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## GLOSSARY

**CAS** – County Administration System  
**CRB** – Criminal Record Bureau  
**CWS** – County Website Support  
**ECP** – Equality and Child Protection department  
**FAN** - Football Association Number  
**SCW** – Safeguarding Children Workshop  
**WOW** – Welfare Officers Workshop

# 1 Introduction

The Safeguarding system for clubs includes the following tools. This is only available to Club Welfare Officers and Assistant Club Welfare Officers with an Accepted CRB disclosure and Welfare Officer Workshop (WOW) certificate.

- Receive updates from the Equality & Children Protection (ECP) department via the Safeguarding page
- View the CRB and SCW Certificate via the Club Status screen.
- Filter their records by CRB Status (Accepted, In Progress or Not Started).
- Remove individuals who are no longer involved with the club.
- Print the Safeguarding records of individuals at their club.
- Request for missing individuals to be added via the Query Record form.
- 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.

**Users are reminded of the need to keep the information available to them via CWS confidential and secure, and to ensure that their access details are not disclosed to others.**

## 2 Requesting Access to Safeguarding Online

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

**Step 1:** Locate your FAN (NPD), Club ID and your latest Club Affiliation No. These are displayed on the receipt which you received from your Parent County FA when you were sanctioned for the current season. Your Parent County FA can also provide all this information.

- FAN = Sec ID
- League ID = ID
- League Sanction No = League Affiliation

RECEIPT							
Club Secretary's Name Club Secretary's Address				Receipt No: 1 Date: 29/05/2008 ID: XXXXXXXX Sec ID: XXXXXXXX			
Date	Description	Quantity	Unit Price	Allocated	VAT	Total	
29/05/2008	Senior Club Affiliation Fee XXXXXXXX	1	0.00	0.00	£0.00	£0.00	

**Step 2:** Open any web-browser and enter your chosen County's website address into the web address bar. NB - Users of London FA and West Riding County FA can access the tool via one of the other 48 County websites (<http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts>).

**Step 3:** Click on the Members section of the website.



**Step 4:** Click on the Request Access menu item in the left hand menu.



**Step 5:** Click on the Club Official menu item in the left hand menu.



**Step 6:** Enter your FAN (NPD), Club ID and Affiliation Number into the spaces provided and click Submit.

A form with three input fields and a Submit button. The first field is labeled 'F A N' (with 'F', 'A', and 'N' in red boxes) and '(NPD)', containing 'XXXXXXXXXX'. The second field is labeled 'Club ID' and contains 'XXXXXXX'. The third field is labeled 'Affiliation Number' and contains 'XXXXXXXXXX'. A 'Submit' button is at the bottom right.

**Step 7:** It will take a few seconds to validate the details entered. Once validated enter your email address in the space provided and click Confirm.

A form with several fields and a Confirm button. The fields are: NPD/FAN (with a blurred value), First Name (with 'Craig'), Last Name (with 'Grandy'), Club Name (with a blurred value), Role(s) (with a blurred value), and Email Address (with 'Enter Email Address here'). A 'Confirm' button is at the bottom right.

**Step 8:** Assuming the details entered match the County held information your login details will be emailed to the specified email address. This email will contain your FAN and password, which you will need to login to Member Services.



### 3 Logging On

**Step 1:** Click on the 'Members' section of your County FA website. **NB** - Users of London FA and West Riding County FA can access the tool via one of the other 48 County websites (<http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts>).



**Step 2:** Enter your FAN and Password into the spaces provided and click Submit.

A screenshot of the 'Member Login' page. The page title is 'Please login to access Members' Services'. There are links for 'Forgotten Details?' and 'Request Access'. A 'Read Aloud' button is also present. The main text states: 'This section of our site is still under construction, but we have released an initial selection of on-line services for members of this association. If you are an official of an affiliated league or club, or a registered referee, you can verify your personal details using Request Access and we will send you an email explaining how you can login.' Below this is a login form with a 'FAN' label and a text box containing '1552178', a 'Password:' label and a masked text box, and a 'Submit' button.

If you do not know your password by using the FAN portal which can be accessed by going to [www.TheFA.com/FAN](http://www.TheFA.com/FAN) and clicking 'Click Here' or by going direct to <https://secure.thefa.com/FAN/RetrieveFANDetails.aspx?registrationID=ec44b1ae-124d-4020-b838-42e18df4f43d>.

**Step 3:** If you are accessing Member Services for the first time then you will need to read and accept the Terms of use. To accept the Terms of Use start by clicking the alert as displayed below.

A screenshot of the 'Welcome to Members' Services' page. The main heading is 'Welcome to Members' Services'. A red alert box contains the text: '\*\*\*The Terms and Conditions must be accepted to proceed using the County Website Members Area. Click on the 'Terms of use' alert to proceed\*\*\*'. Below this is the date 'Update 1st September 2009' and a paragraph: 'An improved range of services are now available. You can update your personal details and complete the equality monitoring form under the My Profile section.' On the right side, there are two sections: 'ALERTS' with a list containing 'Terms of use' (highlighted with a red box) and 'Register for new season'; and 'RELATED LINKS' with a list containing 'Contact Gloucestershire FA'.

**Step4:** The Terms of Use will then be displayed and you accept them by ticking the statement at the bottom of the page and by clicking Submit.

### Terms of use

By using this site you have access to sensitive personal data, and you are advised that the information should be handled sensitively with due diligence, and shared only when necessary and appropriately.

You are bound by the terms and conditions of the site as below.

#### Terms and Conditions of Use

This website (the "Site") is operated by Liverpool County Football Association ("The CFA"), in conjunction with The Football Association (a company registered in England and whose registered address is Wembley Stadium, Wembley, London, HA9 0WS ("FA")). Any references to "we", "us" or "our" shall be taken as references to both the CFA and The FA unless otherwise specified.

Please read these terms and conditions carefully to ensure that you understand and agree to them, as they contain the legal terms and conditions that you are deemed to have agreed to whenever you use the Site. If you do not accept these terms and conditions you should not use this Site. Please note that additional terms and conditions may apply to specific sections of the Site.

I agree to be bound by the terms and conditions of the site and understand my responsibilities in terms of use of data.

#### ALERTS

- Terms of use

#### RELATED LINKS

- Contact Liverpool FA

**Step 5:** Click on the My Football menu item in the left hand menu.

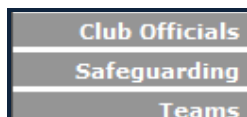


**Step 6:** Click on the Club menu item in the left hand menu.



## 4 Online Safeguarding Service for Clubs

**Step 1:** To access the system click on the Safeguarding menu item of the club you have selected through the CWS tool.



**Step 2:** This page will give you some information on the service. This page will be used by the ECP department to update Club Welfare Officers. Click on Club Status to view the CRB and relevant training of individuals at your club.

A screenshot of the 'MEMBERS' SERVICES' page. The page title is 'MEMBERS' SERVICES online services for affiliated members'. The breadcrumb trail is 'Home > Members > My Football > Club Name > Safeguarding'. The left sidebar contains a menu with 'Club Status' highlighted in red. The main content area shows 'Latest Updates' with a date of 'April 24th 2009'. Below this, there is a paragraph of text and a 'Related Links' section with three links: 'The FA.com - Football Safe', 'NSPCC', and 'Thinkuknow.co.uk'. At the bottom, there is a 'Read Aloud' button.

**Step 3:** The Club Status displays an individual's CRB and Safeguarding information.

A screenshot of the 'TEESSIDE ATHLETIC - Club Status' page. The page shows a table with columns for 'FAN', 'Forename', 'Surname', 'DOB', 'Role', 'CRB Date', 'CRB Outcome', and 'SC Cert Date'. The table contains seven rows of data, each with a checkbox in the first column. The 'CRB Outcome' column shows 'Accepted' for all entries.

	FAN	Forename	Surname	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input type="checkbox"/>	11111111	John	Freekick	21/09/88	COA	06/06/07	Accepted	04/07/07
<input type="checkbox"/>	22222222	Ida	Kickhard	24/05/78	COA	04/02/08	Accepted	07/02/08
<input type="checkbox"/>	33333333	Wayne	Rudealot	24/05/78	COA	06/06/07	Accepted	
<input type="checkbox"/>	44444444	Mike	Longball	09/02/87	COA	09/07/07	Accepted	
<input type="checkbox"/>	55555555	Peter	Pushy	06/02/67	COA	22/02/07	Accepted	16/11/06
<input type="checkbox"/>	66666666	Jean	Runaround	11/08/64	COA	08/01/07	Accepted	28/04/06
<input type="checkbox"/>	77777777	Philip	Miskick	11/04/65	COA	13/02/07	Accepted	11/02/09

**Step 3a: Remove individuals** – a user can update their list of individuals by removing those who are no longer at their club.

FILTER		Any	REMOVE	PRINT	QUERY RECORD	
<input type="checkbox"/>	FAN	Forename	Surname	DOB	Role	CRB Date
<input checked="" type="checkbox"/>	11111111	John	Freekick	21/09/88	COA	06/06/07
<input checked="" type="checkbox"/>	22222222	Ida	Kickhard	24/05/78	COA	04/02/08
<input type="checkbox"/>	33333333	Wayne	Rudealot	24/05/78	COA	06/06/07
<input type="checkbox"/>	44444444	Mike	Longball	09/02/87	COA	09/07/07

Some individuals can not be removed as they may have a mandatory role at the club (Secretary, Treasurer, Chairman or Club Welfare Officer) or if they have an ongoing disciplinary reason. A message will appear informing the user to contact your County FA for further information.

**Step 3b: Filter records** – a user can filter the list of individuals by using the page filter. Each column can also be sorted by clicking the column header.

FILTER		Any	REMOVE	PRINT	QUERY RECORD		LOG OUT	
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date

**Step 3c: Print records** – a user can print the list of individuals by clicking the Print menu item. This will load in a new window where the records can be printed from. **Users should only print records (and make copies of such records) where this is necessary for safeguarding purposes. Printed records should always be kept confidential and stored securely, and should be securely destroyed when no longer needed.**

**Step 3d: Query records** – a user can query their records by clicking the Query menu item. The pop-up form allows the user to fill out a query or request for an individual to be added to their records. These queries will be responded to within 3 working days.

Gloucestershire County FA  
DEVELOPING FOOTBALL FOR EVERYONE

Query Type  
General Query  
Please select  
General Query  
Missing Individual

## 5 Club Status - Individual Profile

Users can view the contact details and Safeguarding history of individuals by clicking on the FAN of the individual.

<input type="checkbox"/>	FAN	Forename	Surname	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input type="checkbox"/>	11111111	John	Freekick	21/09/88	COA	06/06/07	Accepted	04/07/07
<input type="checkbox"/>	22222222	Ida	Kickhard	24/05/78	COA	04/02/08	Accepted	07/02/08

**John Freekick - Individual Status**

[Back](#) [LOG OUT](#)

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**Mr John Freekick** **FAN/NPD: 11111111**

<p><input type="checkbox"/> The FA</p> <p>25 Soho Square</p> <p>London</p> <p>W1D 4FA</p>	<p> 02077454545</p> <p></p> <p></p> <p></p> <p> j123smith@thefa.com</p>
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**Safeguarding History**

CRB	DOB	Enhanced	Accepted	CWO
SC	25/06/08	Workshop		RC11111111111111111111
SC	12/04/05	Workshop	Gloucestershire	RC22222222222222222222
WOW	25/06/08	Workshop		09890848454505



## 6 Further Support

This document aims to offer comprehensive guidance on making full use of The FA's Online Safeguarding service. If for some reason you are still having difficulties in accessing or using particular elements of the service please contact your CFA Welfare Officer who will be happy to assist you.