

England Athletics Framework for Club Welfare



Section 1. The Welfare Officer			
Questions	Yes / Working Towards	Actions	Resources Available (All England Athletics Resources are available at www.englandathletics.org/resources)
1. Does your Club have a minimum of two Welfare Officers, preferably one Male and one Female?	Working towards	At present Neil Cooper is the welfare officer and Jenn Bell is covering until a permanent second welfare officer volunteers.	England Athletics animation “The Role of a Welfare Officer”
2. Have your Welfare Officers completed the following four steps; a. Received DBS clearance from UK Athletics within the last 3 years? b. Been registered as the Club Welfare Officer on My Athletics Portal – Club Management? c. Completed the online ‘Safeguarding in Athletics Course’? d. Completed the face to face Time 2 Listen Course?		Action - Neil Cooper is DBS checked and all future welfare officers to obtain UK Athletics DBS. Action - Neil Cooper to check with club secretary to all welfare officers to be registered on the portal Neil Cooper has completed Safeguarding in Athletics course. Neil Cooper has completed Time2listen course	If your Welfare Officer does not have an England Athletics DBS Clearance through another role, please send their full name, postal address and the role they are applying for to dbs@ukathletics.org.uk The online ‘Safeguarding in Athletics’ Course can be accessed through Athletics Hub Athletics specific Time 2 Listen course listings can be found on Athletics Hub. If there is not one in your area, your local County Sports Partnership may offer a generic course. If your Welfare Officers have attend a generic course, please send in your certificate to enquiries@englandathletics.org so that we can update your profile.

3. Do you have a Welfare Officer role description that has been shared and agreed by those in post?	Working towards	Role profile has been signed off by committee and agreed by welfare officer.	England Athletics animation “The Role of a Welfare Officer” England Athletics Template Role Description for Welfare Officers
4. Are your Welfare Officers visible and accessible within the club setting? How is this achieved?	Working towards	Action - Trudy to add notice to be put on club notice board Acton - Post to be put on club facebook and website Action - Details to be added to membership signing on welcome letter.	
5. Do your Welfare Officers have a direct line of communication with the Club Committee?	Yes	Sits on committee and welfare standing item on agenda	
6. Do your Welfare Officers actively keep up to date with information and resources shared by England Athletics and how is this information shared with the club?	Yes	Shared through updating the committee either at meeting or if urgent via e-mail. The messages/ updates can be shared to club members through Facebook/e-mail/training sessions	Ensure your welfare officers are registered in that role on My Athletics Portal – Club Management so that they can receive direct communication from England Athletics. Club Support Services section of the England Athletics Website and the England Athletics Resource Library The England Athletics E-Newsletter. If you do not receive this, log in to My Athletics Portal and change your marketing preferences.

Rationale:

- Having Welfare Officers within your club gives members a trained and trusted person to speak to about a concern either within the club or at times outside of Athletics. It provides the club with a lead person who has the right skills and knowledge to manage any concern raised in an appropriate way that would not hamper any investigation and shares information accordingly. By completing the England Athletics online and face to face training, Clubs can be confident that their Welfare Officers have the right level of knowledge for the role that is specific to Athletics. This includes how to raise a concern and who to speak to within the sport.
- Having a clear role description that is shared and agreed ensures the club committee and Welfare Officers themselves are clear on the specifics of the role, the expectations placed on them and what support is out there both within the club and external.
- It is important for the Club Welfare officers to be visible during training sessions and accessible to club members by providing a method of contact. Being visible allows members to build trust in the Welfare Officers and see them as a person they can go and speak to.
- Ensuring the Welfare Officer details are stored on My Athletics Portal – Club Management allows England Athletics to make contact with them and share updates and resources. It is also important for Welfare Officers to keep in contact with England Athletics through use of the Website and Newsletters. New information needs to be shared with the club and therefore it is important the Club Welfare Officers have a direct line of communication with the Club Committee.

Section 2. Recruitment and Retention of Club Personnel

Questions	Yes / Working Towards	Actions	Resources Available
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<p>1. Does your Club have a safe recruitment process in place which includes;</p> <ul style="list-style-type: none"> a. Meeting the prospective volunteer face to face to discuss experience, motivation for volunteering, time commitment and align experience to vacancies / roles within the club b. Obtaining a reference c. DBS check if required for the role d. An induction process e. Sharing relevant information about club policy and processes f. What support is available to the volunteer from within the club 	Yes	<p>Through the committee, any volunteer will discuss their role, carry out DBS checks if required, have access to relevant club policies provided by the club secretary. There are opportunities for development of volunteers by funding their attendance on UK Athletics courses. References are not routinely requested for volunteer roles and all roles within the club are on a voluntary basis.</p>	EA Animation “Safe Recruitment”
<p>2. Does your club carry out an ongoing audit of DBS Checks to ensure all Coaches and Officials are licenced and volunteers within roles that require a check are up to date?</p>	Yes	<p>Within the junior section there is an ongoing audit to ensure all relevant volunteers that meet the requirements for a DBS check keep their checks up to date. At present there is no face to face coaching within the adult section so only the welfare officers require DBS checks at present. Once LIRF and CIRF volunteers are in plac. This can be monitored by the junior section as the club is joint adult and junior as are the welfare roles.</p>	This can be completed by using My Athletics Portal – Club Management
<p>3. Do you have a designated person to manage the recruitment and retention of volunteers?</p>	Working towards	Action - Committee to consider nominating a volunteer co-ordinator	

4. Do your club provide opportunities for volunteers to access training? Are they aware of how they can request this?	Yes	Volunteers are offered the opportunity to access training relevant to their role. As it is a relatively small club, volunteers are regularly in contact with committee members who provide a support and mentoring process.	
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Rationale:

- Having a clear process in place to manage the recruitment of Club personnel will help to safeguard the clubs integrity and its members. It often acts as a deterrent for those that are looking to volunteer for the wrong reasons and can also lead to better retention of your volunteers.
- The process can help you understand more about the volunteers needs, aspirations and skills which can enable you to match them into a vacancy that suits their skills and interests.
- Having a process can allow volunteers to feel supported and know who they need to speak to and how to raise any issues. It also allows the club to become aware of any concerns about the volunteer and raise this with them in a supportive way.
- Carrying out an audit of DBS checks ensures all relevant volunteers in the club are licensed, insured and are still eligible to work in that role.
- Having a designated person to manage the recruitment and retention of volunteers, provides a focus to ensure due diligence is taken when recruiting volunteers, and existing volunteers are provided with a point of contact to discuss any development or training needs.

Section 3. Managing Welfare Concerns and Incidents

Questions	Yes / Working Towards	Actions	Resources Available
<p>1. Does your club have access to the most up to date UKA Welfare Polices and England Athletics Guidance on when and how to report concerns?</p>	Yes	Monitored by Welfare officers when reviewing policy every 6 months, CPSU newsletter and active cumbria newsletter.	UKA Safeguarding Children in Athletics policy UKA Safeguarding Adults policy and guidance procedures Athletics Safeguarding Flowchart England Athletics / UKA / Club Jurisdiction Chart UKA and England Athletics Whistleblowing Policy Flowchart Welfare section of the UKA Website
<p>2. Do you have a robust and clear process for managing concerns which include:</p> <ol style="list-style-type: none"> a. How to manage a concern that meets the threshold for reporting to UKA b. How to manage a concern that doesn't meet the threshold of reporting to UKA but still requires intervention at club level c. Local Contacts for Police and Social Services d. What club and external support is available to Club Welfare Officers e. Details of how and the process will be reviewed and by whom 	Yes	Documented process in place as part of club safeguarding policy.	England Athletics Template Club Welfare Process
<p>3. Have you adopted the England Athletics Club Discipline and Appeals Process or has your own process been checked against the guidance to ensure it covers all relevant areas?</p>	Yes	Process in Place to mirror England athletics process.	Club Discipline and Appeals Process Guidance for Discipline / Appeals Hearings England Athletics Complaints Flowchart England Athletics animation 'Dealing with Club Disputes'

<p>4. Do you have up to date Codes of Conduct for specific groups within the club, such as Parents, Athletics and Volunteers and are these communicated effectively?</p>	<p>Working towards</p>	<p>The club has adopted the UKA policies with local context. Action to add to website - completed</p>	<p>UKA Coaching Code of Practice UKA Terms and Conditions for Coaches and Officials UKA Codes of Conduct</p>
<p>5. Does your club have practice guidance for areas including; Social Media and E-Comms, Photography, Organising Events and Attending Team Competitions away from home?</p>	<p>Working towards</p>	<p>Committee to ensure the club has the guidance in place for each event.</p>	<p>UKA Athletics Photographic policy guidance for Athletics Clubs and Stadiums Examples of practice guidance can be found on the Club Matters or Child Protection in Sport Unit website</p>
<p>6. Do you have a process for managing Health and Safety?</p>	<p>Working towards</p>	<p>Action - Committee to ensure there are adequate and up to date risk assessment and emergency action plans to cover all venues for events and training sessions. There also needs to be a system in place where the responsible person/coach can access ICE and NOK for all participants. Update - all risk assessments and EAPs completed. Teams App now in place for ICE and NOK.</p>	<p>Health and Safety Executive Guidance on running a safe sports club</p>
<p>7. Do you have a process for reviewing policies and procedures every 3 years. Does this process indicate how, when and who will lead the reviews?</p>	<p>Working towards</p>	<p>Secretary to maintain a register of policies including review dates.</p>	

Rationale:

- Having a Club Welfare process allows you to bring together the information from England and UK Athletics with details of how your club will manage a concern from the point of being informed. It will provide your members with an understand of where and when information should be shared both within and external to the club and explain not only how a concern will be managed if it means the threshold of being reported on but also if it doesn't. Having a process for Club Welfare that is shared can help members to feel safe and volunteers feel confident in managing or raising any concerns.
- There are likely to be times when not everyone is getting along in the club and a dispute is likely to occur. Having a Club Discipline and Appeals process can significantly improve the management and outcome of a dispute. This can take pressure off the volunteers involved in resolving the issue and also has the potential to diffuse the situation earlier.
- Having agreed Codes of Conduct for specific groups within the club that are shared and set out the expectations of those groups from the outset. It also allows you as a club to refer back to this code should a person's behavior deviate from what is expected of them.
- Setting out practice guidance for areas such as Social Media, Photography, Organising Events and taking Athletes away to team competitions provides clarity on the expectations of those involved in these activities within the club and in particular sets out the responsibilities for those in an organizing or moderating capacity. The process of writing this practice guidance provides the club committee with focused time to agree to minimum standards of what is expected for these areas of the club where there is a risk of harm to members if due care and attention is not undertaken.
- Having a process for Health and Safety allows you as a club to understand what actions need to be taken and by whom, in relation to risk assessments and overall Health and Safety. It is important for the club share their expectations of volunteers and members in relation to this area and have a process in place to ensure the necessary checks are being made thoroughly and concerns are raised and acted upon and in a timely manner.
- Club policies and procedures can easily become outdated and forgotten about. Having a specific review date for each policy and procedures, at least every three years ensures these policies are refreshed, relevant and acted upon.

Section 4. Communication and Feedback

Questions	Yes / Working Towards	Actions	Resources Available
1. Does your club provide all volunteers with policy and procedural information during induction and at any point when new information is included?	Working towards	Action - membership secretary to check the necessary policies links are added to the induction letter.	
2. Do your club provide members and parents with relevant policy / procedures / Codes of Conduct information at the point of joining and have access to these throughout their membership? Are members and parents informed of changes to these at the point they are made?	Working towards	Sent as part of membership and on website. Club Facebook page used to highlight any changes.	
3. Does your club provide opportunities to gain feedback from members? If so how is this achieved? (Eg Surveys / Member Forums) Are there any specific questions posed to members regarding Welfare?	Working towards	Action - consideration of club survey and the addition of a welfare question to ensure the welfare of members is considered.	
4. Does your club take steps to ensure they provide a safe and confidential environment for members to raise concerns? What steps are taken to ensure members are aware of this?	Working towards	Linked to question 4.1, the confidentiality should be covered as part of the raising of the profile of the welfare officers.	
5. Are members made aware of their duty of care and the responsibilities they hold towards the welfare of other members within their club?	Working towards	This is on the club website and verbally spoken about at club sessions.	Government guidance 'Working Together 2018' Page 71

Rationale:

- Ensuring club members and parents are aware of the expectations set out by the club from the outset can help reduce challenges and disputes. Providing volunteers with this information as part of their induction process ensures that they have all the information needed to perform their role effectively within the club.
- Giving your club members a voice by providing opportunities for them to give feedback can have a strong impact on building a positive and cohesive club. It also provides opportunities to learn about the needs, interests and desires of members and to build a shared club vision. Having this opportunity to share views and provide ideas can reduce disputes and conflict within the club.
- Showing that the club is open to members raising concerns and that this can be done in a safe and confidential environment can increase the enjoyment members get from being part of the club. Feeling safe within the club environment is a vital component to members staying in the club and the sport.