



# **Welfare Officer Information Pack**

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You can also click on



*at the top left hand side of the document to open the navigation menu.*

## Glossary of terms

Various abbreviations are used in this document:

**The FA:** The Football Association

**CFA:** County Football Association

**CFA WO:** County Football Association Welfare Officer

**CWO:** Club Welfare Officer

**CRB:** Criminal Records Bureau

**SCW:** Safeguarding Children Workshop

**The FA CRB Unit:** The Football Association Criminal Records Bureau Unit

**WOW:** Welfare Officer Workshop

**YLWO:** Youth League Welfare Officer

NB: Throughout this document, there are direct links to webpages and links to automatically download documents. You must be connected to the internet for these links to work.

Acknowledgements: Thank you to the CFA WOs, YLWOs and CWOs across the country who inputted into the review of this Welfare Officer Information Pack; your energy and commitment to safeguarding was and is greatly appreciated.

# Welcome on board

You are one of a network of over 11,000 Welfare Officers across the country that help clubs ensure that children and young people have a safe and fun environment in which to play football.

As a welfare officer you have two key responsibilities. These are:

1. To be clear about the club's responsibilities when running activities for children and young people
2. To help club and league personnel understand what their 'duty of care' towards children and young people actually means on a daily basis

This information pack has been put together to signpost you to relevant guidance and information and to assist you undertake these responsibilities.

The pack comes in a downloadable PDF form which you can print out and place in a ring binder. It is split into clear sections so that information can be updated or replaced as necessary.

We will automatically host updates on Members Services for you to download.

Overall, the pack aims to give you a brief introduction to your role, where to get support and advice and how to find out more.

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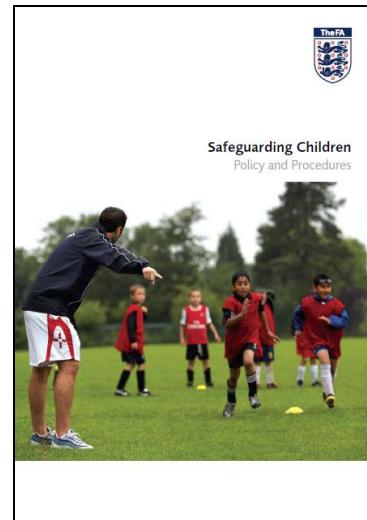
## Key information

- The FA has a team of 10 staff who promote and deal with safeguarding cases, and who work with 51 County FA Welfare Officers across England's County Football Associations
- Your CFA will run specific Welfare Officer networking events so you can get a better understanding of your role and the support that's available to you
- The FA has a specialist unit to deal with CRB checks and provide advice and support for you
- The NSPCC 24 hour helpline number is 0808 800 5000
- The FA's **Respect** Programme is aimed at addressing poor behaviour and can support your role as a Welfare Officer
- There is a Code of Conduct for Volunteer Welfare Officers which come into force as of July 2012/13.  
*See appendix 1*
- If you have any queries regarding support for your role, please contact your CFA WO and they will be able to assist. A list of CFAs contacts can be found at:  
[www.thefa.com/GetintoFootball/CountyFA/CountyContacts](http://www.thefa.com/GetintoFootball/CountyFA/CountyContacts)

## 1. The FA Safeguarding Policy Procedures & Regulations

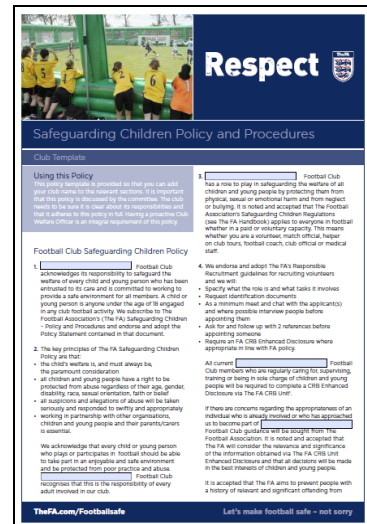
The FA is committed to ensuring all necessary steps are taken to protect from harm children in football at all levels. The policy and procedure document sets out The FA's position, role, and responsibilities, and clarifies what is expected of other organisations and individuals involved in football.

The FA's Safeguarding Children Policy and Procedures document can be viewed/downloaded from:  
[www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)



[Click here to download](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)

The FA's template Safeguarding Policy for Clubs can be downloaded from:  
[www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)



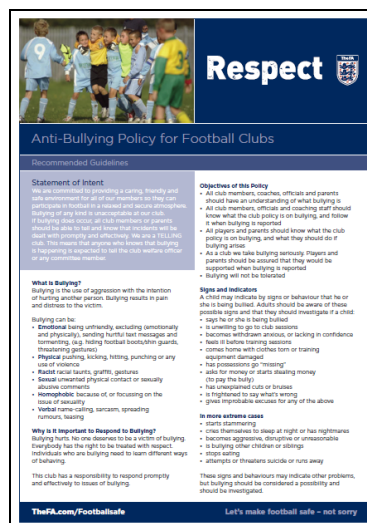
[Click here to download](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)

The FA's Anti-Bullying Policy for Clubs can be downloaded from:  
[www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)

### Additional Information:

The FA Handbook contains the rules and regulations for The Football Association in England, including The FA Safeguarding Children Regulations which can be downloaded from:  
[www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)

The full FA Handbook can be downloaded from:  
[www.thefa.com/TheFA/RulesandRegulations](http://www.thefa.com/TheFA/RulesandRegulations)



[Click here to download](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)

## 2. The FA Best Practice Guidance

The FA has an area on TheFA.com dedicated to providing CWO/YLWO with best practice guidance for their Clubs and leagues. Listed below is a brief description of this guidance along with a hyperlink to the document for those who can access it electronically via the internet.

If you are unable to access these documents they can be found on the TheFA.com at the following address, where you can either choose to download them or print them off directly.

[www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)

### Celebrating Football Through Photographs and Video

Who is allowed to take pictures of children (under 18s) playing sport and in particular what are parents/carers permitted to do? The FA would like to assure parents, carers, coaches, spectators, players and local media that we encourage the taking of appropriate images of children in football.



[Click here to download](#)

### Practice Guidance - Changing Rooms and Showering Facilities

It is recognised that clubs will use different facilities throughout the country, some with toilets, changing and showering facilities and some without. The following guidance advises clubs on best practice when using facilities.



[Click here to download](#)

### Travel, Trips and Tournaments

Travelling to away games and having trips away from home should be both safe and fun for children (which includes all those aged under 18). It should be a chance for all children to grow in confidence, self-esteem, and skills. The following guidelines have been developed to help you organise trips and travel and ensure that appropriate safeguards are in place.



[Click here to download](#)



## Social Networking, Websites, Mobile Phone and Email Communications

Alongside the very beneficial aspects of modern communication technologies, we have to recognise that there are also increased risks to children and young people. The FA has developed a seven part series of guidance to encourage best practice when using the internet, social media and mobile phones to communicate with and about children and young people.



[Click here to download](#)

## Club Annual Membership and Consent Form

This form covers the essential information clubs need to hold about the children and young people they provide a service for, and raises awareness of health and other issues that coaches and officials may need to know to ensure that young people have a fun, safe experience of the game.

[Click here to download](#)

## Stay Safe, Have Fun – Enjoy Football

Children have a right to have fun and stay safe. This guidance is designed for young people and gives basic information on how they should be treated by football coaches and referee mentors. It also informs young people of where to take any concerns they have within football and lists other organisations that can offer support to children and young people on issues such as bullying.

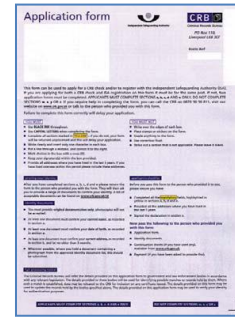


[Click here to download](#)

### 3. FA Enhanced CRB Checks

The FA takes the welfare of children seriously and checks are required to ensure that those who work or volunteer with children are suitable to do so.

[Click here to visit The FA CRB information page](#)



#### Who needs to have a check?

Those who are working or volunteering directly with children and young people in football need to have an FA Enhanced CRB check. This includes those who are teaching, training, instructing, supervising, giving advice or guidance, treating or caring for children or driving for the Club.

FA CRB checks are predominantly required within U18 youth football. The following people are usually required to have a check: Club Welfare Officers, team managers, coaches, first aiders, referees and regular club drivers.

You do not need a check to run the line occasionally, nor do parents who drive their own child and their friends if this is a personal arrangement between parents. Sometimes Club Chairmen and Secretaries need a check because they also help out at training and matches; however these roles do not automatically require a check if they are simply administrative roles.

#### How do I become a CRB verifier for my Club or League?

As a named Club Welfare Officer you are authorised to verify ID documents. However, to verify, you must have an accepted FA CRB check linked to your specific club and you will only be authorised to verify for other members of your club.

Where can I get more information on The FA CRB process and how to verify ID documents? You have the following options:

- Speak to your CFA Welfare Officer
- Download [the guidance notes for verifiers](#)
- View [The FA's CRB FAQ](#)
- Contact The FA CRB Unit on 0845 210 8080 opt 1 or [crb@TheFA.com](mailto:crb@TheFA.com) for an application pack



#### New developments and future changes

For Information on the new online FA CRB service and updates on FA CRB policy changes in light of the Protection of Freedoms Act 2012, please link directly to the guidance by going to: [www.thefa.com/TheFA/WhatWeDo/CRB](http://www.thefa.com/TheFA/WhatWeDo/CRB) and the related link.

## 4. The FA Online Safeguarding Service

The Online Safeguarding Service provides CWOs with a tool to monitor coaches', managers' and other relevant club officials' and volunteers' FA CRB and safeguarding education status. It is accessible via your County FA website's Members Services page.

To access this service you must hold an accepted FA CRB disclosure and have completed The FA's Safeguarding Children and Welfare Officer Workshops.



[Click here to download](#)

**The Online Safeguarding Service allows CWOs to:**

- Receive updates from the Equality & Children Protection (ECP) department via the Safeguarding page
- View the FA CRB and SCW status of all volunteers via the Club Status screen
- Filter records by CRB Status (Accepted, In Progress or Not Started)
- Remove individuals who are no longer involved with the club
- Add individuals missing from the club records
- Print the Safeguarding records of individuals at the club
- View the Safeguarding profile of an individual by clicking on an individual's FAN via the Club Status page. This includes their CRB, SCW and WOW records along with the contact details we have on record

### Requesting Access to the Online Safeguarding Service

In order to access the secure area to view the Safeguarding information of your club, you will first need to request access to Members Services. If you already know your FAN and password then go straight to section 3 of [the guide](#).

**Step 1:** Locate your personal FAN (unique FA Number), your Club ID and latest Club Affiliation number. Your club secretary will have your Club ID and Affiliation Number as this was displayed on the receipt they received from your parent County FA when the club affiliated for the current season. This information can also be provided by your parent County FA/CFA WO.

**Step 2:** Open any web browser and navigate to your CFA's website. The Online Safeguarding Service is located within the Members' Services area which is accessed via clicking on the 'Members' Services' link at the top right of your CFA's website home page.  
([www.thefa.com/GetIntoFootball/CountyFA/CountyContacts](http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts)).

### Further Support

If for some reason you are have difficulties in accessing or using particular elements of the service, please contact your CFA WO who will be happy to assist you.



## 5. Safeguarding Children Education

To hold the designation of ‘welfare officer’ you must have an accepted FA CRB check and have completed The FA’s Safeguarding Children and Welfare Officer Workshops. Once completed, if your role is solely that of welfare officer, there is currently no requirement for you to renew your SCW or WOW. However, as expressed within the Code of Conduct for Volunteer Welfare Officers, there is an expectation that all welfare officers will access further learning and development opportunities as provided by The FA, CFAs and leagues.

### FA Learning

As well as The FA Safeguarding Children and Welfare Officer workshops, FA Learning provide a number of courses relating to disability and equality. For information on these courses visit [www.thefa.com/GetIntoFootball/FALearning/FALearningPages/local-courses](http://www.thefa.com/GetIntoFootball/FALearning/FALearningPages/local-courses) or look on your CFA website.

### The Equality and Child Protection department

The ECP department develops materials for CFA WOs to deliver within CFA or league networking sessions for welfare officers. These will be advertised locally through your CFA or league.

### County FAs

CFA WOs provide a variety of networking opportunities for welfare officers. These sessions often focus on best practice and provide an informal and friendly opportunity to network and develop your practice as a welfare officer. These networking events will be advertised by your CFA or league. For more information about these opportunities please contact your CFA WO.

### Leagues

Within the League structure, networking opportunities may be delivered by a YLWO. For the CWOs within their league this may consist of sharing best practice or cascading information and guidance provided by The FA or CFA WO.

### Respect

There are really useful educational resources on TheFA.com’s Respect pages which can be used both as a personal learning opportunity and as an education resource for parents within leagues and clubs. For more information on Respect and to access the online parent guide educational resource visit:

[www.thefa.com/my-football/more/respect](http://www.thefa.com/my-football/more/respect)

### Safeguarding Children Recertification

Coaches attached to FA Charter Standard Clubs or wishing to become a member or retain membership of The FA’s Licensed Coaches Club are required to renew their FA SCW certificate every three years. This can be done by attending The FA’s SCW or by completing the **Online Safeguarding Children Recertification course**. The online recertification extends knowledge and brings participants up-to-date with current practice, including Respect and Social Media. For information on the Online SC Recertification course please visit:

[eventspace.thefa.com/OnlineCourses/participant/arrangement.aspx?id=32527](http://eventspace.thefa.com/OnlineCourses/participant/arrangement.aspx?id=32527)

### Additional opportunities

Other learning and development opportunities exist throughout TheFA.com. Familiarising yourself with the relevant guidance within the Safeguarding Children downloads area will develop an understanding of best practice and of The FA’s policies and guidance in relation to football.

## 6. The FA Charter Standard & Respect

Your club may be working towards becoming, or already be, a Charter Standard club, or play within a Charter Standard league.

The FA's Charter Standard kite marking scheme recognises clubs who are offering the best opportunities for children and young people.

### The FA Charter Standard

Over 5,500 clubs have achieved The FA Charter Standard kite mark, including over 500 advanced level Community Clubs and over 250 leagues.

Any club can apply for The FA Charter Standard status, even a one-team club. The criteria are challenging but are attainable for every club. Once awarded, FA Charter Standard clubs and leagues are given an annual health check to ensure the standards of provision are maintained. Criteria for achieving the entry level award include having a trained Welfare Officer, FA CRB checks for all volunteers, Emergency Aid-trained volunteers linked to each team, Respect programme sign-up, a Level One coach for each youth team, appropriate club administration in place and a volunteer coordinator. To visit The FA Charter Standard's website go to [www.thefa.com/my-football/club-leagues](http://www.thefa.com/my-football/club-leagues)



[Click here to visit The FA Charter Standard website](http://www.thefa.com/my-football/club-leagues)

### The FA Respect and Safeguarding Children

Creating fun and safe football environments is central to The FA Respect programme. The majority of children and young people have a fantastic experience through football – however some don't.

We need to help coaches and parents understand the effect their behaviour can have and share positive ways to motivate young players.

For more information on how you, as a welfare officer, can promote The FA's Respect programme please go to [www.thefa.com/my-football/more/respect](http://www.thefa.com/my-football/more/respect)



[Click here to visit The FA Respect website](http://www.thefa.com/my-football/more/respect)

# Appendices

**1 – Code of conduct for Volunteer Welfare Officers**

**2 – CWO Club Essentials Check Sheet**

**3 – CWO Advanced Club Check Sheet**

**4 – Additional Information and Important Contacts**

## 1. Code of Conduct for Volunteer Welfare Officers

The role of the Welfare Officers is to:

- 1. Be clear about the clubs' and leagues' responsibilities when running activities for children and young people**
- 2. Help those actively involved with children and young people understand what their duty of care means on a day to day basis**

As a Welfare Officer you agree to act as a role model to others in accordance with the roles and responsibilities of your position, in line with FA Rules and Regulations, the **Respect** codes of conduct for officials and the laws of the game.

**In taking up the position of Welfare Officer you are agreeing with this code of conduct and will accept that within the role of Welfare Officer you will:**

- Be child centered at all times and promote a fun safe environment for children and young people
- Follow all of The FA's policies and in particular procedures for reporting safeguarding concerns including discrimination
- Act appropriately with all situations brought to your attention
- Champion best practice within your club and league
- Communicate and positively engage with the CFA WO on all poor practice and safeguarding matters brought to the attention of the CFA and The FA
- Attend meetings as reasonably required by the club committee, youth league and CFA

- Manage and deal with poor practice issues in an appropriate and timely manner
- Ensure appropriate levels of confidentiality and data security are maintained at all times
- Implement and manage a responsible recruitment process in line with The FA's policy and procedures
- Attend continued personal development (CPD) opportunities as offered by your CFA or The FA and show a commitment to keeping your training up to date

**By agreeing to hold the post of Welfare Officer, you understand that if you do not follow the above code any/all of the following actions may be undertaken by your Club, League, County FA or The FA (This is not an exhaustive list):**

- Required to meet with the club/league committee, YLWO or CFA WO
- Required to follow an action plan monitored by the YLWO/CFA WO
- Required to complete an FA education course
- Suspended by the club/league
- Fined or suspended by the County FA
- Required to leave the club/league
- Removed from role by the club/league/ County FA/The FA

**On appointment you agree to uphold the Code of Conduct for Welfare Officers and understand the actions that may be taken should you fail to act in accordance with the Code. You also confirm that you meet the criteria outlined within The FA's suitability checklist for YLWO/CWOs.**

## 2. CWO Club Essentials Check Sheet

As a newly or recently appointed CWO, this simple check sheet should help you orientate yourself and help your club ensure that they are embedding good practice in relation to safeguarding. If your club meets, or is on the way to meeting all of these criteria, then why not consider becoming one of The FA's growing numbers of Charter Standard Clubs with all its associated benefits?

Please spend a couple of minutes answering and reflecting on the following questions.

Question	Yes	No	Unsure
1. Are you on the club Committee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you and all your club's coaches and managers have accepted FA CRBs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Does your club have a recently reviewed Child Protection Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does your club have a clear Complaints procedure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Does your club have an Anti-Bullying Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Does your club utilise an annual consent form which is in line with The FA's best practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Are players, coaches and parents/carers at your club aware of your role and how to contact you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you know who the County FA Welfare officer is and how to contact them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you know how to access the Online Safeguarding Service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Have you accessed the safeguarding area of TheFA.com?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Does your club encourage coaches and managers to attain the level 1 coaching award or Emergency aid/SC Workshops?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered **No** or **Unsure** to any of the questions above then you have identified priority areas that you need to address to ensure your club is safeguarding children and young people.

If you need any assistance in implementing any of the above speak with your club Secretary/Chairman. Where you need further information please use the information provided within this pack, online at [www.thefa.com/TheFA/WhatWeDo/FootballSafe](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe) and via your County FA Welfare Officer.



## 3. CWO Advanced Club Check Sheet

This advanced check sheet has been designed to help you embed best practice in relation to safeguarding throughout the activities of the club and ensure that all involved are aware of your role, and ensure that children and young people have a voice.

Question	Yes	No	Unsure
1. Has your club adopted The FA's Respect Codes of Conduct for Parents, Spectators, Players, Coaches Managers and Officials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you hold regular meetings with parents and coaches?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Has your club adopted the best practice guidance in relation to its activities? <i>Travel, Trips &amp; Tournaments, Photography, Social Networking, Websites, Mobile Phone &amp; Email Communications and Changing Rooms &amp; Showering Facilities</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. If your club is expanding or has more than 10 teams has your club committee thought about recruiting another Welfare Officer to support your role?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are all personal details you hold in relation to club members, adult or children kept securely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Are you known to the children and young people within the club and are they aware of how to contact you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Does your club give opportunities for children and young people to have a voice within the club or say what they like/dislike about club activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Does your club promote/give incentives for parents to complete the online Respect Guide for Parents and Carers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you attended meetings, or learning development opportunities run for CWOs by your League or County FA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Are FA CRBs renewed in line with current FA guidance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered **No** or **Unsure** to any of the questions above then you have identified areas where you can further embed safeguarding across your club to ensure that parents/carers, young people and their coaches are all aware of their responsibilities and of who to contact should they have any concerns.

If you need any assistance in implementing any of the above please speak with your club Secretary/Chairman. Where you feel you need further advice or support, please use the CWO information pack as a starting point or go online to [www.thefa.com/TheFA/WhatWeDo/FootballSafe](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe). You can also contact your County FA Welfare Officer for advice and support.

## 4. Additional Information and Important Contacts

If you require additional guidance or information you may be able to find this by using one of the following sources:

For information and updates please check out [www.TheFA.com/footballsafes](http://www.TheFA.com/footballsafes)  
Please note that by the end of August 2012 all FA Safeguarding information will be accessible via [www.TheFA.com/safeguarding](http://www.TheFA.com/safeguarding)

### League Welfare Officer

Name \_\_\_\_\_

Telephone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

### County Welfare Officer

Name \_\_\_\_\_

Telephone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

### The FA CRB helpline

Telephone: 0845 210 80 80, option 1

Email: [FAChecks@TheFA.com](mailto:FAChecks@TheFA.com)

*Note this is also the email address to use if you wish to register for the online application service*

### The NSPCC helpline

Telephone: 0808 800 5000

Text: 88858

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Online support: [www.nspcc.org.uk/Applications/Forms/HelplineConcern/the-helpline-online-form.aspx](http://www.nspcc.org.uk/Applications/Forms/HelplineConcern/the-helpline-online-form.aspx)

You may wish to keep a record of the following statutory agency contacts within your locality:

**Children's Services [sometimes referred to as Children's Social Care]**

Daytime telephone: \_\_\_\_\_

Emergency out of hours telephone: \_\_\_\_\_

Email: \_\_\_\_\_

**Police Child Protection team (CPT)**

Daytime telephone: \_\_\_\_\_

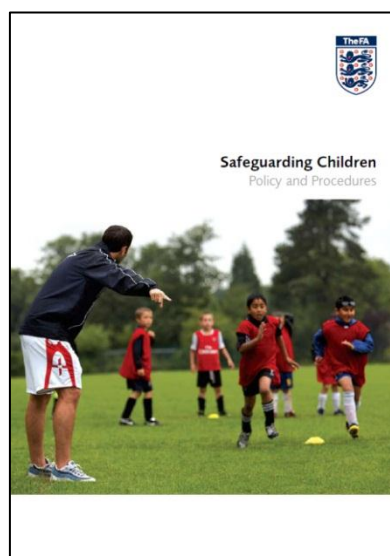
Emergency out of hours telephone: 999 \_\_\_\_\_

Email: \_\_\_\_\_

Other useful contact information can be found within the resources received as part of the Safeguarding Children and Welfare Officer Workshops.

The FA Safeguarding Children Policy and Procedure document is available at the following Link:

[www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads](http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads)



[Click here to download](#)