



# Club Safeguarding Children Service

Guidance Notes



*Let's make football safe – not sorry*



## Introduction

A new service will be released shortly that will allow club officials of clubs with youth teams, including mini-soccer to check the Safeguarding Children status of individuals connected to the club.

We have previously mailed lists to clubs, indicating members' names and the status of their CRB check such as 'Accepted' (which means that on the basis of current information, The FA accepts these people to work with children in football, or 'in progress' – which means that the CRB check is still being processed in the system.

This system allows 'real-time' access to the information, as well as the ability to advise The FA and their parent County Football Associations of Club Welfare Officer appointments. The service will eventually be accessible through County Websites as well as TheFA.com

This document has been prepared for various stakeholders – County Football Associations, The FA CRB Unit, FA IT Support, FA Customer Relations – to ensure that the service is promoted and supported as efficiently as possible.





## Access to the site

The appointed club secretary of every affiliated club which has at least one youth team (do we need to state that this includes mini-soccer and all clubs with youth teams) will shortly receive a letter and a leaflet from The Football Association which provides an update on Safeguarding Children in the game. Contained within this will be a username and password for the service.

The recipient secretary will be advised to log on through a 'portlet' on [www.thefa.com/footballsafesite](http://www.thefa.com/footballsafesite), as shown below.

<<Screenshot required>>

In addition, there is an extended service for senior representatives of County Football Associations to be able to log in and view the status of any club parented by the County (initially the County Secretary, though this can be extended on request), and for FA CRB and IT Support to log in and view the status of any affiliated youth club in the country for support purposes.

## Logging on and changing passwords

LOG IN

NPD/FAN No.

Password

[Change Password](#)

The portlet from the TheFA.com directs to a page where the user can login, and also change their password from the one they have been supplied to one more memorable.



## Safeguarding Children lists

All Safeguarding Children information is shown on one main page, which is divided into 3 sections; Club Details, About this service, and a lists section.

Club Details		Club Secretary			Club Welfare Officer			
Alexandra Park Youth		William Staniland						
Club Id : 43625		NPD/FAN : 1987870						
Affiliation No. : EYN00195		40 Linzee Road Hornsey LONDON N8 7RE						
About this Service								
<p>This Club Safeguarding Children service is designed to give you live and up to date information on your club's Safeguarding Children position. For regular updates please visit <a href="#">Football Safe</a>.</p> <p>Currently only club secretaries have access to the system though this will shortly be extended to Club Welfare Officers. This is a new service and we welcome your feedback on the system. To give feedback, please use <a href="#">Queries &amp; Assistance</a>.</p> <p>Please use the drop down list below to show information about people who have 'Accepted' or 'In Progress' checks.</p> <p>Please also help us to update our records to tell us who your appointed Club Welfare Officer (CWO) is by clicking the Assign button for that person if the current record is incorrect. Only people who have completed the Safeguarding and Best Practice Workshop and who have an accepted FA CRB check can be appointed. Your local county will be advised of CWO appointments.</p>								
Filter: <input type="button" value="Accepted"/>					Print <a href="#">Queries &amp; Assistance</a>			
CWO	NPD/FAN	First Name	Last Name	PostCode	Email	CP Assess Date	CP Expiry Date	CRB Outcome
	1940668	Robert	andrews	N22 7XF				Accepted
	1940658	Graham	Atkinson	N10 3ST		11/02/2004	11/02/2007	Accepted
	1940675	John	bass	N10 2NB				Accepted
<a href="#">Assign</a>	1503323	Nicholas	Battcock	N10 2PY	nick.battcock@apyfc.co.uk	31/08/2004	31/08/2007	Accepted
	1940663	Brian	Brathwaite	N2 0PH				Accepted
	1940677	Mario	De Cesare	N8 8JX				Accepted
	1940660	Theo	Demetriou	N14 7JU				Accepted
	1940655	Edward	doherty	N11 3NL				Accepted
<a href="#">Assign</a>	1773473	Gary	Frohook	N11 2AG		26/04/2006	26/04/2009	Accepted
	1940653	Paul	hooper	N10 2PX				Accepted
12								

**Club details** – including Club Secretary and the currently appointed CWO (in this example, this position is not yet fulfilled)

**About this service** – will be used to show updates and information to users

**Lists section** – this can be filtered to show 'Accepted' and 'In Progress' members of the club. It shows Safeguarding Children (formerly CP) workshop/Distance Learning dates and other basic personal info. If an individual has an accepted CRB check and a valid Safeguarding Children (CP) certificate then they can be Assigned CWO by clicking 'Assign' on the left.



## How outcomes are shown

The FA CRB outcomes shown on this page are real-time, live updates from the GOALNET Safeguarding Children Administration System, which is used by The FA CRB Unit to administer Safeguarding Processes. As soon as an individual's DAF (Disclosure Application Form) is received by The FA CRB and logged on the system, an individual appears as 'in progress'.

Throughout the history of that CRB check, the CRB outcome may be blank (either the check has not been started or an old check has been archived because the check has been 'timed out' e.g. someone has not responded to a request for further information on their DAF or Disclosure Certificate), Accepted, or In Progress.

If the user has queries on the data or outcomes being shown, they should use the forms on the site to report this.

## Appointing a Club Welfare Officer (CWO)

If an individual has an accepted FA CRB check and a valid Safeguarding Children (CP) certificate then they are eligible to be appointed as the CWO. This can be actioned by the Club Secretary by clicking on the 'Assign' button on the left on that individual's record.

The button does not appear for individuals who are not eligible.

When this button is clicked then a warning message appears, on confirmation the CWO is appointed and an alert is sent to The FA IT Department who, in the first instance, monitor appointments. Lists of changes to CWOs will be sent out on a weekly basis to County Secretaries, although it is envisaged that this service will be transferred to CAS.

The updated CWO appears in CAS in real time.

Currently, WOW workshops do not show on the site as there is currently no facility to show them in GOALNET. This will be amended.



## Print / Queries and Assistance

There are two more functions on this page, 'Print' which generates the list in printable HTML, and Queries and Assistance, which directs to the Support Panel.

[Back](#)

Please use the forms on this page to request or provide information about your club(s). Please note that we are expecting a heavy volume of enquiries when this service is first launched and we may not reply immediately.

**New club member form** - please use this to check that The FA knows of no reason to exclude them from children's football. The information received back should be used as part of a proper recruitment process and include references and qualifications when appropriate.

**Left club form** - use this form to advise us if a member on your list is no longer with your club.

**Missing club member** - use this form to advise us if a member of your club does NOT appear on the list.

**General feedback** - if you would like to give us general feedback on the system, positive or negative, including suggestions as to how the service might be improved or any observations not covered by the above then please use this form.

- [New club member form](#)
- [Left club form \(coming soon\)](#)
- [Missing club member \(coming soon\)](#)
- [General feedback \(coming soon\)](#)

The support panel shows four forms:

**New club member form** - use this to verify that where a new club member who states that they have an FA CRB check from another role, this information is genuine and valid and that The FA knows of no reason to exclude them from children's football.

**Left club form** – use this form to advise The FA if a member on the list is no longer involved with the club.

**Missing club member** – use this form to advise The FA if a member of the club does NOT appear on the club list.

**General feedback** – use this form to provide general feedback on the service

In the first instance these forms will be submitted to FA IT for monitoring and action.



## Frequently Asked Questions

### What is this service for?

A service allowing officials of affiliated youth club officials to check the Safeguarding Children status of individuals connected to the club. Previously this was sent out quarterly in paper form.

### Will clubs still get periodic paper reports?

No, though if they do not have internet access the relevant County FA will be able to provide a paper copy.

### How does it work?

Through newly-implemented FAN technology, enabling football participants to log in to FA-provided services to aid football administration. All information is displayed behind a secure log in.

### What does it show?

All individuals in the Club and their Safeguarding Children status.

### Who can access the system?

Only a current Club Secretary who has a FAN number and password. If a club secretary is removed from position then access will be automatically blocked.

### Why is access restricted to Club Secretaries?

Simply because at this point Club Secretaries are a mandatory role nationally and the FA hold information about all appointees. Access will be extended to CWOs in due course.

### What happens if the club secretary changes?

The new club secretary will automatically be mailed login details.

### How can we promote the site?

All clubs will be mailed promotional materials, but County FAs are advised to also promote this on County Websites. Guidance on this will be given along with this document.



### **What further services may be offered in the future?**

This service is part of a larger suite of Football Administration services that The FA is building for Grassroots football through County Websites. For further information please visit your county website regularly.

### **What access do County Associations have?**

County Associations may receive queries from their clubs, particularly those without internet access. Therefore they have access to view all clubs that affiliate to them.

### **What access do the FA CRB unit have?**

For support purposes, The FA CRB unit can access any club in the country.

### **What about clubs who do not have internet access?**

They should contact their CFA, who can provide a paper copy.

### **What help and support is available to clubs?**

Regarding this service, all requests should be actioned through the site