

WILTSHIRE FA CLUB WELFARE OFFICERS GUIDE



WILTSHIRE FA CONTACTS

Kelly Jones

DESIGNATED SAFEGUARDING OFFICER

Kelly.Jones@WiltshireFA.com
Safeguarding@WiltshireFA.com

07340 272564

Ella Broad

FOOTBALL ASSISTANT

Ella.Broad@WiltshireFA.com

07483 927206

SECTION 1: ROLES



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: DBS 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 DBS 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 (DBS) for all of the volunteers in your club. Anyone who is regularly working with young people in your club will need to have a DBS check and you will need to send through the relevant paperwork to verify their three forms of ID documentation.

In order to become a verifier for your football club, you will need to email Kelly.Jones@WiltshireFA.com confirming your FAN, name and club to get the appropriate form to complete.

If a volunteer tells you that he/she already has had a DBS (for example whilst working as a teacher), unfortunately it cannot be accepted as it is only an FA DBS that we can accept. All DBS's will need to be renewed every three years. DBSs are only completed once an individual's FAN is updated on WGS accordingly.

SECTION 3: USING THE WGS

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

ENGLAND | FOR GIRLS | COMPETITIONS | GET INVOLVED | WOMEN'S | RUL

TheFA **WHOLE GAME**

Welcome to Whole Game System

Email / FAN ID:

Password:

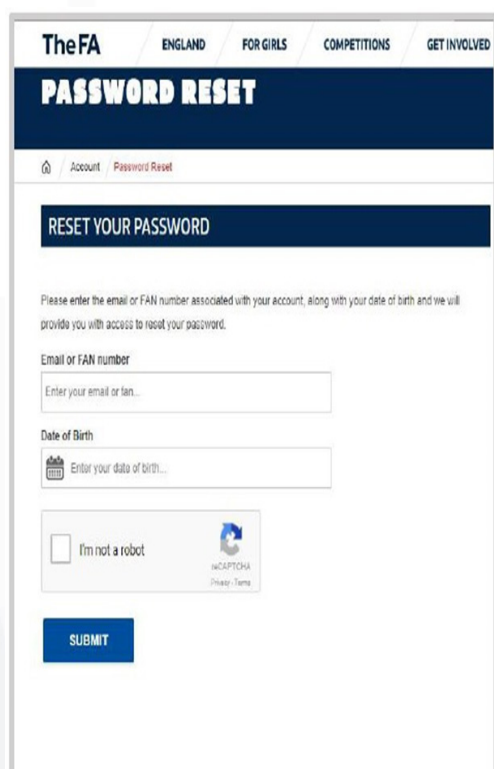
Login

[Have you forgotten your password?](#)

If you are already a FA registered user please logging on with your existing email address or FAN ID.
To create a FAN ID, please click here

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

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



TheFA | ENGLAND | FOR GIRLS | COMPETITIONS | GET INVOLVED

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

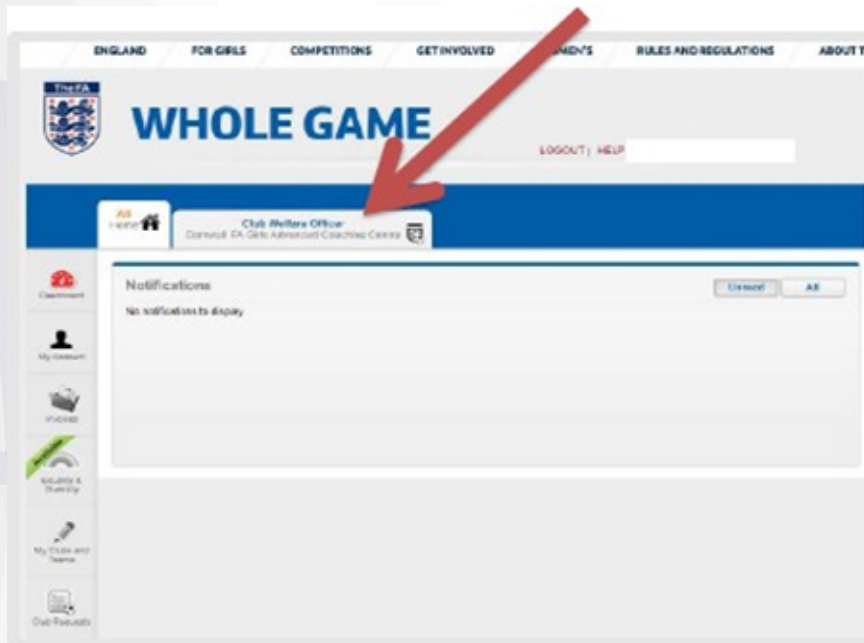
Date of Birth

☐ I'm not a robot

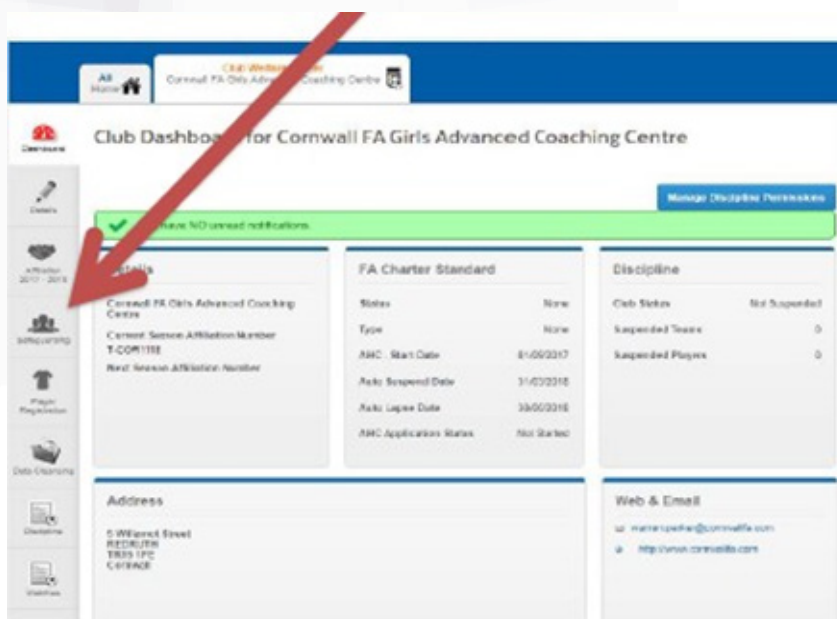
 CAPTCHA

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 the names of the coaches who are involve within your club. Under each name it will 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 is in date, if it's **amber** its due to expire within 3 months and if it is **red** it has expired and will need to be renewed ASAP. The qualifications that are in navy blue have never been taken.



The screenshot shows a web application interface for managing coach qualifications. On the left is a sidebar with icons for 'Safeguarding', 'Player Registration', 'Data Cleaning', 'Discipline', 'Members', 'Club Officials', 'Teams', and 'Team Officials'. The main area displays a list of coaches with their details and qualification status.

Name of Coach (Age) #FAN	EA	SG	WOW	SCM
[Redacted] Cornwall FA Girls Advanced Coaching Centre U12 - TEAM-Coach (asst)	Green	Green	Green	Green
[Redacted] 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	Green	Green	Green	Green
[Redacted] Cornwall FA Girls Advanced Coaching Centre U14 - TEAM-Coach	Green	Green	Green	Green
[Redacted] Cornwall FA Girls Advanced Coaching Centre U16 - TEAM-Coach	Green	Green	Green	Green
[Redacted] 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	Green	Green	Red	Green

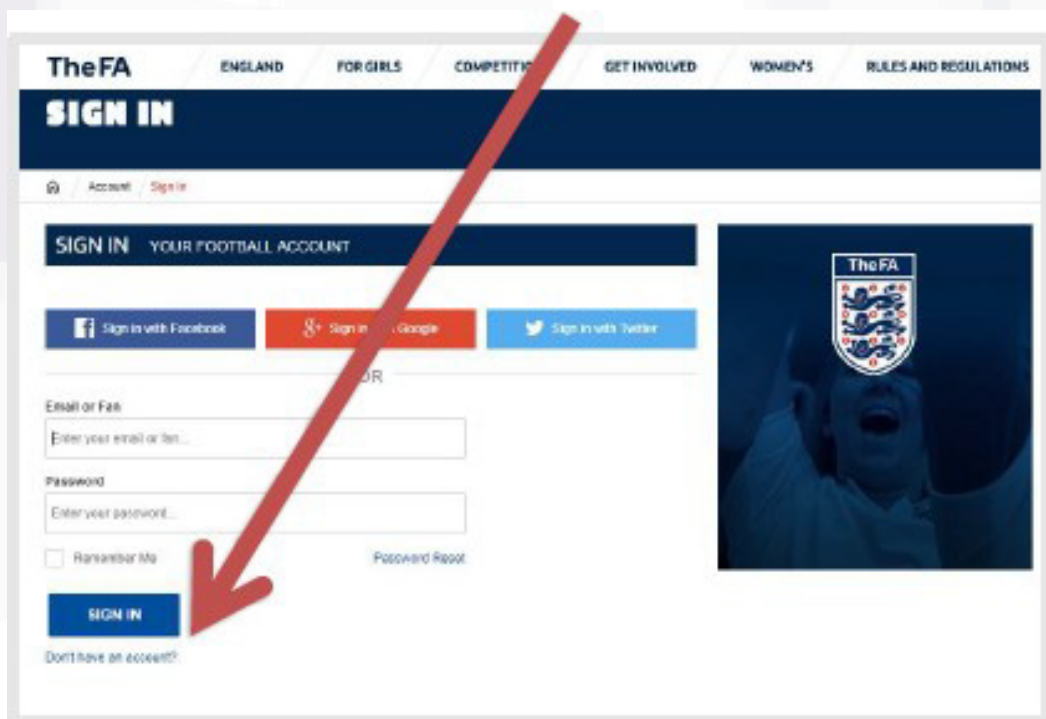
This section of the WGS is probably the most important to you and the most useful for your role as it should enable you to keep a track on everyone in your club and ensure their safeguarding qualification do not expire. There are lots of different ways you can view and sort the qualifications and you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

SECTION 4: SAFEGUARDING FOR COMMITTEE MEMBERS

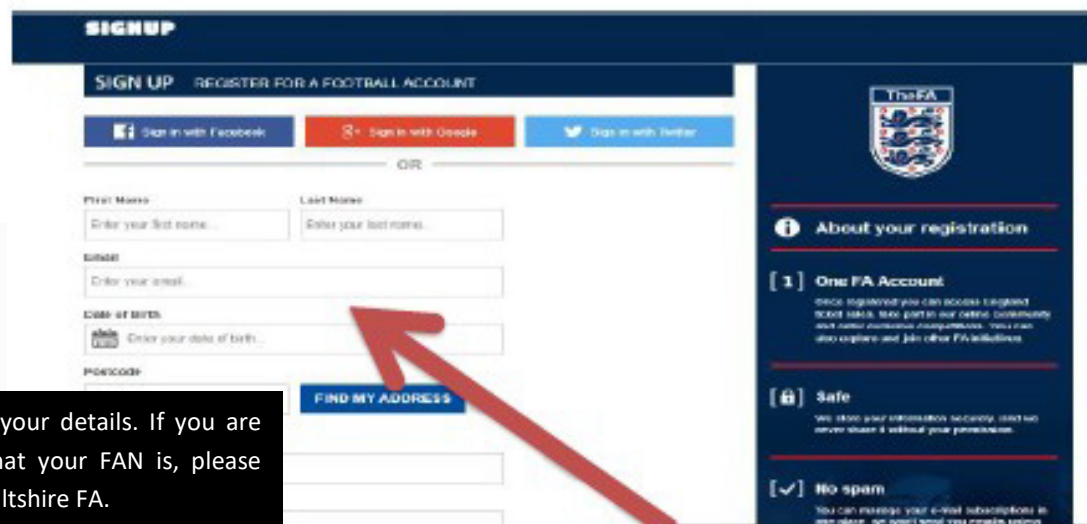
It is mandatory for the four main Club Officials (Secretary, Chairman, Treasurer and Welfare Officer) to complete the online Safeguarding for Committee Members workshop.

This course is free of charge and should take no longer than 40 minutes to complete and will need to be renewed every three years. To access the site log into www.TheFA.com.

If you have never logged into this site before please click on 'Don't have an account'.



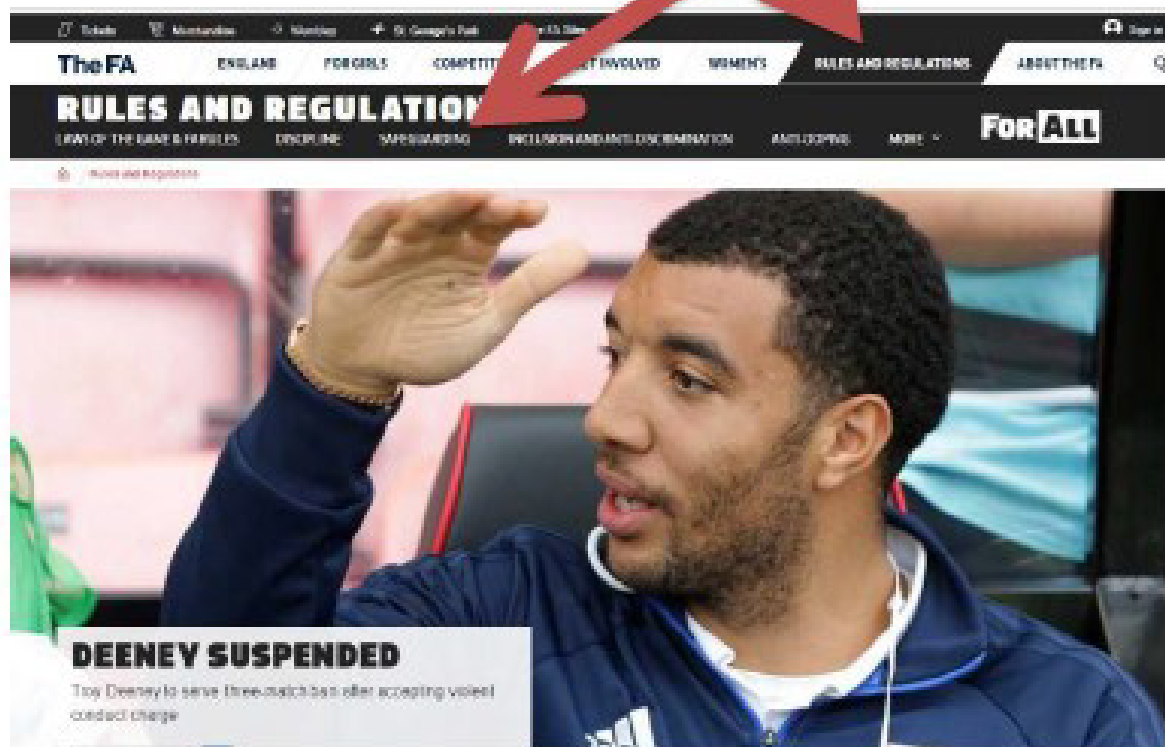
The screenshot shows the 'SIGN IN' page of TheFA.com. The navigation bar includes links for ENGLAND, FOR GIRLS, COMPETITIONS, GET INVOLVED, WOMEN'S, and RULES AND REGULATIONS. The main heading is 'SIGN IN YOUR FOOTBALL ACCOUNT'. Below this are three social media login buttons: 'Sign in with Facebook', 'Sign in with Google', and 'Sign in with Twitter'. A red arrow points from the top right towards the 'SIGN IN' button. Below the social media buttons, there is a section for email or Facebook login with fields for 'Email or Facebook' and 'Password'. A 'Remember Me' checkbox and a 'Password Reset' link are also present. At the bottom, there is a 'SIGN IN' button and a link for 'Don't have an account?'.



The screenshot shows the 'SIGNUP' page of TheFA.com. The navigation bar is the same as the sign-in page. The main heading is 'SIGNUP REGISTER FOR A FOOTBALL ACCOUNT'. Below this are the same three social media login buttons. A red arrow points from the bottom right towards the 'FIND MY ADDRESS' button. Below the social media buttons, there is a section for new user registration with fields for 'First Name', 'Last Name', 'Email', 'Date of Birth', and 'Postcode'. A 'FIND MY ADDRESS' button is located below the 'Postcode' field. On the right side, there is a section titled 'About your registration' with three items: '1 One FA Account', 'Safe', and 'No spam'.

Complete your details. If you are unsure what your FAN is, please contact Wiltshire FA.

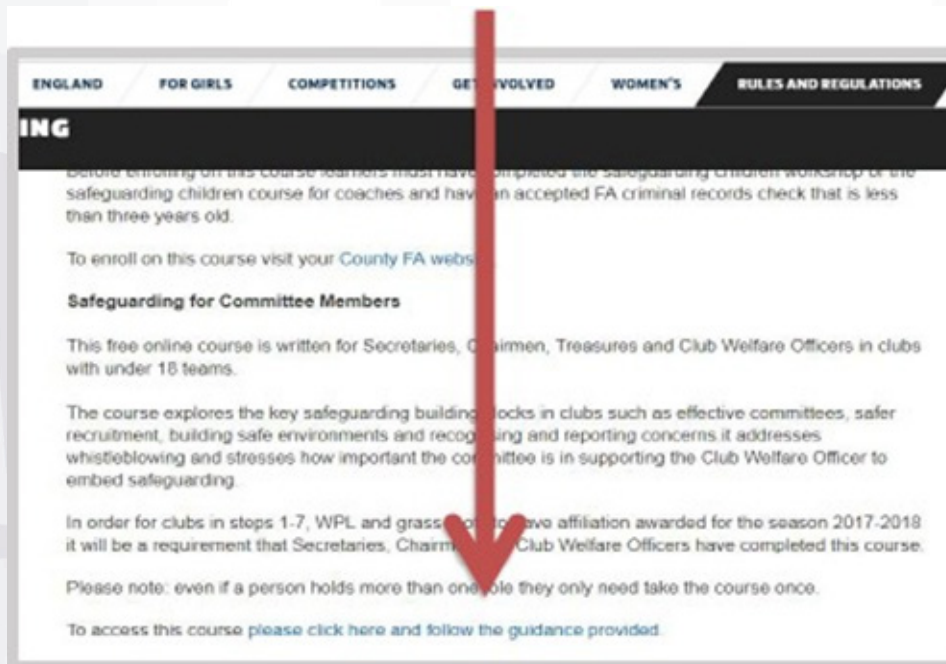
Once logged in go to Rules and Regulations / Governance and then Safeguarding.



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

ING

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

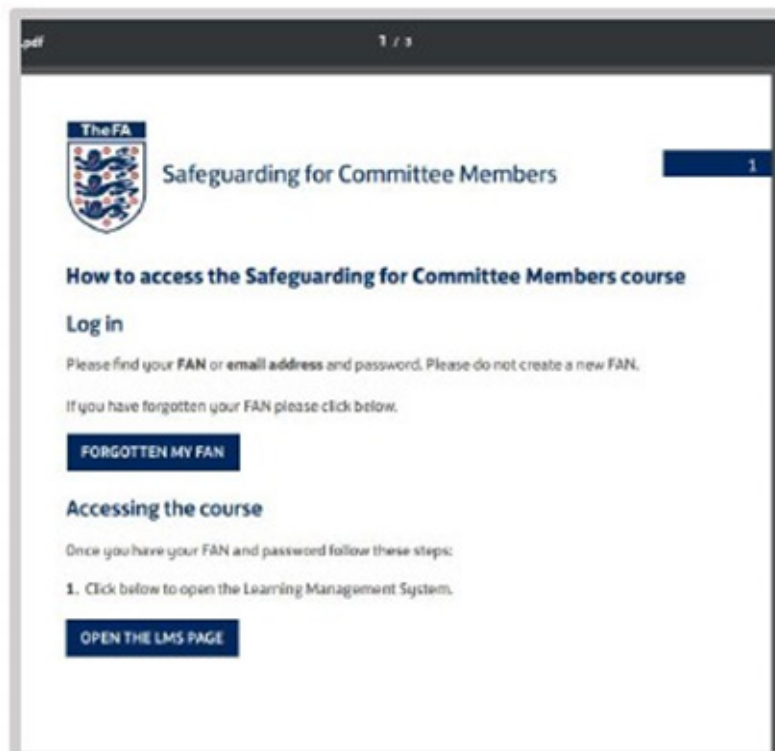
This free online course is written for Secretaries, Chairmen, Treasures and Club Welfare Officers in clubs with under 18 teams.

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 grassroots 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.



pdf 1 / 1

 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 Workshop you will realise that you are not on your own and there is a range of support for you.

CONTACT NUMBERS:

KELLY JONES

Designated Safeguarding Officer

Email: Kelly.Jones@WiltshireFA.com / Safeguarding@WiltshireFA.com

Telephone: 01793 486047 | 07340272564

ELLA BROAD

Football Assistant

Email: Ella.Broad@WiltshireFA.com / Safeguarding@WiltshireFA.com

Telephone: 01793 486047 | 07483 927206

FA Safeguarding Team

Telephone: 0800 169 1863

Email: Safeguarding@TheFA.com

NSPCC

Helpline: 0800 800 5000

(Advice available 24 hours a day, 7 days a week)

Useful Websites:

Wiltshire FA Safeguarding Info - www.wiltshireFA.com - navigate to 'Safeguarding'

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

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