18 years. A young person is someone who is over 16 and under 18.

Throughout this handbook, we will refer to children and young people using the collective term of 'child'.

Adults at risk: An adult at risk is an adult who has care and support needs; is experiencing or is at risk of abuse or neglect; and because of their care and support needs cannot protect themselves against actual or potential abuse or neglect.

Adults with care and support needs: An adult with care and support needs is an individual, who, due to illness, disability, a mental health issue or an addiction, cannot cope without care and support.

Throughout this handbook, we will refer to both adults at risk, and adults with care and support needs, using the collective term of 'adult with care and support needs'.

Parents, carers and guardians: A **parent** is any person who is the biological father or mother of another person. A **carer** is any person who cares for an individual, who, due to illness, disability, a mental health issue or an addiction, cannot cope without that care and support. A **guardian** is a person who has been appointed by a court or otherwise has the legal authority to care for the personal and property interests of another person.

Throughout this handbook, we will refer to parents, carers and guardians with the collective term of 'parents/carers'.

Introduction

British Rowing recognises that abuse can take place anywhere, including in a rowing environment and online, and that it is everyone's responsibility to report concerns. Failure to act is not an option. Abuse can take place face-to-face and online and perpetrators can be other children or adults, including those in positions of trust.

The purpose of this handbook is to provide information to Club Welfare Officers (CWOs) on how they can effectively carry out their role in the rowing community. The reader should recognise that, although this information is pertinent to CWOs, there is also additional guidance that may be of use to staff and volunteers working in a club setting.

We recognise that the CWO has a key role in rowing and carries a lot of responsibility. We have policies, procedures, training and support available to CWOs to support them with this and help foster safe environments in their rowing clubs.

CWOs should make themselves available to club members who wish to report or disclose concerns about possible abuse or poor practice they have either been told about or witnessed. CWOs should work with staff and volunteers at their club to ensure that everyone in the club knows how to report concerns, how to spot the signs of abuse and that everyone working in the club has been hired through safer recruitment processes.

This handbook is underpinned by the British Rowing Code of Conduct, as well as our Safeguarding policies, procedures and guidance, all of which can be found on [British Rowing's Policies and Guidance Webpage](#).

Section 1 - Duty of Care

Both British Rowing and rowing clubs have a duty of care towards children and young people in rowing. Fundamentally, a duty of care means that British Rowing and rowing clubs need to take reasonable measures in the circumstances to ensure that individuals will be safe, especially when participating in training or racing at the club or at an event.

When children and young people are involved in organised sports, including races or training, and are to any extent under the care and/or control of one or more adults, the adult(s) have a duty to take reasonable care to ensure their safety and welfare.

A duty of care can be imposed by:

- common law or statute
- contract
- acceptance by an individual.

There is no general duty of care upon members of the public towards the public at large. However, there is a duty of care if there is a formal relationship, for example, between a club and their member(s), or a coach and their athlete(s).

1.1 - The duty of care

Anyone in authority has a duty of care towards those they have authority over. This applies particularly to those who have responsibility for children and young people.

In rowing, the club has a duty of care to ensure that its coaches and volunteers, particularly those working with children in or for the club, are appropriately trained and informed about good practice. The club must take reasonable care to ensure that the coaches and volunteers are not a risk to children or adults with care and support needs, and that the club and its officials, especially the Club Welfare Officer, respond appropriately to any concerns that are raised.

In a rowing situation, a club would need to ensure an activity is authorised and the coaches are appropriately qualified and trained for the task, and a coach would have the responsibility of ensuring that this is managed in a safe manner throughout.

As with other activities outside of the sporting arena, those responsible for sports activities should carry out a risk assessment. When carrying out risk assessments, it is vital to attend to the requirements relating to the duty of care and the other aspects of health and safety. There is more on this in British Rowing's [RowSafe: A Guide to Safe Practice in Rowing](#).

1.2 - Reasonable measures

[The Child Protection in Sport Unit](#) (CPSU) has established the Standards for Safeguarding and Protecting Children and Young People in Sport (2003), to identify what National Governing Bodies, such as British Rowing, should have in place regarding safeguarding and creating a safe environment for children, young people and adults at risk. All affiliated clubs of British Rowing are required to adopt its safeguarding policies and procedures.

Section 2 - Designated persons with responsibility for safeguarding children and adults with care and support needs

2.1 - British Rowing Lead Safeguarding Officer (LSO)

The role of the Lead Safeguarding Officer is:

- to lead in the delivery of its safeguarding strategy and responsibilities;
- to drive change and develop organisational policy and procedure, as well as ensure the organisation is adhering to the appropriate legislation and standards;
- to ensure British Rowing is supporting clubs, and more specifically CWOs, in their duty to effectively safeguard their members.

The LSO is available to all CWOs to offer support and guidance on any safeguarding enquiry or concern as well as being able to offer guidance on any possible initiative or change in practice the CWO is considering.

The LSO is responsible for:

- working with others within British Rowing to create a positive, child-centred environment within the sport;
- playing a lead role in developing and establishing the organisation's approach to safeguarding;
- managing cases of poor practice and abuse reported to the organisation;
- managing referrals to children's social care services and the police;
- ensuring British Rowing has up-to-date policies in place relating to the safeguarding of children and adults at risk;
- providing advice, information and support to CWOs and supporting clubs regarding their recruitment, selection and training;
- providing advice and support to regional welfare advisers and supporting the regions regarding their recruitment, selection and training;
- providing advice on British Rowing's training needs and the development of its training strategy concerning safeguarding;
- supporting the Safeguarding Committee and working with the Board Safeguarding Champion as required;
- playing a lead role in drafting and regularly reviewing British Rowing's strategy, policies and implementation plan for safeguarding and protecting children.

2.2 - Club Welfare Officer (CWO)

The role of the CWO is to support the club, and everyone associated with it, in relation to safeguarding and welfare; to create safe, inclusive environments; and to respond to concerns and disclosures. While the CWO is a safeguarding focal point, it is the responsibility of the committee, all club members, and visitors to uphold British Rowing safeguarding policies and procedures to safeguard children and adults at risk.

Every rowing club must appoint a CWO. While some clubs may not have children (under 18s) rowing regularly, they may have contact with children from time to time, such as having visitors who are under 18. Additionally, the CWO has a responsibility for safeguarding adults at risk. While their work is generally focused on the needs of children or adults at risk, in many clubs they may also be the first point of contact in dealing with the concerns of an adult member. They should therefore understand the processes that exist in their club for dealing with complaints. Guidance on dealing with club or regional disputes can be found on the [British Rowing website](#).

Many larger British Rowing clubs appoint two welfare officers to provide better coverage and to share administrative tasks. If your club has resources to do this, it may be a viable option and provide further support to members.

The CWO¹ must:

- have a child-focused approach;
- have excellent communication skills;
- have the time, training and skills to provide safeguarding support and advice as required;
- understand the boundaries of their role and when to seek external advice and support (such as from the British Rowing Lead Safeguarding Officer);
- know when to refer and where to seek advice and support;
- be contactable within agreed times and days and have alternative contacts in the club when the CWO is not available;
- be well organised;
- have good administrative and recording skills;
- be well known in the club;
- be calm and approachable;
- be a registered member of British rowing;
- keep records of all those who have been vetted within the club and ensure that DBS checks are updated every three years;
- ensure that safer recruitment procedures are observed.

¹ A model role description can be found in [Appendix 1](#).

The CWO **must not** be someone involved directly in coaching or day-to-day running of the children's or junior programmes as this may create a conflict of interest. For example, if someone has safeguarding concerns about a coach or a committee member, they must be able to raise their concerns with someone independent of those groups.

The role² encompasses proactively promoting safeguarding, including:

- ensuring CWO information is easily and widely available, such as by having posters in the club;
- supporting the committee to update and communicate safeguarding policies and procedures to coaches, staff, volunteers, children, families and all other members and visitors;
- ensuring that safe recruitment procedures are observed, such as when advertising roles; including safeguarding questions in relevant interviews; and pursuing references for everyone, including staff and volunteers (in addition to DBS checks);
- keeping and securely storing confidential records, including of all those who have been vetted within the club;
- ensuring that DBS checks are updated every three years and are uploaded to ClubHub (certificates or photocopies/scans of it should not be kept);
- keeping a log of those who have had safeguarding training and when they had it, which should also be uploaded to ClubHub;
- responding to safeguarding concerns and disclosures when they arise in line with club policy and best practice;
- working with British Rowing (and where required, other external safeguarding authorities) on safeguarding concerns and disclosures.

2.3 - Event Welfare Officer (EWO)

The role of the EWO is to support an event and everyone associated with it; to create a safe, inclusive environment at an event; and to respond to concerns and disclosures raised at or about an event. While the EWO is a welfare focal point, it is the responsibility of the Event Organising Committee (EOC), and all participants and spectators, to uphold British Rowing safeguarding policies and procedures to safeguard children and adults at risk.

Every event must appoint an Event Welfare Officer. While some events may not have children (under 18s) taking part, there may be spectators or supporters who are under 18. Additionally, the EWO has the responsibility for safeguarding adults at risk.

All EWOs must be appointed in accordance with British Rowing's Safe Recruitment Guidelines.

The EWO³ must:

² The Club Welfare Officer Model Role Description can be found in Appendix 1. Clubs are encouraged to use this when advertising for a new CWO.

³ A model role description for the Event Welfare Officer can be found in [Appendix 2](#)

- have a current enhanced DBS and ideally already be a CWO, or have obtained an enhanced DBS through another role in their rowing club;
- have completed recognised Safeguarding and Protecting Children training within the last three years (for the British Rowing Safeguarding training requirements, please see [Section 6 of this handbook](#));
- have a child-focused approach, always prioritising the safety and wellbeing of all children;
- have excellent communication and listening skills;
- have the time and skills to provide safeguarding support and advice as required;
- understand the boundaries of their role and know when to seek external advice and support (such as from the British Rowing Lead Safeguarding Officer);
- know when to refer and where to seek advice and support;
- be available throughout the event;
- be well organised;
- have good administrative and recording skills;
- be calm and approachable;
- be a registered member of British rowing;
- keep records of all those who have vetting within the event and ensure that appropriate DBS checks are in place;
- ensure that safer recruitment procedures are observed (i.e. as well as a DBS checks, pursuing references for those who will be volunteering with substantial, unsupervised access to children).

The EWO must not be someone involved in coaching or supporting a crew taking part in the event. This is because sometimes safeguarding concerns may be about a coach, so it is important individuals have someone independent with whom to raise concerns.

Section 3 - How to register as a Club Welfare Officer

The selection a new CWO for the club should be an open and collaborative process involving the current CWO, the club chair or committee, and the soon-to-be-appointed CWO. When selecting your new CWO, your club must follow safer recruitment guidelines, which can be found in [Section 4 of this handbook](#).

To ensure this process is as smooth as possible, it is recommended that the CWO and the Club Chair or committee read through this section as a step-by-step guide for hiring a new CWO.

3.1 - Appointing the Club Welfare Officer

Once your club has gone through an open and fair recruitment process and your new CWO has been appointed, the Club Chair must inform British Rowing by emailing safeguarding@britishrowing.org, copying in the newly appointed CWO and confirming the following:

- the name of the previous CWO;
- the name of the new CWO;
- when the new CWO was appointed;
- when the new CWO will begin their role.

This notification acts as a security measure so we can be sure that we have contact with the correct individual at the club.

The club should then take the necessary steps to ensure that everyone at the club is aware of the change in CWO, knows who the new CWO is and how to get in touch with them. It may be useful to announce this via your club's social media channels, newsletters, and/or by a notice on the club notice board.

Finally, the club should ensure that the CWO is fully supported during their induction into the new role. It is best practice to ensure that there is a handover period between the CWOs. This handover period should last approximately two weeks, ensuring that the new CWO has plenty of time to be guided through the club's policies, procedures and reporting structures, and meet key contacts. It is also important for the club to continue supporting the CWO throughout their role, not just during the induction process.

3.2 - Registering the Club Welfare Officer

3.2.1 - ClubHub

All clubs, whether they are open, school or university, must ensure that their CWO's contact details are kept up to date on the British Rowing membership system ClubHub. The Club Administrator must list the new CWO on the club profile with **both Club Welfare Officer access and ClubHub Admin** access to allow the CWO to fulfil all their duties, including the administration of DBS checks.

The image below shows what this will look like on ClubHub.

Roles	<input type="checkbox"/> Bar Manager	<input type="checkbox"/> Junior Coordinator
<input type="checkbox"/> Boat Manager	<input type="checkbox"/> Learn to Row Coordinator	
<input type="checkbox"/> Club Captain	<input type="checkbox"/> Member	
<input type="checkbox"/> Club Chair	<input type="checkbox"/> Membership Secretary	
<input type="checkbox"/> Club Email	<input type="checkbox"/> Men's Captain	
<input type="checkbox"/> Club Manager	<input type="checkbox"/> Online Entry Admin	
<input type="checkbox"/> Club Rowing Safety Adviser	<input type="checkbox"/> President	
<input checked="" type="checkbox"/> Club Welfare Officer	<input type="checkbox"/> Recreational Coordinator	
<input checked="" type="checkbox"/> ClubHub Admin	<input type="checkbox"/> Secretary	
<input type="checkbox"/> Coach	<input type="checkbox"/> Social Secretary	
<input type="checkbox"/> Digital/Press Officer/Web	<input type="checkbox"/> Squad Captain	
<input type="checkbox"/> Entries Secretary	<input type="checkbox"/> Treasurer	
<input type="checkbox"/> Go Row Indoor Coordinator	<input type="checkbox"/> Vice Captain	
<input type="checkbox"/> Incident Reporting Admin	<input type="checkbox"/> Volunteer Coordinator	
<input type="checkbox"/> Inclusion Officer	<input type="checkbox"/> Women's Captain	
<input type="checkbox"/> Integrity & Ethics Officer		

To do this, the Club Administrator must:

- access their club's profile on the 'My Club' section of ClubHub;
- select the newly appointed CWO in the 'club members' tab (to be appointed, a CWO, will need to have a BR membership, so they should appear in your clubs' list of members – speak to your Club Chair if not);
- click on the CWO's profile and select the 'Club Role' tab;
- click the 'Update Roles' button and select 'Club Welfare Officer' and 'ClubHub Admin' from the list.

If your Club Administrator is not set up on ClubHub with administrator access, please contact membership@britishrowing.org for support, as they should have this access.

3.2.2 - DBS System - Know Your People

Once the CWO is set up on ClubHub, they will then need to gain access to Know Your People to monitor Disclosure and Barring Service (DBS) checks at their club. This system should be explained to the current CWO by the former CWO during their handover period.

One of the responsibilities of the CWO is to ensure that their club follows appropriate safer recruitment processes for individuals the club wishes to deploy in roles with children and adults at risk. Once the CWO has completed all steps in Section 3.1 – 3.2.1, the CWO should email (safeguarding@britishrowing.org) to request access to Know Your People. In the email, the CWO should include:

- the name of their club;
- the name of the former CWO at the club;
- details of any other members with DBS responsibilities;
- an email address to be assigned to the verifier role. This email address *must be different* to the email address the CWO used for their DBS check.

Once these details have been provided to British Rowing, the CWO will be set up on Know Your People as their club's verifier and they will receive an email from Know Your People with sign-in instructions.

Please note that login details and the right to view the confidential information on the service are provided in connection with the CWO's responsibilities and must not be shared with anyone else, other than the secondary individual at the club who is responsible for DBS verifications (if applicable). Access for CWOs to Know Your People as Verifier for their club is authorised on this basis, and understanding of the following.

- The service will be used appropriately.
- The club will ensure that the full safer recruitment process is followed for all volunteers and employees in roles of trust or responsibility for children, in line with best practice, which can be found in [Section 4 of this handbook](#).
- The club will ensure that all those individuals it deploys in roles of trust or responsibility for children have read the Safeguarding Children and Young People Policy and attended a recognised Safeguarding and Protecting Children Workshop, renewable every three years. More information can be found in [Section 6 of this handbook](#).

3.2.3 - RowHow

CWOs can access the Welfare Officer Corner, via our online education and training hub, RowHow. Here, we have lots of resources to support them in their role, along with access to all our Club Welfare Officer newsletters, posters and leaflets for clubs, and links to recently updated policies and guidance notes and the Welfare Officer Forum. The Welfare Officer Forum is a great way for CWOs to keep in touch, and we strongly recommend you sign up to the forum.

We also host our online Introduction to Safeguarding course on RowHow. To access RowHow:

- login to ClubHub;
- open the 'Member Area';
- select the 'RowHow' tile;
- request access via the RowHow homepage;
- once access has been granted, login to RowHow using your ClubHub login details;
- select the 'Welfare and Integrity' button;
- select 'Welfare Officer Corner' under the Safeguarding section.

Section 4 - Safer recruitment guidance

Safer recruitment is best practice in recruitment as well as a fundamental part of safeguarding. Even if a role is voluntary, and/or a club or event is small, all the steps below should be taken to ensure safer recruitment is implemented.

This section is about 'safer' recruitment because it is important to remember that, while all the above steps help to prevent those who wish to harm children and/or adults at risk from being employed by your club or event, they do not guarantee that an individual is safe to work with children/adults at risk.

British Rowing would stress the importance of safer recruitment for everyone so that our clubs and events can protect their ethos and live up to the expectations of members, staff, and volunteers.

This guidance applies to the recruitment of all staff and volunteers in British Rowing affiliated clubs and events and you should note that parts of it are especially relevant to those working with juniors. It states that all staff and volunteers for British Rowing and its affiliated clubs and events should go through an appropriate vetting process before their appointment to establish their suitability to work for you and especially to work with children, young people and adults with care and support needs.

Safer Recruitment requires that you always do the following.

- Advertise all roles, even if only on the club or event website/noticeboard, as this enables an open process. Your advert should include a description of the role (role profile), highlight that your club/event takes safeguarding extremely seriously and, where appropriate, state that a Disclosure and Barring Service (DBS) check will be a requirement.
- Have an appropriate recruitment process in place to ensure fair treatment, including a process to verify the person's identity, for example by checking their passport, requesting two references or contacting the individual's previous club.
- If recruiting volunteers under 18, refer to [Section 5 of this handbook](#).
- Ask about the person's attitude to safeguarding at interview.
- For roles that will involve working with children/adults at risk (such as coaches and the CWO), ask questions that gauge the individual's knowledge of safeguarding and their suitability for the role.
- Ensure a DBS check is carried out through British Rowing if the role involves 'regulated activity'. Your CWO should be able to advise if a role requires a DBS check and create an online application for applicants. Please remember that if a volunteer changes roles within British Rowing, they may still need a new DBS check. Check this by emailing safeguarding@britishrowing.org.
- Never assume that a DBS is clear if you do not receive notification of clearance from British Rowing. A person's DBS status will be visible on the Criminal Record Check status on their Club Hub membership record.
- Ensure that, until the person's DBS is cleared, they are not allowed to start in their role if it is working with children/adults at risk, unless supervised at all times.

- Request references from each applicant's last two employers/clubs, even if you know the person. Follow the references up before you offer the person the role and keep the references for the successful candidate on file should you need to refer back to them.
- Carry out some basic internet searches to make sure applicants are not currently ineligible or unsuitable to undertake the role you are advertising. Examples of where you can search include [British Rowing's disciplinary cases](#) or [World Anti-Doping Agency's Prohibited Association List](#).
- Carry out a proper induction, including any relevant safeguarding or other training before the individual commences their role.
- Consider appointing someone to mentor/support the individual during their first few months at the club.
- Ensure the new person has a meeting with their line manager/supervisor before starting and outline how often these meetings will take place and what other supervision and support is available.
- Make sure safeguarding is raised at all one-to-one catch-up meetings so that the individual can share concerns and ideas.
- Have in place a proper contract of employment and job description for **all** employees and a role description for volunteers to include all safeguarding and other requirements.
- Ensure that **all** employees and volunteers read and understand the Safeguarding Children and Young People Policy, British Rowing's Code of Conduct, all relevant policies and guidance, such as RowSafe, and ideally have them sign a document to confirm they have done so.

[Appendix 3](#) provides a template form that a club/event can use to seek references when recruiting a new volunteer, in line with safer recruitment guidance.

[Appendix 4](#) provides a template form that a club/event can use when hiring a new member of staff. Again, this includes the questions which should be asked and the procedures to follow when hiring staff in line with safer recruitment guidance.

4.1 - Sharing best practice

British Rowing encourages all clubs/events, their CWOs or EWOs and others to share best practice and experience of safer recruitment with other clubs/events and with British Rowing. You can share this best practice by:

- emailing safeguarding@britishrowing.org, where it may feature (with your permission) in our bi-monthly CWO Newsletter;
- posting a summary of the best practice in the Welfare Officer Forum on RowHow, where it can be shared with and commented on by other CWOs.

Section 5 - Recruitment of young volunteers

Volunteering can be a great way for young people to learn and develop new skills and gain experience for their future employment. If your club is working with young volunteers, there are a few things you must consider. Clubs must protect their young volunteers and do all they can to make sure that their experience is positive, and this should be balanced with the needs of the groups and the individuals they work with.

5.1 - Assessing the risk

Young volunteers are still children as they are under 18 and are considered a vulnerable group. As with all voluntary placements, you should carry out a risk assessment to identify any potential issues, including safeguarding issues that might occur with the tasks young people are undertaking. These risks include:

- the potential for exploitation of young volunteers;
- the impact of pressures young people may be experiencing at this time in their lives;
- negative effects on the mental health and wellbeing of young volunteers.

5.2 - Selecting young volunteers

When recruiting young volunteers, or volunteers in general, your club must follow safer recruitment guidance as outlined in Section 4. Your club should also ensure that they follow a recruitment process that is inclusive and accessible to people of different backgrounds, diverse ethnic communities.

A club must ensure that a young volunteer:

- agrees to the British Rowing Codes of Conduct;
- provides written permission from their parent/carer that they may carry out the responsibility they have been assigned;
- is supervised at all times by at least one adult who holds a current DBS check and has undergone the appropriate safeguarding training;
- is not left alone with one adult;
- knows their responsibilities regarding safeguarding, and how to report any concerns they have or become aware of;
- is not given responsibilities unsuitable for their age and especially responsibilities that may put someone at risk of harm e.g. sole supervision of other juniors or lifting heavy equipment.

Just because a young volunteer has some form of responsibility, this does not make them an adult. A young volunteer is still a child, and therefore cannot be left unsupervised. The club should also ensure that appropriate liability insurance is in place to cover young people in volunteer roles.

Additionally, for any other volunteers your club is considering enlisting, please ensure to follow our safer recruitment guidance, as described in [Section 4 of this handbook](#).

5.3 - Young volunteers from other groups

There are lots of groups and organisations that help and encourage young people to find volunteering opportunities, such as the Duke of Edinburgh's Award and National Citizen Service. Some schools and colleges also run volunteering schemes with their students. There can be benefits in working alongside these groups as they are experienced in working with young volunteers.

They will have a safeguarding process they will expect you to follow, as well as the processes required by your club and British Rowing.

You should also find out if the programme expects anything of the young volunteers. For example, do they require regular updates, will the young volunteer need to carry out certain activities? If there are additional requests such as these, this should be discussed with the young volunteer and their parent/carer.

5.4 - Young volunteers working with other vulnerable groups

If young volunteers are working with other groups of young people, or adults at risk, it is important to understand that they:

- have a responsibility for others;
- are in a position of authority;
- must behave appropriately and in line with good safeguarding practice;
- must never be in a position of responsibility, and always in the presence of two adults, one of whom must have a current DBS.

Young volunteers should understand their safeguarding responsibilities, know what you expect from them and what steps they should take if a safeguarding matter arises. Make sure your club's safeguarding policies and procedures are written and presented in an accessible way for young volunteers and ensure they can be accessed at all times.



It's important that young volunteers know who to talk to if they have any concerns and that they should do so as soon as possible rather than keep any worries to themselves.

Section 6 - Safeguarding training requirements

As part of our commitment to ensuring a safe and enjoyable rowing environment for all participants, British Rowing requires that individuals in certain roles or undertaking certain activity complete specified safeguarding training.

To meet the demands of training in rowing, we have decided to adopt recognised external training providers. This will help ensure that everyone has access to the training they need and that the training remains up to date and consistent with evolving practice from the CPSU.

The following table sets out the training requirements for each role. Further example of these roles are set out in the following sub-sections 6.1 to 6.4.

Role	Introductory Training	Training Requirements for certain roles		
	British Rowing Introduction to Safeguarding or, other introductory course delivered by UK Coaching, the NSPCC or an Active Partnership	UK Coaching Safeguarding & Protecting Children (Every 3 years)	UK Coaching Safeguarding Adults or, Ann Craft Trust Introduction to Safeguarding Adults (Every 3 years)	UK Coaching Time to Listen (Every 3 years) AND a British Rowing CWO Induction
Anyone involved in rowing				
Coaches and any other supervisors of children				
Coaches and others working with adults at risk				
CWOs and EWOs				

6.1 - Training requirements for Coaches and supervisors of children and/or adults at risk

The following is a non-exhaustive list of roles that would be subject to these requirements:

- Coaches working with children and/or adults at risk;
- Athlete support personnel working with children and/or adults at risk;
- Other volunteers working with children and/or adults at risk;
- Club staff or officers working with children and/or adults at risk;

Following guidance from the NSPCC Child Protection in Sport Unit, training must be sport-specific and tutor-led. This means that the training must be carried out in a setting that is facilitated by a designated tutor. Renewal of the tutor-led training is required every three years.

6.2 - Training requirements for Club Welfare Officers and Event Welfare Officers

Individuals with a safeguarding-specific responsibility for children and/or adults, are required to complete specific safeguarding training as set out in Section 6.1 above.

In addition they are then required to carry out the UK Coaching Time to Listen course delivered by UK Coaching and also attend a CWO Induction delivered by the British Rowing Lead Safeguarding Officer.

6.3 - Training recommendations for other people involved in Rowing

We recommend all individuals involved in rowing complete introductory safeguarding training. If you wish to attend introductory safeguarding training, we can recommend the following courses and providers:

- British Rowing Online Introduction to Safeguarding, delivered via our online learning hub, RowHow;
- Other introductory safeguarding training, delivered by UK Coaching, an Active Partnership or the NSPCC.

6.4 - What to do upon completion of your training

- Download a copy of your certificate and then upload this to the credentials tab of your British Rowing membership account as evidence.
- There are four safeguarding credentials to choose from on Club Hub:
 - 1) Introduction to Safeguarding
 - 2) Safeguarding Children & Young People
 - 3) Safeguarding Adults
 - 4) Time to Listen

Please ensure you select the correct credential for your training - only a tutor-led safeguarding course that meets the requirements of section 6.1 will be accepted for the Safeguarding Children & Young People credential. Other learner-led online courses will qualify for the Introduction to Safeguarding credential.

British Rowing may verify your attendance by contacting the training provider.

The screenshot shows the 'MY PROFILE' page with the 'CREDENTIALS' tab selected. The page has a teal header with a user icon and the text 'MY PROFILE'. Below the header are three tabs: 'PROFILE', 'MEMBER DETAILS', and 'MEMBERSHIP'. Under 'MEMBERSHIP', there are five icons: 'ABOUT YOU', 'EMERGENCY CONTACT', 'EMAIL COMMS', 'CREDENTIALS' (which is highlighted), and 'ACTIVITY'. The 'CREDENTIALS' section has a title 'Credentials' and a description: 'This is where you can add and track the status of credentials that have an expiry date, such as first aid certificates, DBS checks etc.' A red circle highlights a dashed box containing a '+ Add Credentials' button. To the right of this box is a 'Credential Category' dropdown menu set to 'All'. Below these are filter buttons: 'Relevant', 'All', 'Active', 'Pending Approval', 'Expired', 'Awaiting Referral', 'Awaiting Response', and 'Inactive Pending Conditions'. The main content area displays two active credentials:

Credential	ID	Status	Starts	Ends
Safeguarding Children and Young People	CR025559	ACTIVE	10/01/2023	09/01/2026
CRC	CR026067	ACTIVE	24/12/2022	24/12/2025

If you are struggling to upload your certificate of training, please email safeguarding@britishrowing.org for support.

Section 7 - Disclosure and Barring Service (DBS) Checks

As the National Governing Body for Rowing in England, we are legally responsible for ensuring volunteers or members of staff have completed the appropriate DBS checks **before** being deployed in their role. Clubs also share this legal responsibility as employers and/or organisations using volunteers. Therefore, no individual who may commence their role until the appropriate DBS check has been completed.

7.1 - Do I need a DBS Check?

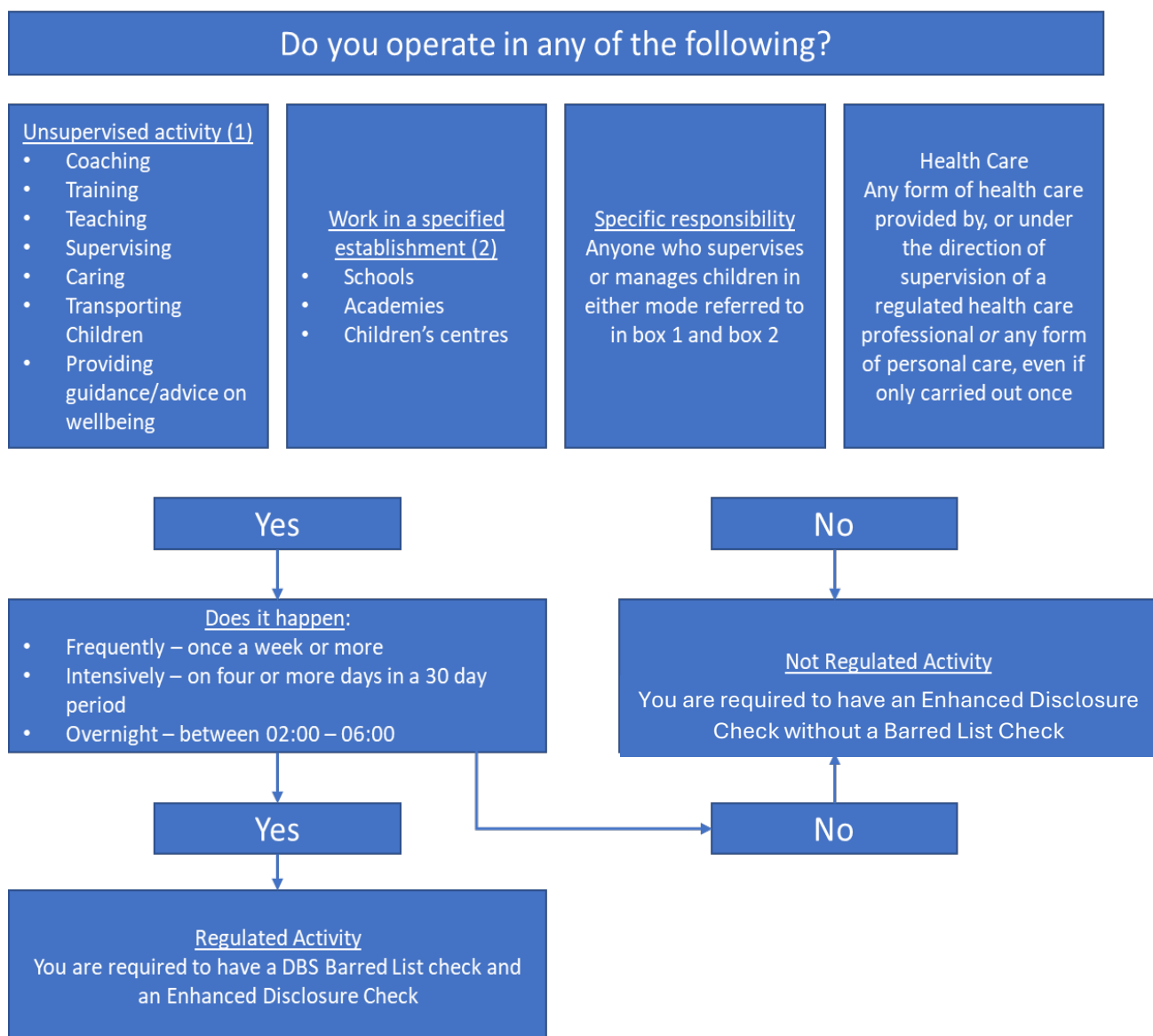
The following is a list of roles in rowing for which a DBS can be undertaken. These roles have all been assessed by the British Rowing as all being in Regulated Activity, with the exception of the 'Supervisor of Children' role which can also be not in regulated activity. This is a 'catch-all' role to cover the various other roles that take place within rowing that will require a DBS check.

When applying for a DBS check please use this table as a guide to select the most appropriate role on the system to match your operational role in the sport.

Role	Role Description
Coach - Volunteer	All types of volunteer roles coaching children. e.g. rowing coach, strength and conditioning coach, etc
Coach - Paid	All types of paid roles coaching children. e.g. rowing coach, strength and conditioning coach, etc
Coach Adult Workforce – Volunteer	All types of volunteer roles coaching adults at risk, that is those with care and support needs. eg. rowing coach, strength and conditioning coach
Coach Adult Workforce - Paid	All types of paid roles coaching adults at risk, that is those with care and support needs. eg. rowing coach, strength and conditioning coach
Supervisor of Children - Volunteer	If you are a volunteer and none of the other roles apply to you but a DBS is still needed, and you <u>are</u> in Regulated Activity. For example, a parent supervising junior rowing sessions, a person transporting children from the club to competitions, etc. <i>(Follow the below flow chart to check whether your role is considered Regulated Activity or not).</i>
Supervisor of Children - Paid	If you are paid and none of the other roles apply to you but a DBS is still needed, and you <u>are</u> in Regulated Activity. For example, a parent supervising junior rowing sessions, a person transporting children from the club to competitions, etc. <i>(Follow the below flow chart to check whether your role is considered Regulated Activity or not).</i>
Supervisor of Children; Non Regulated Activity - Volunteer	If you are a volunteer and none of the other roles apply to you but a DBS is still needed, and you <u>are not</u> in Regulated Activity. For example, a parent supervising junior rowing sessions, a person transporting children from the club to competitions, etc. <i>(Follow the below flow chart to check whether your role is considered Regulated Activity or not).</i>

Supervisor of Children; Non Regulated Activity - Paid	If you are paid and none of the other roles apply to you but a DBS is still needed, and you <u>are not</u> in Regulated Activity. For example, a parent supervising junior rowing sessions, a person transporting children from the club to competitions, etc. (Follow the below flow chart to check whether your role is considered Regulated Activity or not).
Welfare Officer - Volunteer	Volunteer Club and Event Welfare Officers
Welfare Officer - Paid	Paid Club and Event Welfare Officers
Medical Professional - Volunteer	All volunteer roles which involve the provision of personal or medical care, e.g. doctors, psychologists, physiotherapists, soft tissue therapists
Medical Professional - Paid	All paid roles which involve the provision of personal or medical care, e.g. doctors, psychologists, physiotherapists, soft tissue therapists

7.1.1 - DBS Flow Chart (Regulated Activity)



7.1.2 - What does 'supervision' mean in the context of regulated activity?

Supervision in this context refers to supervision of the worker/volunteer and not supervision of the children.

Supervision should be:

- 'regular and day to day' (must not be concentrated in the first few weeks and then tail off);
- undertaken by someone who is in a regulated activity themselves;
- direct (within direct sight and hearing at all times).

7.2 - Portability of DBS checks

In line with our previous guidance on portability of DBS checks, and following consultation with the CPSU (Child Protection in Sport Unit), British Rowing considers that there is an unacceptable risk in accepting DBS checks obtained through another body as British Rowing has no control over the rigour and reliability of any ID checking process. Therefore, we will continue to require that anyone working in regulated activity, as defined in section 7.1 of this document, must have obtained a DBS check through British Rowing.

It is important to note that British Rowing DBS checks are 'portable' between British Rowing clubs. However this does not apply to DBS checks undertaken through a school club that does not use the British Rowing DBS system – such a DBS is not portable to other British Rowing Clubs. If an individual gets their DBS check through British Rowing, and then transfers to a new club within British Rowing, they do not need to apply for a new DBS check. This is dependant on their role being the same, and they are still in regulated activity with the same level of responsibility as they had before. If their role has significantly changed, please enquire with the Safeguarding & Integrity team at safeguarding@britishrowing.org.

It should also be noted that at the present time British Rowing does not accept DBS checks that are completed through the DBS update service.

7.3 - How to set up applications

As a CWO, one of your responsibilities is managing DBS checks for your club's membership. Typically, clubs will ensure that the committee, or a different senior member of the club, will help the CWO coordinate DBS checks throughout their club.

As described in [Section 3.2.2 of this document](#), the CWO must ensure that they register themselves with the Know Your People system. Once the CWO is registered with this system, they will be able to set up DBS applications on behalf of their members.

All DBS checks are now started and finish in Club Hub, which links directly to Know Your People. Guidance on how to start a DBS check for a club member can be found on the safeguarding pages of the British Rowing website.

Once this has been completed, the applicant will receive an email to the address linked to their British Rowing membership. This will include instructions on how to complete the application.

7.3.1 - Checking Identification documents

The applicant may select either 'Post Office verification', or 'organisation verification'. There is an additional cost for Post Office verification. If 'organisation verification' is selected the CWO, or Club Chair, is responsible for checking the chosen identification documents of the applicant. You will need to log into Know Your People to confirm that you have verified the applicants documents.

The individual checking the identity of the applicant must:

- check and validate the information provided by the applicant;
- record that they have verified the information given;
- establish the true identity of the applicant through the examination of the range of documents selected by the applicant;
- ensure the application is fully completed and the information it contains is accurate;
- confirm the name of the applicant and their current address matches the documents provided.

If you are related to the applicant or have any other conflict of interest, you must either request that the Club Chair or the CWO (depending on who has the conflict of interest) carries out the check. If this is not feasible, please contact safeguarding@britishrowing.org.

Regarding identification documents, you must:

- only accept valid, current and original documentation;
- not accept photocopies of identification documents;
- ensure there is at least **one** photographic form of identification, i.e. driver's licence
- ensure at least **one** document contains the applicant's date of birth;
- ensure at least **one** document contains the applicant's current address;
- ensure that the identification documents the applicant has with them match the identification documents that have been chosen (Know Your People will tell you which documents the applicant has selected to use for verification. You must ensure the documents match the listed documents).

Once the application has been completed, and the individuals' documents have been verified, the DBS checks will start. The timeframe for a check can vary dependant on a number of factors. You **must** wait to until the Criminal Record Check credential status has changed. You must **never** assume a DBS is clear until this status has changed, and you cannot allow the individual to carry out any form of regulated activity until such a time. r.

7.4 - DBS applications that return 'content'

Sometimes, an applicant will have a DBS check returned 'with content'. This means that during the check of against the criminal record database, there is a record of at least one criminal offence that has been committed by the individual.

Upon receipt of notification that an individual's DBS check is returned with content, the British Rowing Safeguarding team will get in touch with the individual to undertake a risk assessment. As this can be a sensitive

issue, it is typically discussed with the individual before the CWO is involved. It is important to remember that just because a DBS check has returned with content, this does not mean that the individual is unsafe to work with or poses a risk to children.

7.5 - DBS records on ClubHub

DBS records will be recorded as credentials on ClubHub. If the CWO would like to see more details regarding the status of the application, they can go back into ClubHub and click on the member's Credentials tab.

The length of every DBS credential is three years. CWOs are encouraged to keep internal records of their club members so they can manage the renewal process promptly. It is also of paramount importance that clubs ensure that staff and volunteers in regulated activity have a valid DBS check at all times.

7.6 - DBS FAQs

To help with any questions concerning DBS checks that CWOs may receive from members, or even questions that CWOs have themselves, please refer to the following frequently asked questions. For any DBS-related questions that are not explained in this handbook or other guidance, contact the Safeguarding team via safeguarding@britishrowing.org.

Q: How long does a DBS check last?

A: A DBS check is valid for three years.

Q: Does British Rowing accept DBS checks from outside of British Rowing?

A: No, British Rowing does not accept DBS checks from outside British Rowing as we cannot safely guarantee the scrutiny of the identity verification process. However, you do not need to get a new DBS check if you're transferring from a British Rowing affiliated club to a new British Rowing affiliated club.

Q: Does British Rowing allow DBS checks from the update service?

A: No, British Rowing does not accept DBS checks through the update service at the current time.

Q: What are the different types of DBS checks, and what is the difference?

A: There are three types of DBS checks: Standard, Enhanced, and Enhanced with Barred List.

A standard DBS check will be limited to a check of the Police National Computer and is not appropriate for people working with children or adults with care and support needs.

An enhanced check will include a check of the Police National Computer and any local police information, using the 'relevancy test'. It will not include a barred list check or tell you whether or not a person is barred, but it will provide information about cautions, convictions, reprimands and warnings that the person has received. In most cases, this check will reveal the information on which a barring decision may have been made on individuals with a history of serious, concerning offending or other behaviour towards children or young people.

A barred list check is a check against the list of individuals barred from working in regulated activity. There are separate barred lists for work with children and work with adults with care and support needs.

Q: What if the applicant has changed their name recently and cannot provide ID documents in their new name?

A: Documents in a previous name can be accepted **only** where the applicant can provide documentation supporting a recent change, such as a marriage/civil partnership certificate, divorce/civil partnership dissolution or deed poll certificate.

Q: Do our Club's Committee members need a DBS check?

A: No, not in their capacity as a committee member as this is not regulated activity and therefore is not eligible for a check. If they carry out regulated activity then they will need a check.

Section 8 - Recruitment of ex-offenders

British Rowing is the registered body with the DBS for the purposes of obtaining access to criminal records checks for employment and voluntary appointments, including within its member clubs where it is deemed necessary for child protection.

It is of fundamental importance to British Rowing to ensure so far as possible that those who take up appointments or volunteer with British Rowing and its clubs do not pose a risk to the children in their care. It is therefore important for clubs, through British Rowing, to apply for the relevant DBS check and review the past criminal records of any successful applicants for positions that involve significant access to children or adults at risk.

British Rowing considers it essential that confidential and personal Disclosure information is used fairly and sensibly to avoid unfair discrimination of applicants for appointments in rowing. British Rowing actively promotes equality of opportunity for all with the right mix of talent, skills and potential. Having a criminal record will not necessarily debar someone from working within rowing.

8.1 - Reasons for requiring Disclosure

A Disclosure should only be requested after a risk assessment has indicated that one is both proportionate and relevant to the position required. For example, in member clubs this may be as a coach or voluntary helper with frequent or significant access to children or adults with care and support needs; a coach or trailer driver who may be in constant contact with children or adults with care and support needs or anyone in a position of authority who may have influence over or access to children on a day-to-day basis.

8.2 - Enhanced Disclosures

An Enhanced Disclosure will be required where the applicant has significant contact with children or adults at risk. The Disclosure will contain details of all convictions on record including current and spent convictions (including those which are defined as 'spent' under the Rehabilitation of Offenders Act), details of any cautions, and reprimands or warnings held on the police national computer. It may also contain information that is held locally by the police.

8.3 - Security of Disclosure Information

Given the confidential nature of the Disclosure information, British Rowing will ensure that it is stored securely. Documents will be locked away separately from other personal files, with access limited to those with DBS authority. Once a recruitment decision is made, British Rowing will not retain the Disclosure material any longer than necessary, which will normally be less than six months. All Disclosure material will be destroyed by secure methods (such as shredding or deleting).

Section 9 - Creating a safe club environment

One of the key roles of the CWO is to help their club create and maintain a safe environment for all children, young people and adults at risk at the club. One of the most important things a CWO can do is ensure they are integrated into the structure of the club. If the CWO is communicating frequently with the committee, the coaching staff, members, parents and other club staff, they can ensure safeguarding is continuously on the club's agenda.

The CWO can sometimes feel isolated due to the nature of their role. However, as a CWO, you can have contact with and support from other CWOs across the country in the following ways.

- Use the Club Welfare Officer Forum in the Welfare Officer Corner on RowHow⁴ to speak to and engage with other CWOs, share ideas about how to tackle issues you're facing, share best practice, or simply engage with fellow individuals in the same role as yourself.

Below are a few important steps CWOs can take to ensure that they're doing all they can to build a safe club environment. If you or someone from your club ever decides to start any new initiatives that are safeguarding focused and would like some feedback, or just a general discussion, then please feel free to get in touch with the Safeguarding & Integrity Team, who can provide additional guidance.

9.1 - Raising awareness of the club structure

One of the most important things a CWO can do for the club is to ensure that all children, young people and adults at risk understand who their Club Welfare Officer is **and** how they can contact them. As a CWO, you must ensure that your details are readily available to everyone at the club. This includes all staff members, parents/carers/guardians of children, young people or adults with care and support needs and all members.

A significant barrier to reporting safeguarding concerns is people not knowing who to report concerns to, or how. If you can ensure that everyone in the club knows who you are, and how to contact you, you can greatly reduce this barrier. The following strategies may be useful.

- Have your details, such as a phone number and email address, listed on your club notice board and website. You could download [British Rowing's Club Welfare Officer template poster pack](#) to help with this.
- Make sure that all children, young people and adults at risk have your details readily available to them. British Rowing has a [Safeguarding Leaflet for Junior Rowers](#), which you could print off and hand out.
- Make sure that all parents/carers know who you are, and how they can contact you. You could hand your details out to them when they're new to the club, or ensure that your details are included as a footer in all club correspondence that goes to them.
- Ensure that the coaching team have your details to hand so they can pass them on to children, young people, adults with care and support needs and/or their parents/carers.

⁴ To understand how to login and sign up to the Welfare Officer Corner on RowHow, please see instructions in Section 3.2.3 of this handbook

9.2 - Onboarding process for new members

To build a safe environment for your club, everyone at the club must be made aware of the importance of safeguarding. A very important step in this is to make sure that all new club members are made aware of the safeguarding practices from the outset. This way, we can normalise safeguarding and ensure that everyone knows what is expected of them and what they can expect from the club.

When your club welcomes new members, British Rowing strongly advises the club to include the CWO in this process and ensure that the new member is taken through an induction to the club. This process could involve the following.

- Help them become familiar with the environment and giving them a tour of the club. Show them the changing rooms, toilets, training areas, pick-up/drop off points and any communal areas.
- Make sure they have the contact details of all necessary staff at the club. Ensure they know who they are and how to contact them, who the CWO is and how to contact them, what mode of communication the coaches typically use and how to reach them and details of any club secretaries who may need to contact them.
- Tell them what behaviour the member/s can expect from the coaches and other members, and what is expected from them.
- Ensure they know what to do if they see something, or experience something, that they do not feel comfortable with. Ensure the member knows what a safeguarding concern is, what poor practice looks like and what the reporting concerns structure at the club is.
- Ensure that you have the correct details for the child/young person/adult's parent/carer/guardian and that you have emergency contact details.
- Ensure you know if the child/young person or adult has any dietary requirements, medical requirements, or learning/physical disabilities that you need to be aware of.
- Explain what the new member can expect from the club in terms of safeguarding. Tell them about your safeguarding policies and procedures and how you ensure the member will have access to a safe and inclusive environment.
- Explain your club's governance structure to them. Ensure that they know they must sign up to your club's policies and procedures, including the Safeguarding policies and the Code of Conduct.

9.3 - Involving parents

To protect children and young people in sport, one of the most important steps we can take is to actively involve parents/carers in the safeguarding process.

As parents are not always a member of a club where their child is a member, it can be difficult to ensure regular communication with them. However, British Rowing recommends that CWOs speak with their club committee and agree a process that allows them to communicate with parents to ensure that parents can access the safeguarding information they need.

The CWO should advise parents of the following responsibilities.

- Parents/carers should know who their child's coach is, how they will communicate with both the coach and the child, how they can contact the coach and get feedback on their child and confirm the coach is DBS checked and has undergone adequate safeguarding training.
- They should make sure they keep the CWOs details available, e.g., by storing their name and number in their phone and ensuring that their child understands who the CWO is and what their role is.
- They should ensure they understand what is and is not acceptable behaviour at the club. This includes behaviour from the coach and club staff/volunteers as well as their child.⁵
- They should ensure that their child knows what their rights are, and what they should expect from the club and the staff/volunteers.
- They should ensure that their child knows how to report concerns and that they should speak to the parent, the CWO, or their coach, if anything worries them, no matter how small the concern may seem.
- They should be proactive in keeping up to date with safeguarding knowledge, and to carry out British Rowing's Introduction to Safeguarding online course.

If your club struggles to communicate with parents, you could try the following methods:

- Send a monthly newsletter to parents, informing them of any changes to the club's structure, any policy additions or alterations, or even just simple safeguarding reminders.
- If your club has any social media pages, they could sometimes include safeguarding- specific posts.
- Make sure that if parents are accessing the club, you have plenty of literature, such as posters or leaflets available to them, detailing important safeguarding information.
- If your club hosts races or events, it is great for the CWO to be present and engage with parents. They could also be present when your club has training sessions and parents are coming to collect/drop off their children.

9.4 - Involving children and young people

Involving children and young people in the safeguarding process can help them form a better understanding of what safeguarding is, and how it can benefit them. By ensuring that you obtain feedback from children and young people at your club, you can be confident that your club is giving them a voice.

Consider these examples of including children and young people in the safeguarding process.

- Hold workshops that detail what acceptable behaviour looks like, spotting the signs and indicators of abuse, or other safeguarding topics pertinent to children and young people.
- Ensure that children and young people are aware of their rights in sport. These can be found in the [Safeguarding Leaflet for Junior Rowers](#), which should be provided to all juniors at your club.

⁵ If your club constitution allows this, we would recommend your club asks parents to sign up to the Codes of Conduct, along with their child.

- Regularly engage with children and young people, seeking their opinions on current practice and club culture.
- Signpost children and young people to British Rowing's 'Young Person's Guide to Understanding our Policy', which can be found [online](#).
- Make sure that several communication channels are available to children and young people so they can report their concerns as easily as possible in a manner that suits them.
- Ensure that children and young people know the importance of reporting their concerns and feel confident in doing so.

Section 10 - Monitoring and Review

Revision Log

Date of Revision	Changes since previous version
January 2026	7.1 – Update to the table roles applicable to DBS (criminal record check) applications.

Appendix 1 - The Club Welfare Officer - template role description

[British Rowing requires a point of contact for safeguarding/welfare for all its affiliated clubs; open, school and university. However, contacts in education will normally also adhere to the safeguarding procedures in place at their school or university.]

The role of the CWO is to support the club, and everyone associated with it, to create safe, inclusive environments and to respond to concerns and disclosures. While the CWO is a safeguarding focal point, it is the responsibility of the committee, all members and visitors, to uphold British Rowing safeguarding policies and procedures to safeguard children and adults at risk.

Every rowing club must appoint a CWO. While some clubs may not have children (under 18s) rowing regularly, clubs may have contact with children from time to time, such as having visitors who are under 18. Additionally, the CWO has a responsibility for safeguarding adults at risk. While their work is generally focused on the needs of children or adults at risk, in many clubs they may also be the first point of contact in dealing with the concerns of an adult member. They should therefore understand the processes that exist in their club for dealing with complaints. Guidance on dealing with club or regional disputes can be found on the [British Rowing website](#).

The CWO must also be prepared to be engaged in active safeguarding and poor practice investigations at their club. In the event that a concern is raised, or someone makes a disclosure of possible abuse to the CWO, the CWO may be required to follow this concern up with an external body, such as the Police, Children's Services, or the Local Authority Designated Officer (LADO).

It is important to understand that, while it may seem daunting, this is a part of the role that CWOs should understand and feel confident in carrying out. British Rowing's Lead Safeguarding Officer is always prepared to support and assist CWOs during this process.

Many British Rowing clubs appoint two welfare officers to provide better coverage and to share administrative tasks.

A CWO must:

- have a child-focused approach;
- have excellent communication skills;
- have the time, training and skills to provide safeguarding support and advice as required;
- understand the boundaries of their role and when to seek external advice and support (such as from the British Rowing Lead Safeguarding Officer);
- know when to refer and where to seek advice and support;
- be contactable within agreed times and days and have alternative contacts in the club when the CWO is not available;
- be well organised;

- have good administrative and recording skills;
- be well known in the club;
- be calm and approachable;
- be a registered member of British Rowing;
- keep records of all those who have been vetted within the club and ensure that DBS checks are updated on a three-yearly basis;
- ensure that safer recruitment procedures are observed.

A CWO must not be someone involved directly in coaching or day-to-day running of the children's or junior programmes. This is because sometimes safeguarding concerns may be about a coach, so it is important children have someone outside of coaching to raise concerns with.

The role encompasses proactively promoting safeguarding, including:

- ensuring CWO information is easily and widely available, such as having posters in the club or on their website;
- supporting the committee to update and communicate safeguarding policies and procedures to coaches, staff, volunteers, children, families and all other members and visitors;
- co-ordinating investigations into safeguarding concerns and poor practice concerns at the club;
- being willing to engage with external authorities during safeguarding investigations, such as the Police, Children's Services or the Local Authority Designated Officer (LADO);
- ensuring that safer recruitment procedures are observed when advertising roles, including safeguarding questions in relevant interviews and pursuing references for everyone, staff and volunteers (in addition to DBD checks);
- keeping and securely storing confidential records, including of all those who have been vetted within the club and ensuring that DBS checks are updated on a three-yearly basis (but not keeping the certificate or photocopies/scans of it), and a log of those who have had safeguarding training with dates;
- responding to safeguarding concerns and disclosures when they arise in line with club policy and best practice;
- working with British Rowing (and where required, other external safeguarding authorities) on safeguarding concerns and disclosures.

Everyone in a club should know who the CWO is and how to contact them. They should be well supported by the club and to this end, it is considered good practice for the CWO to have a role on the club's management committee. The CWO has a key role in advising their club committee on developing a safeguarding culture in the club.

Dealing with an emergency

British Rowing advises clubs to signpost individuals to the NSPCC/police out-of-hours service if there is a safeguarding emergency. They are best placed to handle immediate concerns and it ensures the LSO or CWO is not expected to be on call at all times. However, an individual who has contacted the NSPCC/police should be encouraged to inform the CWO to ensure that correct procedure is followed.

Support for Club Welfare Officers

The role of the CWO can be daunting at times and somewhat isolating. If the CWO ever feels like they need support in their role, they are strongly encouraged to speak to their club committee, as well as to the British Rowing Safeguarding & Integrity Team. Both parties will be able to assist the CWO in feeling more supported in their role, and more integrated into the club. CWOs should remember that they have the following support channels available:

- CWO Forum. As described in Section 3.2.3, CWOs have access to the CWO forum on RowHow. Here, you are free to post any topics or issues you're facing at your club and engage with other CWOs to understand how they may have dealt with similar circumstances.
- British Rowing's Safeguarding & Integrity Team can be contacted via safeguarding@britishrowing.org and is readily available to provide support to the CWO.

Appendix 2 - The Event Welfare Officer - template role description

The role of the Event Welfare Officer (EWO) is to support an event, and everyone associated with it, to create safe, inclusive environments and respond to concerns and disclosures. While the EWO is a welfare focal point, it is the responsibility of the Event Organising Committee (EOC), all participants and spectators, to uphold British Rowing safeguarding policies and procedures to safeguard children and adults at risk.

Every event must appoint an EWO. While some events may not have children (under 18s) taking part, there may be spectators or supporters who are under 18. Additionally, the EWO has a responsibility for safeguarding adults at risk.

All EWOs must undergo safer recruitment as set out in British Rowing's Safe Recruitment Guidelines.

The EWO must:

- have a current enhanced DBS - ideally, they will already be their club CWO or have obtained an enhanced DBS through another role in their club;
- have completed recognised Safeguarding and Protecting Children training within the last three years - see Section 6 of this handbook for information on the British Rowing Safeguarding training;
- have a child-focused approach, always prioritising the safety and wellbeing of all children;
- have excellent communication and listening skills;
- have the time and skills to provide safeguarding support and advice as required;
- understand the boundaries of their role and when to seek external advice and support (such as from the British Rowing Lead Safeguarding Officer);
- know when to refer and where to seek advice and support;
- be available throughout the event;
- be well organised;
- have good administrative and recording skills;
- be calm and approachable;
- be a registered member of British Rowing;
- keep records of all those who have vetting within the event and ensure that appropriate DBS checks are in place;
- ensure that safer recruitment procedures are observed - as well as a DBS check, pursuing references for those who will be volunteering with substantial, unsupervised access to children.

The EWO must not be someone involved in coaching or supporting a crew taking part in the event. This is because sometimes safeguarding concerns may be about a coach, so it is important children have someone outside of coaching to raise concerns with.

The EWO is responsible for proactively promoting safeguarding, including:

- ensuring EWO contact information and reporting procedures are easily and widely available, such as having posters put up around the event and information in event publications or website;
- supporting the EOC to update and communicate safeguarding policies and procedures to officials, coaches, staff, volunteers, children, families and all other members and visitors;
- ensuring that safer recruitment procedures are observed e.g. when advertising roles, including safeguarding questions in relevant interviews, and pursuing references for everyone, officials and volunteers (in addition to DBS checks);
- ensuring volunteers under 18 have also been recruited according to safer recruitment procedures, and are appropriately supervised and trained for the role they are going to be carrying out;
- keeping and securely storing confidential records following GDPR guidelines, including of all those who require vetting at the event, and a list of the named coaches or responsible adults and their contact details for junior athletes competing;
- responding to safeguarding concerns and disclosures when they arise in line with British Rowing policy and best practice;
- working with British Rowing (and where required, other external safeguarding authorities) on safeguarding concerns and disclosures.

All competitors and officials should know who the EWO is and how to contact them. They should be well supported by the EOC and to this end, it is considered good practice for the EWO to have a role on the EOC. The EWO has a key role in advising the EOC on developing a safeguarding culture at the event.

Dealing with an emergency

British Rowing advises EWOs to signpost individuals to the NSPCC/police out-of-hours service if there is a safeguarding emergency. They are best placed to handle immediate concerns and it ensures the EWO is not expected to be on call at all times.

Appendix 3 - Template volunteer reference form

[] has expressed an interest in becoming a volunteer and has given your name as a referee.

If you are happy to provide this reference, all the information contained on the form will remain absolutely confidential and will only be shared with the applicant's immediate supervisor should they be offered a volunteer position. We would appreciate you being candid in your evaluation of this person. If you would prefer to respond by telephone, please do so – contact details are set out below. The above should be regarded only as the minimum information that must be obtained in relation to child protection. In practice, requests for references are likely to include further questions relevant to the particular circumstances.

How long have you known this person?	
In what capacity have you known them?	
Would this person be suitable to work with children?	Yes / No
How would you describe their personality?	
Your name:	
Signed:	
Date:	
Your Position:	
Address:	
Email:	
Telephone:	

Appendix 4 - New volunteer/employee details

Name:	
Preferred name (If applicable):	
Home address including postcode:	
Contact number:	
Email address:	
Next of kin:	
Emergency contact details:	
Medical conditions/allergies the club should know about:	
Do you have any relevant qualifications such as coaching awards, child protection training or a recent first aid certificate? If so, please supply details:	
If the role you are fulfilling at the club involves significant access to children or vulnerable adults please complete the section below	
Please provide details of previous volunteering experience and/or relevant employment:	