

# An interview with a Club Welfare Officer



ENGLAND  
GOLF

“**It’s about joining the dots – clubs may have all the things in place, but not necessarily in order**”

## **How did you get involved as a Club Welfare Officer?**

“I was involved in helping the club with Golf Mark and then SafeGolf accreditation and stepped forward to take on the Club Welfare Officer role when it became part of the accreditation system and the role has evolved from there.

## **How have you found the role?**

“It’s a really interesting role and while there have been only one or two minor instances to deal with it’s quite pleasing to be able to reach a swift conclusion.

“I had reason to get involved with a matter in our ladies’ section and with the policies and procedures in place it was straightforward to reach an outcome within a couple of days.

“That’s terrific to know because we all just want golfers to enjoy their golf. No-one wants anything that is raised to linger for weeks at a time.

## **What support have you had from England Golf?**

“I’m a great advocate of referring to the policies and procedures drawn up by England Golf. If you do that, you can’t go far wrong.

“There are times when I’ve had to pass things on to the safeguarding team at England Golf and they have always been quick to respond and support.

## **Is it a time-consuming and demanding role?**

“It’s not an onerous role being a Club Welfare Officer and you get fantastic support.

“I’ve had several conversations with welfare officers at other clubs and they are maybe a bit hesitant when faced with situations, but I always re-assure them that the documents and policies that are

available are there for a good reason.

“I always know I can share my concerns or seek advice from England Golf’s safeguarding team who have the expertise to manage these matters and act swiftly.

“I’ve also met with people who were reluctant to take on the role at their club, but after listening to my experiences were then happy to volunteer.

“I always encourage others to go on the Time To Listen course, to attend the safeguarding classes and make sure everything back at the club is well structured and visible in one place for the members to refer to if needed.

## **How have the members at your club responded to you in your role?**

“The policies and procedures documents are extremely good, the details of the welfare officer should be well advertised and making sure these are all visible for members provides a good platform.

“My details are also plastered all over our website and on boards at the club to make sure that if there are any issues, members know where to turn!

“That provides an element of security – people are re-assured to know that things are in place should they need report anything or seek guidance.

## **How big a benefit has SafeGolf been at your club?**

“SafeGolf accreditation ensures that the club understands how important it is to provide a fun and safe environment for staff and golfers alike. The Club Welfare Officer is important as a friendly and approachable individual that helps with that process.

“Sometimes it’s about joining the dots – clubs may have all the things in place, but not necessarily in order and bringing everything together through SafeGolf is hugely beneficial.