



## Child Protection Helplines and Support

### **CLUB WELFARE OFFICER**

Your Club Welfare Officer is available to help with any child protection or safeguarding issues. You may bring any concerns to the attention of the Club's Welfare Officer who will then investigate or involve the appropriate organisations. Their contact details are as follows:

E-mail: [childprotectfemale@chelmsfordswimmingclub.org.uk](mailto:childprotectfemale@chelmsfordswimmingclub.org.uk)

As a Club, we follow Swim England Child Protection guidelines contained within Wavepower, a copy of which can be viewed at [www.swimming.org](http://www.swimming.org) or by contacting the Welfare Officer.

Our Safeguarding Policy, Photography and Social Media Policy, together with the Parent's and Member's Code of Conducts can also be found on our website.

### **SWIMLINE – Helpline - 0808 100 4001**

#### **What is Swimline?**

Run by Swim England, this is a confidential freephone number provided for anyone involved in aquatics, adults or children, who believe that the welfare of someone under the age of 18 is at risk. This concern could be neglect, abuse, bullying or fear of someone or anything that is worrying you and you don't know who to discuss it with.

#### **What happens when you call?**

You will be put through to an answerphone where you will be asked to leave your name and contact details and, if you wish, a brief outline of your concern. Swim England Safeguarding Team or a Swimline volunteer will then call you back, listen to your concerns and agree a way forward with you.

Swimline will aim to call you back during the next working day. If you leave a message after 3pm on a Friday or over the weekend, they will contact you on the following Monday.

If you need to speak to someone urgently, stay on the phone, listen and follow the instructions – your call will then be transferred immediately to the NSPCC. In this instance the NSPCC counsellors will advise you directly.

Swimline calls are free and do not appear on an itemised phone bill unless your call is made from a mobile phone.

### **NSPCC – Helpline - 0808 800 5000**

E-mail: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

The NSPCC run a free helpline offering advice and support to anyone who is worried about a child. It is open 24 hours a day, 7 days a week.

They also have an ON LINE SAFETY HELPLINE if you have concerns regarding a child in this regard – **0800 800 5002**



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### **CHILDLINE - HELPLINE - 0800 1111**

This organisation offers free help and advice for children and young people where you can discuss your concerns with qualified counsellors.

The helpline number is listed above. In addition, their website is:

[www.childline.org.uk](http://www.childline.org.uk)

On this website you can arrange a 1-2-1 on line chat with one of their counsellors