



Club Welfare Officer's Guide



Somerset FA Designated Safeguarding Officer
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Respect



Club Welfare Officer Roles and Responsibilities

As a Club Welfare Officer you have two key responsibilities these are:

1. To be clear about the clubs responsibilities when running activities for children and young people.

This involves:

- ensuring these responsibilities are well understood by others
- working with the Youth League Welfare Officer (YLWO)
- working with your County FA Welfare Officer
- promoting The FA's Respect Programme and helping to develop best practice processes

2. To help club personnel understand what their 'duty of care' towards children and young people actually means and entails on a day-to-day basis.

In order to carry out your responsibilities you need to follow these five simple steps:

a) Put in place:

- a safeguarding children policy, anti-bullying policy and equality policy
- responsible recruitment processes including the taking up of references and submitting FA CRB checks (getting the right people into the game)
- The FA Respect Programme codes of conduct

b) Understand:

- what the Respect Programme aims to do
- the benefits of implementing the Respect codes
- the quick wins to be gained by using The FA's safeguarding children best practice guidance (e.g. Travel, Trips and Tournaments, Photography guidelines, Anti-bullying Policy and Safeguarding Children Policy Template)
- why certain roles require an FA CRB check and how The FA CRB process works
- how to refer a concern about the welfare of a child

c) Communicate with:

- club officials about the Respect Programme and its aims
- parents/spectators and get them to sign up to the Respect codes
- parents and new players by getting involved with running 'start of season' welcome sessions for members
- coaches and managers about the importance of being consistent role models for their players
- your Youth League Welfare Officer - introduce yourself, find out how they can support you and let them know what you are doing to safeguard children in your club
- your County FA Welfare Officer if you need help or advice
- The FA by taking part in surveys, questionnaires, focus groups as and when asked

d) Encourage:

- parents to complete the Respect education programme
- coaches, team managers, first aiders/medics to complete The FA's Safeguarding Children Workshop
- coaches and team managers to listen to their players thoughts, ideas and views
- the committee to make use of the Respect Programmes designated spectator area at all games

e) Monitor:

- repeated incidents of poor behaviour and liaise with your committee (and where necessary Youth League Welfare Officer or County FA Welfare Officer)
- compliance with FA CRB checks through The FA CRB Unit for those who require one using The FA Safeguarding Online System



Section 2

Criminal Record Checks



Once you have completed your Safeguarding Course, Welfare Officer Workshop, Safeguarding for Committee Members workshop (please see section 4) and have had your own CRC completed you can officially become the Welfare Officer for your club.

One of your main roles as a Club Welfare Officer will be to process and verify the Criminal Record Checks (CRC) for all of the volunteers in your club. Anyone who is regularly working with young people in your club will need to have a CRC check and you will need to send through the relevant paperwork and verify their three types of ID documentation.

In order to become a verifier for your football club you will need to email fachecks@thefa.com give them your FAN, name and club and they will send you a guide along with your personal pin which you can then forward to anyone in your club who requires a CRC.

The screenshot shows the GBG OnlineDisclosures website. On the left, there is a 'Sign In' section with fields for 'Organisation pin' (with a hint 'Supplied by your organisation'), 'Email address' (with the example 'john.doe@email.com'), and 'Password' (with a hint 'Please enter your password'). Below these fields is a red 'Sign in' button and a link for 'Forgotten sign in details?'. On the right, there is a 'Need to Register?' section with a 'Register' button. Below that is a 'Notices' section and an 'Application Help' section with links to 'Contact Us', 'Post Office Locations', 'The Applicant - How to Get Started', 'The Customer - How to Get Started', and 'The Customer - How to Verify an Application'. At the bottom right, there is a copyright notice '© 2017 GB Group plc ("GBG")' and a link for 'Accessibility sta'.

The cost of a CRC for all volunteers is £10 and should be paid for by the club. **If a volunteer tells you that he/she already has had a CRC, say whilst working as a teacher, unfortunately it cannot be accepted as it is only an FA CRC that we can accept.** All CRC's will need to be renewed every three years.

Section 3

Using Whole Game System

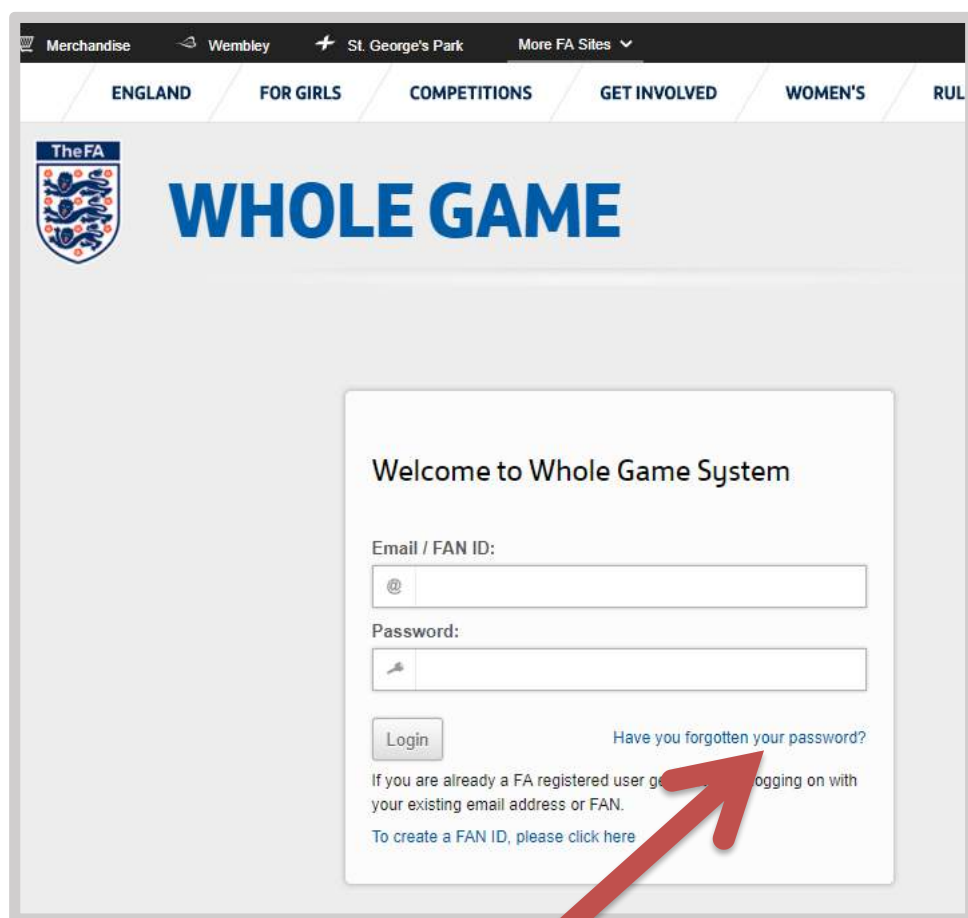


**WHOLE GAME
SYSTEM**

As the Club Welfare Officer you can access the Whole Game System giving you access to all of your club details. The other Club Officials who have access are the Secretary, Chairman and Treasurer.

To access the system please click on the link below and follow the guidelines:

<https://wholegame.thefa.com/Account/Login>



Merchandise Wembley St. George's Park More FA Sites

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WHOLE GAME

Welcome to Whole Game System

Email / FAN ID:

@

Password:

🔑

Login

[Have you forgotten your password?](#)

If you are already a FA registered user go to the login page and logging on with your existing email address or FAN.


[To create a FAN ID, please click here](#)

If you have never logged into this site before, click here to create your log in details (Forgotten Password).

Enter your FAN and date of birth and then submit and follow the instructions.

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PASSWORD RESET


 [Account](#) [Password Reset](#)


RESET YOUR PASSWORD

Please enter the email or FAN number associated with your account, along with your date of birth and we will provide you with access to reset your password.

Email or FAN number

Date of Birth

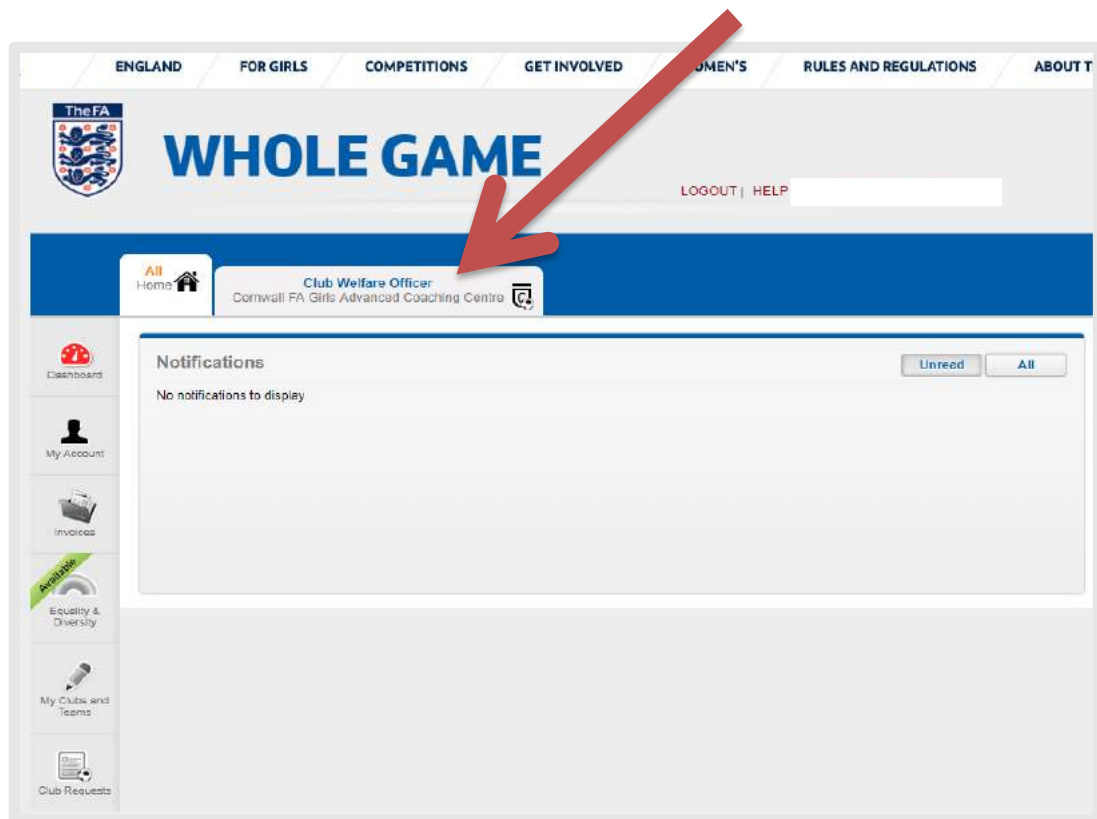


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[Privacy](#) - [Terms](#)

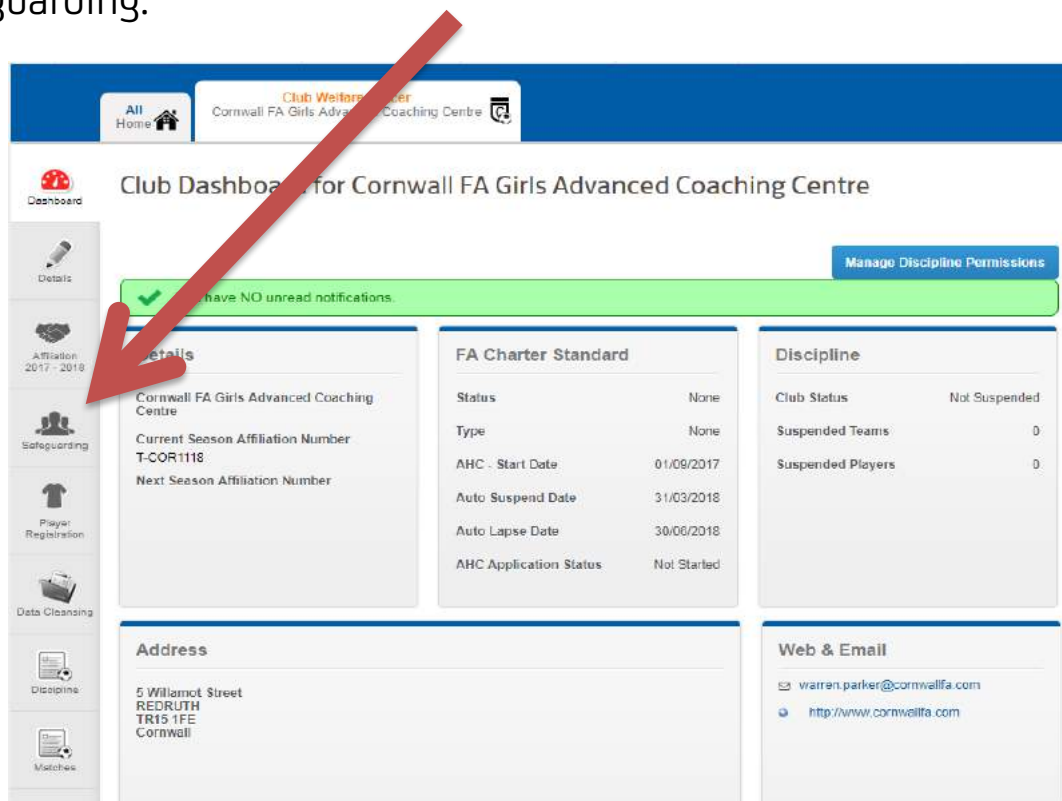
SUBMIT

Once you have logged onto the site you will go straight to your home page.

Click on the tab which says Club Welfare Officer and your Club name.



Then click on the tab on the left hand side of the page that says safeguarding.



This is the page where you will see all of the names of the coaches who are involved within your club.

Under each name it will list a qualification:

- CRC (Criminal Record Check)
- SG (Safeguarding)
- EA (Emergency Aid/First Aid)
- WOW (Welfare Officer Workshop)
- SCM (Safeguarding for Committee Members Workshop)

If the qualification is **green**, it's in date, if its **amber** its due to expire within 3 months and if its **red** it has expired and will need to be renewed ASAP. The qualifications that are in navy blue have never been taken.

2017 - 2018			Name of Coach (Age) #FAN CRC - 15/02/2017 SG - 20/09/2016 EA - 03/11/2016 WOW - No WOW SCM - No SCM Cornwall FA Girls Advanced Coaching Centre U12 - TEAM-Coach (asst)
			Name of Coach (Age) #FAN CRC - 12/01/2017 SG - 20/09/2016 EA - 20/09/2017 WOW - 04/08/2014 SCM - No SCM Cornwall FA Girls Advanced Coaching Centre - CLUB-General manager Cornwall FA Girls Advanced Coaching Centre - CLUB-Secretary Cornwall FA Girls Advanced Coaching Centre U14 - TEAM-Coach (asst) Cornwall FA Girls Advanced Coaching Centre U12 - TEAM - Full-Time Email Contact Cornwall FA Girls Advanced Coaching Centre U16 - TEAM - Full-Time Sms Contact Cornwall FA Girls Advanced Coaching Centre U16 - TEAM - Full-Time Email Contact Cornwall FA Girls Advanced Coaching Centre U14 - TEAM - Full-Time Email Contact
			Name of Coach (Age) #FAN CRC - 29/04/2016 SG - 08/06/2017 EA - 27/06/2017 WOW - No WOW SCM - No SCM Cornwall FA Girls Advanced Coaching Centre U14 - TEAM-Coach
			Name of Coach (Age) #FAN CRC - 03/03/2017 SG - 03/06/2017 EA - 17/08/2017 WOW - 12/06/2012 SCM - No SCM Cornwall FA Girls Advanced Coaching Centre U16 - TEAM-Coach
			Name of Coach (Age) #FAN CRC - 03/06/2015 SG - 16/03/2017 EA - 08/09/2014 WOW - No WOW SCM - No SCM Cornwall FA Girls Advanced Coaching Centre - CLUB-Chairman Cornwall FA Girls Advanced Coaching Centre U12 - TEAM - Full-Time Email Contact Cornwall FA Girls Advanced Coaching Centre U12 - TEAM - Full-Time Sms Contact Cornwall FA Girls Advanced Coaching Centre U14 - TEAM - Full-Time Email Contact
			
			
			

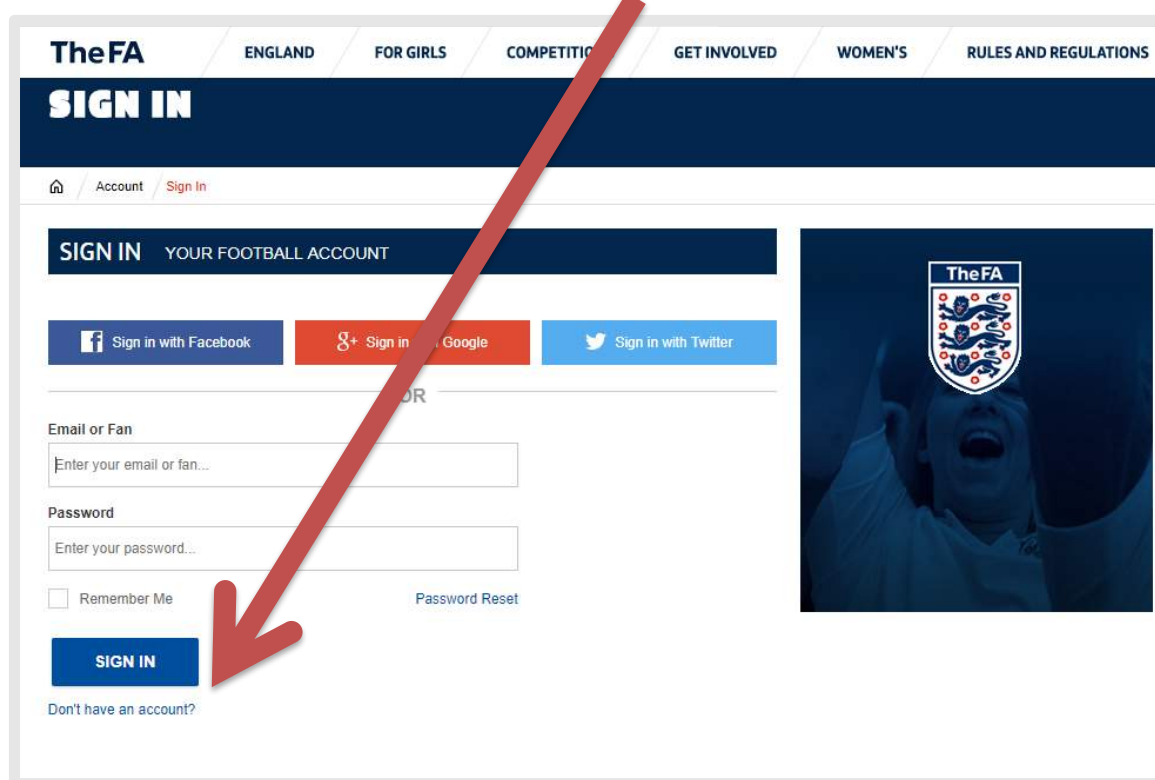
This section of the WGS is probably the most important to you and the most useful for your role as it should enable you to keep a track on everyone in your club and ensure that their Safeguarding qualifications do not expire. There are lots of different ways you can view and sort the qualifications and you can export this information onto a PDF spreadsheet if required.

Section 4

Safeguarding for Committee Members



It is mandatory for the three main Club Officials, Secretary, Chairman, Welfare Officer and Treasurer to complete the online **Safeguarding for Committee Members workshop**. The course is free of charge and should take no longer than 40 minutes to complete and will need to be renewed every 3 years. To access the site log into the FA Site www.thefa.com if you have never logged into this site before please click on 'Don't have an account'.



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SIGN IN

Account / Sign In

SIGN IN YOUR FOOTBALL ACCOUNT

Sign in with Facebook Sign in with Google Sign in with Twitter

OR

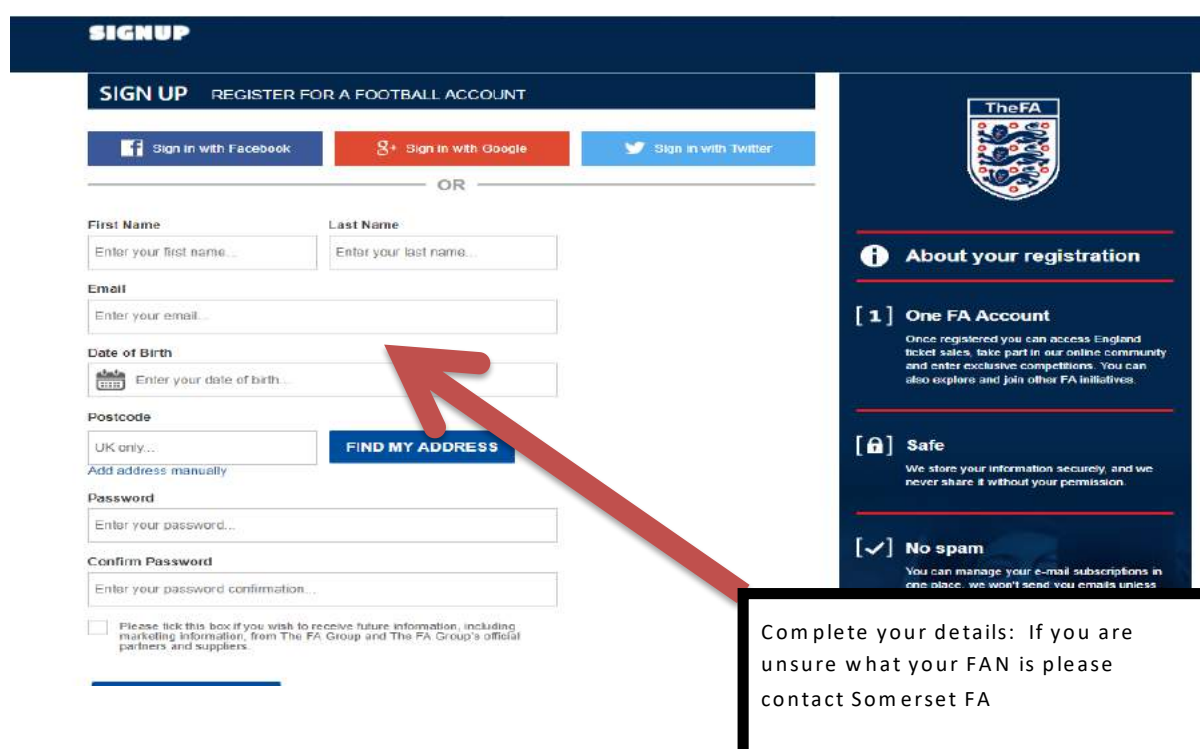
Email or Fan
Enter your email or fan...

Password
Enter your password...

☐ Remember Me Password Reset

SIGN IN

Don't have an account?



SIGNUP

SIGN UP REGISTER FOR A FOOTBALL ACCOUNT

Sign in with Facebook Sign in with Google Sign in with Twitter

OR

First Name
Enter your first name...

Last Name
Enter your last name...

Email
Enter your email...

Date of Birth
Enter your date of birth...

Postcode
UK only... **FIND MY ADDRESS**
Add address manually

Password
Enter your password...

Confirm Password
Enter your password confirmation...

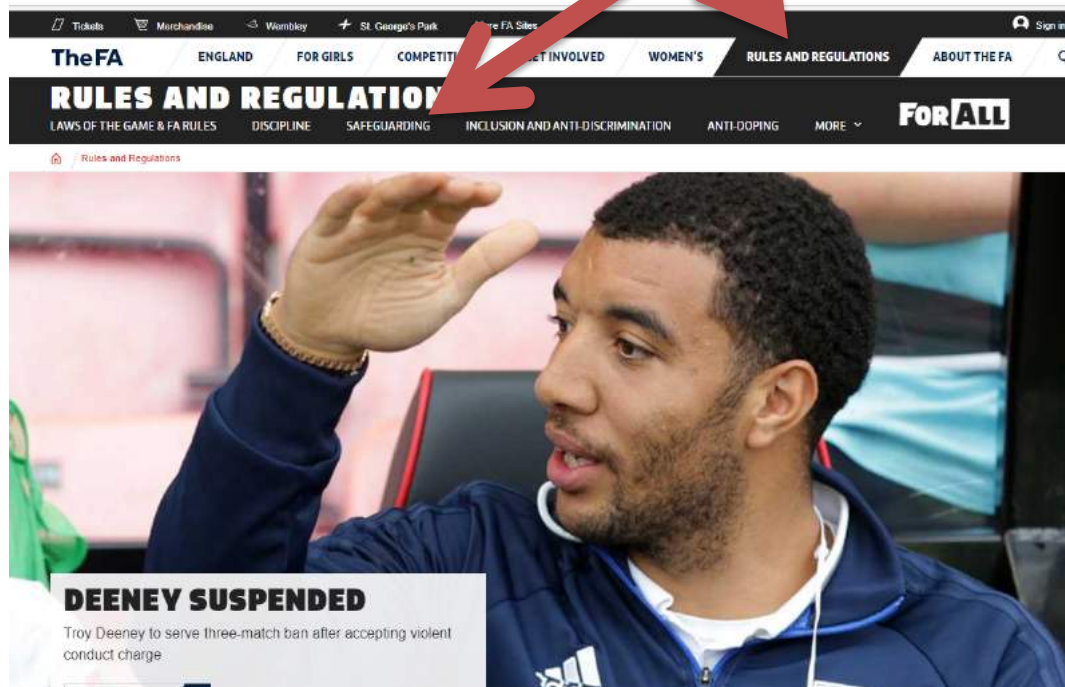
☐ Please tick this box if you wish to receive future information, including marketing information, from The FA Group and The FA Group's official partners and suppliers.

About your registration

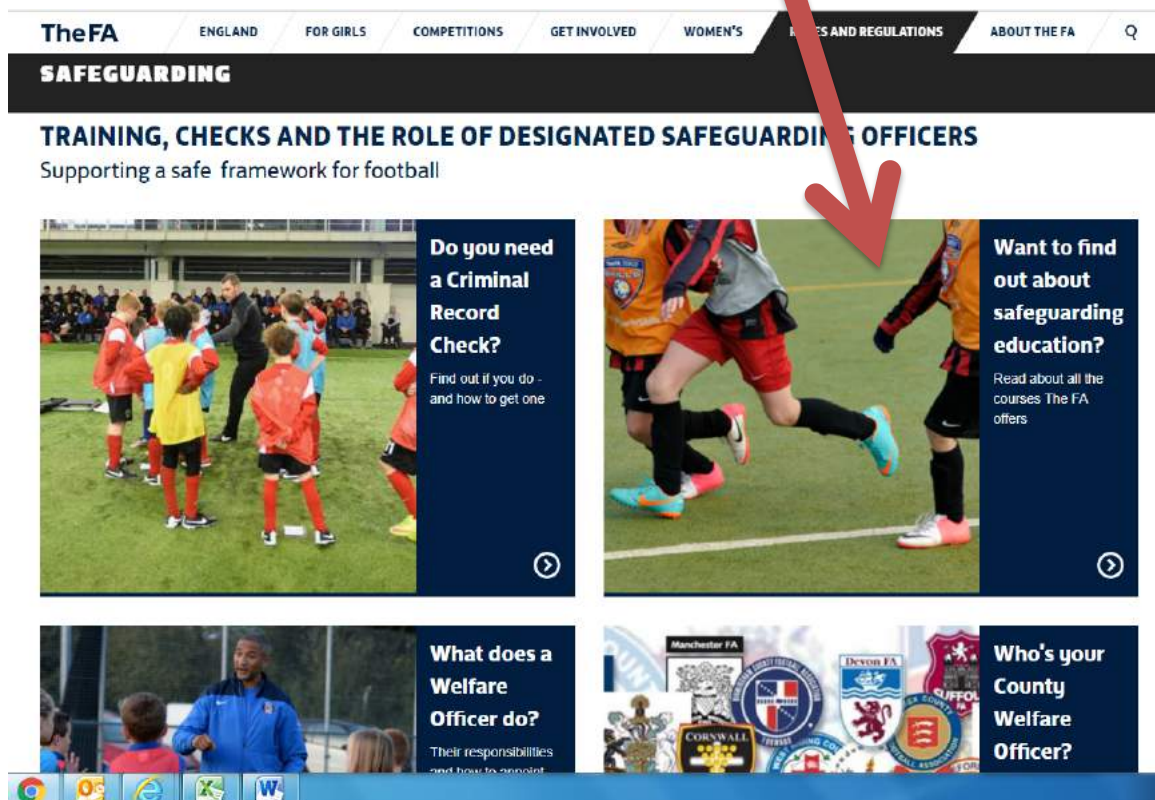
- [1] One FA Account**
Once registered you can access England ticket sales, take part in our online community and enter exclusive competitions. You can also explore and join other FA initiatives.
- [Lock] Safe**
We store your information securely, and we never share it without your permission.
- [Checkmark] No spam**
You can manage your e-mail subscriptions in one place, we won't send you emails unless...

Complete your details: If you are unsure what your FAN is please contact Somerset FA

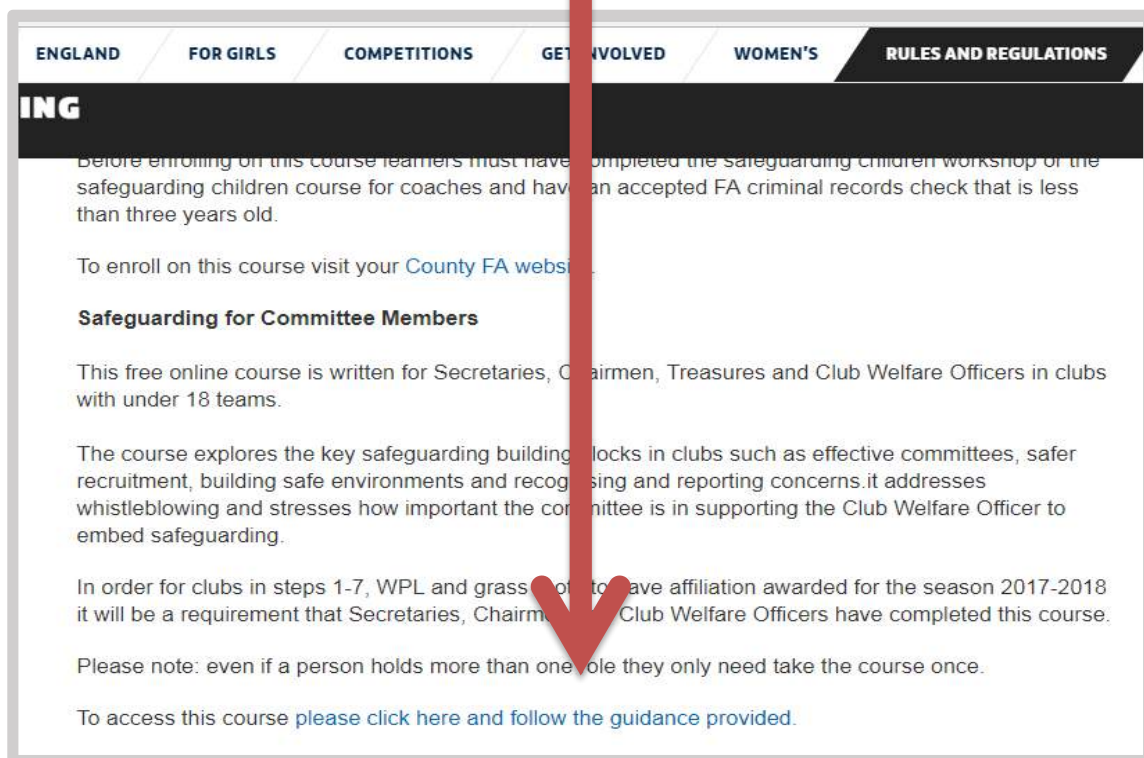
Once logged in go to Rules and Regulations/Governance and then safeguarding.



Scroll down the page until you find Safeguarding Education and click the box



Scroll down the page until you reach Safeguarding for Committee Members and click on the link



ENGLAND FOR GIRLS COMPETITIONS GET INVOLVED WOMEN'S RULES AND REGULATIONS

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Before enrolling on this course learners must have completed the safeguarding children workshop or the safeguarding children course for coaches and have an accepted FA criminal records check that is less than three years old.

To enroll on this course visit your [County FA website](#).

Safeguarding for Committee Members

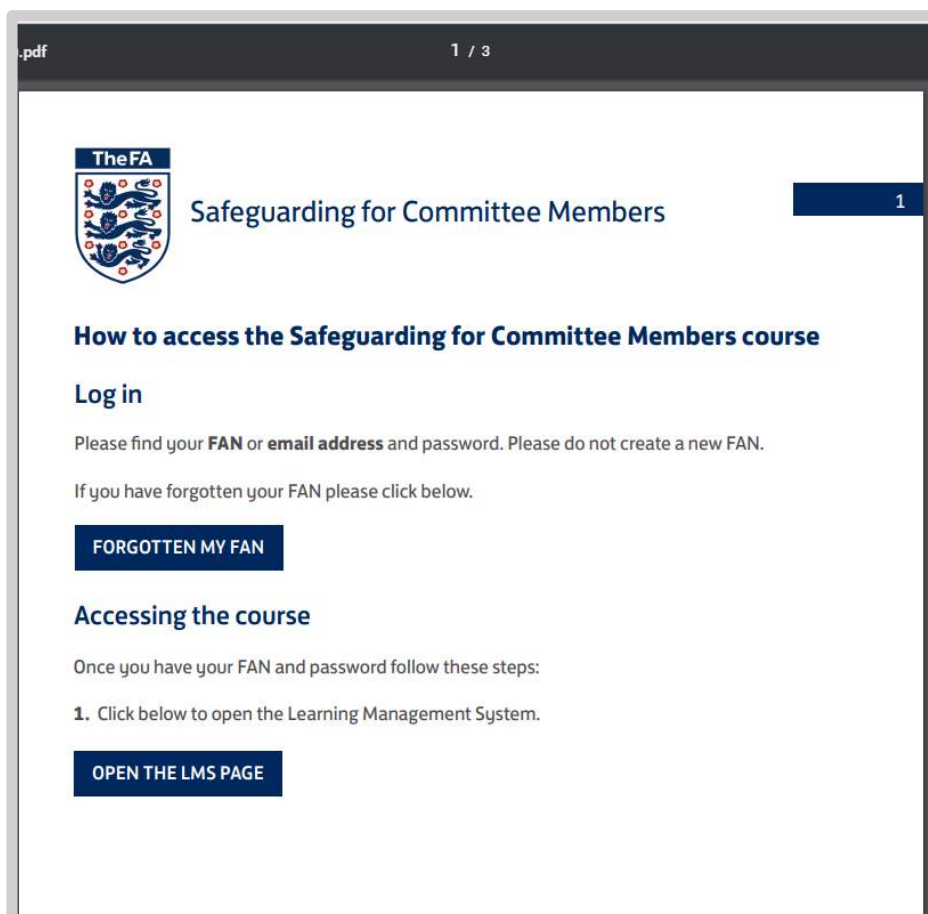
This free online course is written for Secretaries, Chairmen, Treasures and Club Welfare Officers in clubs with under 18 teams.

The course explores the key safeguarding building blocks in clubs such as effective committees, safer recruitment, building safe environments and recognising and reporting concerns. It addresses whistleblowing and stresses how important the committee is in supporting the Club Welfare Officer to embed safeguarding.

In order for clubs in steps 1-7, WPL and grass roots to have affiliation awarded for the season 2017-2018 it will be a requirement that Secretaries, Chairmen and Club Welfare Officers have completed this course.

Please note: even if a person holds more than one role they only need take the course once.

To access this course [please click here and follow the guidance provided](#).



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Safeguarding for Committee Members 1

How to access the Safeguarding for Committee Members course

Log in

Please find your **FAN** or **email address** and password. Please do not create a new FAN.

If you have forgotten your FAN please click below.

FORGOTTEN MY FAN

Accessing the course

Once you have your FAN and password follow these steps:

1. Click below to open the Learning Management System.

OPEN THE LMS PAGE

Section 5

Support for Welfare Officers





Hopefully now that you have completed your Welfare Officer Worksop you will realise that you are not on your own and there is a range of support for you.

Contact Numbers:

Shirley Needham
Designated Safeguarding Officer
Email: Shirley.Needham@somersetfa.com
Telephone: 01458 837 034 | 07535 664 998

FA Safeguarding Team
Telephone: 0800 169 1863
Email: Safeguarding@thefa.com

FA NSPCC Helpline - 0808 800 5000
(Advice available 24 hours a day, 7 days a week)

Useful Websites:

www.somersetfa.com/ - navigate to 'Safeguarding' under the About tab

www.thefa.com/football-rules-governance/safeguarding - The FA, Safeguarding page

<https://thecpsu.org.uk/> - Children in Sport Unit