



**fitmums**<sup>TM</sup>  
and friends

## Welfare Policy

<b>Date policy agreed</b>	<b>June 2020</b>
<b>Date policy reviewed</b>	<b>November 2023</b>
<b>Date policy for review</b>	<b>November 2024</b>
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## Welfare Process

### 1. Introduction

All members of Fitmums and Friends have a duty of care to one another. This is reflected in our Constitution and Codes of Conduct Policy. Our aim as an organisation is to create a welcoming and supportive setting for our members to enjoy being part of this charity and their Local Club and most of all feel safe.

We want members to know that there is a safe space to talk to us, if they have any concerns about their own welfare within their club or wider charity. We also want to ensure that members feel confident in knowing how to raise any concerns they may have about the welfare of a member and how this will be dealt with.

As an England Athletics affiliated Club we adopt the following policies for Club Welfare:

- Safeguarding Policy (Adults & Children)  
<https://fitmums.org.uk/uploads/6de8d500-3fad-603f-95f9-f16b31f891d8.pdf>
- Codes of Conduct Policy  
<https://fitmums.org.uk/uploads/93502c6a-2c4b-49d9-7717-29bcf713a5c1.pdf>

This process provides details on how we as a charity, implement these policies within the Club environment.

### 2. Recruitment

Overarching Welfare Leads and Local Club Welfare Officers are volunteers recruited from the membership of the charity. They are usually individuals with a background in welfare/safeguarding although this is not essential. A reference is required in circumstances where the individual is new to the organisation or where the individual is not known to those undertaking the recruitment within the organisation. It is essential that an induction process is completed on taking up a welfare role within the organisation. See Appendix 1,2,3,4 to support this process.

### 3. Welfare Structure – Fitmums and Friends

There are a minimum of two over-arching Welfare Leads for the whole charity. Their role is to provide support, advice and guidance to the Welfare Officers based in Local Clubs. Each Local Club is encouraged to recruit a Welfare Officer, but if this is not possible the over-arching Welfare Leads will exist as the first point of contact should any issues arise. Each coached session that operates independently of a Local Club must also have a Welfare Lead.

Within scope of our welfare remit are two other teams within Fitmums and Friends these being the Mental Health Champions and the In the Pink Team. These work specifically with potentially vulnerable people and it is important they have a structure of support/reporting also. A closed facebook group exists as a means of support and information sharing for the above two teams and includes the Welfare Leads also. The relevant Co-ordinator is aware of any volunteer who cannot access facebook and ensures email contact is maintained. Face to face meetings also take place when required.

#### 4. Visibility of Welfare Officers/Leads

Members and parents will be made aware of the Welfare Leads in the following ways:

- Welfare section on the main Fitmums and Friends website
- Welfare section on the Local Club page of the website
- All new members receive a welcome email and links to the welfare policy, safeguarding policy and code of conduct policy is included in this communication.
- All junior members also receive a specific communication when they join in which links are included to the welfare policy, safeguarding policy and code of conduct policy.
- Local Clubs are encouraged to ensure their members know who the Welfare Officer is by promotion on club notice boards, facebook pages, notices.

#### 5. Welfare Concerns

5.1 There are three types of Welfare Concerns that can be raised at the Club

- A Welfare Concern that requires immediate action
- A Welfare Concern regarding a situation outside of the Athletics Environment
- A Welfare Concern regarding a situation within the Athletics Environment

5.2 There are different ways in which you may become aware of a concern

- A member may confide in you about a concern they have about themselves
- You may witness something that causes you concern
- A member or parent may confide in you about a concern they have about another member

5.3 When you become aware of a concern it is important that you do not:

- Probe for more information than is offered.
- Speculate or make assumptions.
- Show shock or distaste.
- Make comments about the person against whom the allegations have been made.
- Make promises or agree to keep secrets.
- Give a guarantee of confidentiality

#### 6. Reporting a Concern

All members have a duty to raise any concerns with their Local Club Welfare Officer to ensure that matters are appropriately managed and recorded by the club. It is not the members responsibility to investigate concerns. If the concern does not require immediate action, it should be reported in writing to the Club Welfare Officer so that an accurate record is logged which may be required at a later time.

Details should be recorded on an Incident Form by the Welfare Officer – this is available in the Club Folder, from [admin@fitmums.org.uk](mailto:admin@fitmums.org.uk) and as an online form (preferred reporting option) [here](#). If the Local Club Welfare Officer is not available then the issue should be reported to the overarching Welfare Leads for the organisation.

In the case of an adult welfare concern, it is important that you also consider the needs and wishes of the person at risk, taking into account the nature of the alert.

The role of the overarching Welfare Leads is to support the Local Welfare Officer at any point – therefore not just after an issue has been managed but if required they can support and work with the local team in resolving issues in a timely manner.

All incident forms completed by Welfare Officers/Club Co-ordinators must be shared with the overarching Welfare Leads. They will monitor and provide support where needed – and escalate as required to the Chief/Deputy Officer and/or Board of Trustees.

### **Diagram 1 – Incident Form process**

The following actions should be taken once an “Incident Form” has been completed.

- Incident form completed at a local club by Club Co-ordinator/Welfare Officer/Leader/Coach.
- If a paper form is used, scan and sent to [welfare@fitmums.org.uk](mailto:welfare@fitmums.org.uk)
- As soon as email confirmation has been received from overarching Welfare Lead to acknowledge receipt of the form, the original form should be shredded.
- Overarching Welfare Leads check form submissions and contact local club if further action/support needed.

### **7. Overarching Welfare Leads**

Wendy Williams

[welfare@fitmums.org.uk](mailto:welfare@fitmums.org.uk)

07941498949

Rachael Sharp

[welfare@fitmums.org.uk](mailto:welfare@fitmums.org.uk)

07547601628

The overarching Welfare Leads are part of a supervision structure meaning they have regular catch ups with the Deputy/Chief Officer.

### **8. Raising concerns**

At any point in the following scenarios, if the Local Welfare Officer is not available the point of contact should be the overarching Welfare Lead.

#### **8.1 What to do when a concern is raised that requires immediate action**

If there is an immediate risk to the safety of an individual, you need to contact the Police immediately and report your concerns. Please consider your own safety as well as that of the individual at this time.

When it is appropriate to do so, you should inform a Club Welfare Officer of the action taken for official club records and they will use this to consider what, if any further action is required by the club.

### 8.2 What to do when a concern is raised regarding a setting outside the Athletics Environment

If you become aware of a Welfare concern that is not directly related to the club environment, you still have a duty of care to share this information. If the concern does not require immediate action, you should report the matter to a Club Welfare Officer, in writing as previously described.

The Club Welfare Officer will refer to the information in the Safeguarding Policy to take the appropriate action. The Club Welfare Officer may be required to make contact with local services to report this concern. Contact details of these services can be found in the above policy.

### 8.3 Managing a Concern within the Athletics Environment

Report your concern to a Club Welfare Officer in writing. The Club Welfare Officer will then refer to the Safeguarding Policy to decide if the concern meets the threshold of being reported to UK ATHLETICS

**If the threshold is met for reporting the matter to UK ATHLETICS**, the Welfare Officer is required to report via the link below:

<https://www.englandathletics.org/welfare/reporting-a-concern/>

If as a Welfare Officer, you are unsure if the concern meets the threshold you should contact UK ATHLETICS using the means above to check.

If the concern does not meet the threshold for being reported to UK ATHLETICS, it does not mean that the concern will be dismissed. It is possible that this concern is still causing distress to a member or members and requires intervention at a club level.

In this instance the Local Club Welfare Officer may need to speak to another member of the central team. In the first instance this should be another Welfare Officer or if this is not appropriate the Deputy/Chief Officer or Trustee. An agreement will then be formed on what action should be taken. It may be the case that some mediation is required. If as part of the concern, a formal complaint has been raised, the club will use its Disciplinary Process to manage the complaint.

If there is uncertainty regarding what action to take the Club Welfare Officer may sense check the proposed action with the England Athletics Club and Compliance Manager or their Local Club Support Manager.

## 9. Support available for Club Welfare Officers

Occupying the role of Welfare Officer can be challenging at times, mainly due to the vast and unpredictable nature of issues/concerns that can and may arise within your club setting. Please always ensure that you place the importance of your own health and wellbeing at the forefront of your work. If you find that a particular matter or simply a build-up of issues are causing you a degree of upset/stress, please ensure that you reach out to the central team or one of the following organisations that will be more than happy to talk the matter through with you and offer you the reassurance, guidance and support you rightly deserve.

The Local Club Welfare Leads are

- [welfare@englandathletics.org](mailto:welfare@englandathletics.org)
- Mind – 0300 123 3393
- NSPCC – 0808 800 5000
- Ann Craft Trust – 0115 951 5400

*This process will be reviewed and updated every 3 years by the Board of Trustees – Fitmums and Friends.*

## Appendix 1 - Role descriptions

### 1. Local Club Welfare Officer Responsibilities

- To support the Club in building a culture where members feel welcome, safe, included and supported.
- To be visible within the club. Regularly attend club sessions so that all members, including Coaches, Volunteers, and Parents have the opportunity to meet with, feel at ease and know how to make contact should they require any guidance and / or wish to raise a concern.
- To have a clear understanding of the Fitmums and Friends Safeguarding Policy, UK ATHLETICS Safeguarding policies for Adults and Children and the England Athletics guidance on how to establish if a concern meets the threshold for being reported on.
- To contribute to the Club Welfare Process for managing concerns. To use identified processes for managing all Welfare concerns. To ensure this process is communicated to all members and that they have a clear understanding of their responsibilities for reporting concerns.
- To report any concerns of abuse to the UK ATHLETICS Lead Safeguarding officer, or in urgent cases requiring immediate support, the Police or Social Services.
- To work with the overarching Welfare Leads to support positive welfare processes in the club.
- To support the safe recruitment of club personnel.
- To complete the England Athletics online Safeguarding in Athletics training
- To support the central team in reviewing club policies and procedures relating to Welfare at least every 3 years, ensuring the safety of members is at the centre of these procedures.
- The Welfare Officer should be a part of the “Delivery Group” of a Local Club.

### 2. Overarching Welfare Lead Responsibilities

In addition to all aspects listed at 1. The following also apply for this role:

- The Time 2 Listen course every 3 years.
- To support all Welfare Officers based in Local Clubs in their role.
- To be the main point of contact for welfare issues if the Welfare Officer for a Local Club is not in post or for those in post but need additional support.
- To be the named contact on My Athletics Portal – Club Management.
- To be the point of receipt and triage for all Incident Forms.
- To escalate concerns to Chief/Deputy Officer and/or Board of Trustees if issues at local club level need further intervention.
- To work with the Chief/Deputy Officer on the development of welfare policies and procedures.
- To maintain contact with the Welfare Officers in local clubs – keeping them informed and updated about relevant information.
- To take the lead on any welfare concerns which require reporting to UK ATHLETICS.
- To maintain an accurate database of Welfare Leads.
- To share information/resources received from England Athletics with Welfare Officers in Local Clubs.
- To utilise a group list of current Welfare Officers to ensure effective communication.

Reference <https://d192th1lqal2xm.cloudfront.net/2020/03/ea-club-welfare-officer-role-2020-v1.pdf>

## Appendix 2 - Overarching Welfare Lead Training Check List

**Step 1:** Ensure that the Club Secretary updates the England Athletics Club Secretary Portal with details (name and email address) of the two minimum overarching Club Welfare Leads.

**Step 2:** If the two overarching Welfare Leads do not already have an enhanced DBS this should be organised via UK ATHLETICS <https://www.englandathletics.org/clubs-and-facilities/club-support-services/club-welfare/safeguarding-checks-and-dbs-processes/>

**Step 3:** Overarching Welfare Leads must complete the Safeguarding in Athletics Online Education Resource. This can be accessed by booking online at [AthleticsHub](#).

**Step 4:** Overarching Welfare Leads must attend a Time 2 Listen workshop. The Time 2 Listen course is aimed at providing Club Welfare Officers with extensive safeguarding training to assist them with undertaking their role within an Athletics setting. The course is designed to provide those taking part with an opportunity to consider their role and responsibilities within an Athletics/sporting context and ensure that they are familiar with the specific reporting processes that apply to the sport – vital information for anyone occupying a Club Welfare Office role. Courses can be booked via the [AthleticsHub](#).

It is also recommended that Overarching Welfare Officers complete the Adult Welfare Course. Also available via [AthleticsHub](#).

**Step 6:** Overarching Welfare Leads should provide a copy of attendance/completion certificates to [admin@fitmums.org.uk](mailto:admin@fitmums.org.uk) as England Athletics carry out annual club audits to ensure Club Welfare Officers have completed all the necessary training.

**Step 7:** Details of the overarching Welfare Lead should be listed on [www.fitmums.org.uk](http://www.fitmums.org.uk)



## Appendix 3 - Local Club Welfare Officer Training Check List

**Step 1:** Ensure that the details (name and email address) of the Local Club Welfare Officer are added to the Welfare page on the Fitmums and Friends website for the relevant club.

**Step 2:** Apply for a UK ATHLETICS Enhanced DBS **if the individual not already in possession** either through an existing volunteer role e.g. Leader/Coach or through an individual's workplace <https://www.englandathletics.org/clubs-and-facilities/club-support-services/club-welfare/safeguarding-checks-and-dbs-processes/>

**Step 3:** Welfare leads must complete the Safeguarding in Athletics Online Education Resource regardless of other safeguarding qualifications. The education will consist of Safeguarding in Athletics e-eLearning module and either Time To Listen course or Adult Welfare Course. These can be accessed by booking online at [AthleticsHub](#).

**Step 4:** Local Welfare Leads should provide a copy of attendance/completion certificates to [admin@fitmums.org.uk](mailto:admin@fitmums.org.uk) in the event of undertaking any relevant courses, as England Athletics carry out annual club audits to ensure Club Welfare Officers have completed all the necessary training.

## Appendix 4 - Welfare Lead Induction Checklist

<b>Name</b>		
<b>Role</b>	<input type="checkbox"/> Over-arching Welfare Lead  <input type="checkbox"/> Local Club Welfare Lead	<input type="checkbox"/> Send contact details to <a href="mailto:admin@fitmums.org.uk">admin@fitmums.org.uk</a>
<b>Email</b>		<input type="checkbox"/> Contact details added to website
<b>Contact Number</b>		<input type="checkbox"/> Database updated with contact and DBS details
<b>DBS Number</b>		
<b>Date of issue</b>		
<b>Date of expiry</b>		
<b>Reference needed</b>	Yes/No	Received:
<b>Role animation</b>	<input type="checkbox"/> Share with volunteer by email	Date shared:
<b>Safeguarding in athletics online course</b>	<input type="checkbox"/> Voucher purchased  <input type="checkbox"/> Code sent to volunteer  <input type="checkbox"/> Evidence of completion seen and database updated	Date purchased:  Date sent:  Date added to database:
<b>Time to Listen face to face training</b> NB: Mandatory – Overarching Welfare Lead. Optional – Local Welfare Lead	<input type="checkbox"/> Course booked   <input type="checkbox"/> Evidence of completion and database updated	Date booked:  Date of course:  Date added to database:



