



Club Welcome Packs for Parents*

It is good practice for clubs** to have Welcome Packs available for new starters or available at the beginning of each season. The Welcome Pack should contain useful information which will not only provide re-assurance for parents, but also give the club the opportunity to clearly set out its policies, procedures and practices and remind everyone of their responsibilities at an early stage so as to avoid potential future disputes.

Here are some ideas for what could be included in your Welcome Packs :

- ✓ **Club Constitution:** this should contain details of club aims and rules
- ✓ **Who's Who:** outlining who is who at the club, including roles and responsibilities
- ✓ **Contact Details:** Secretary contact details, coaches telephone numbers as well as club policy on who to contact regarding certain matters and at what times (e.g. before 9pm)]
- ✓ **Club Safeguarding Officer:** clear details of who this individual is and how to contact
- ✓ **Codes of Conduct:** copies of various club or FAW Codes of Conducts, signed at the beginning of each season by parents and the young player
- ✓ **Club Safeguarding Policy & Anti-Bullying Policy:** including where to locate them
- ✓ **Reporting Concerns:** guidance on how parents and players should report any concerns and to whom
- ✓ **Club Complaint & Disciplinary Procedures:** guidance on how matters will be dealt with
- ✓ **Club Collection Policy:** outlining instructions for late collections
- ✓ **Kit Details:** any specific requirements
- ✓ **Training / Playing Times & Locations:** if possible include directions
- ✓ **Costs / Subs:** as well as how these are payable (e.g. one-off/instalments)
- ✓ **How to become involved in the Club:** e.g. become a committee member
- ✓ **Club Social Activities:** outlining club activities such as awards evenings, Christmas parties etc
- ✓ **Club Affiliation Number:** including club insurance details
- ✓ **Club Accreditation status:** details of the programme and current award level. Include copy of certificate where possible.

* In this guidance, the term "parents" also refers to carers or guardians.

** In this guidance, the term "club" also refers to organisations such as fun football or development centres.

