

Club Welfare Policy, January 2026

Introduction

All members of our club have a duty of care to one another. This is reflected in our Club Constitution and Codes of Conduct. Our aim is to create a welcoming and supportive club for our members, and for them to feel safe. If they have any concerns about their own welfare within the club, we want members to know that they can talk to us. We also want to ensure that members know how to raise any concerns they may have about the welfare of another member, and how this will be dealt with.

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

- UKA Safeguarding Children Policy, which can be found [here](#)
- UKA Safeguarding Adults Policy and Guidance Procedures, [here](#)

Both of these documents provide some good examples of what might constitute a welfare concern, and the summary below outlines how we implement these policies within the Club environment.

Reporting a concern

All members have a duty to raise a concern with a Club Welfare Officer to ensure that matters are appropriately managed and recorded by the club. Please note that it is not the member's responsibility to investigate concerns, simply to report them.

Unless a concern requires immediate action (see below), it should be reported in writing to the Club Welfare Officer, so that an accurate record is logged.

Our Club Welfare Officer is:

Zoe Hebblethwaite

And the Assistant Welfare Officer is:

Ed Gamble

They can be contacted on welfare@keswickac.org.uk

A concern that requires immediate action

If there is an immediate risk to the safety of an individual, or a crime has been committed, you need to contact the police straightaway and report your concerns. If someone requires immediate medical attention, please call an ambulance.

You should also inform a Club Welfare Officer of the actions you took for official club records, and we will use this to consider what, if any, further action is required by the club.

Welfare Concerns

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

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

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

Should you become aware of a concern, please refer to the UKA safeguarding policies in the links above. As well as providing the right information on what *to do*, they also contain some useful information on what *not to do*, such as:

- Not to speculate or make assumptions.
- Not to show shock or distaste.
- Not to make comments about the person against whom the allegations have been made.
- Not to give a guarantee that you won't report it
- Not to undertake your own investigation

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.

Reporting 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 flowcharts located in the relevant policy ([UKA Safeguarding Children](#) / [UKA Safeguarding Adults](#)) to decide if the concern meets the threshold of being reported to UKA.

If the threshold is met for reporting the matter to UKA, the Welfare Officer is required to follow this process:

- Email safeguarding@uka.org.uk or welfare@englandathletics.org
- UKA Welfare Staff will talk the Welfare Officer through the process and are on-hand to answer any questions/concerns they may have.
- UKA Welfare Staff will also offer advice in relation to reporting back to club officials and managing your club environment appropriately.

If, as a Welfare Officer, you are unsure that the concern meets the threshold, you should contact UKA or EA using the means above to get their guidance.

Managing a concern that does not meet the threshold for reporting to UKA but still requires intervention at club level.

If the concern does not meet the threshold for being reported to UKA, this 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 Club Welfare Officer may need to speak to another member of the committee. In the first instance this should be another Welfare Officer or, if this is not appropriate, the Chair or another senior Committee member. A decision will then be taken on the right course of action. 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.

When a concern is raised regarding a setting outside the Athletics Environment

If you become aware of a welfare concern regarding a member, but which is not directly related to the club environment, you still have a duty of care to report 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 flow charts located in the appropriate policy ([UKA Safeguarding Children](#) / [UKA Safeguarding Adults](#)) and 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 here:

- Cumbria Children's safeguarding hub 0333 240 1727
- Cumbria Adult social care 0300 303 3589

This process should be reviewed and updated every 3 years by Club Committee.