



SAFE

SAFEGUARDING
THE HOCKEY FAMILY

ENGLAND HOCKEY

Safeguarding Young People in Hockey Policy, Procedures and Good Practice Guidance

EDITION 2: **SEPTEMBER 2014** Version 1

www.englishockey.co.uk/safe

STANDARDS
for SAFEGUARDING
and PROTECTING
CHILDREN in SPORT



**ENGLAND
HOCKEY**



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FOREWORD

“Hockey is proud of its position as a sport enjoyed together by young and old.”

Hockey is proud of its position as a sport enjoyed together by young and old. Young people have long been an important part of the hockey family and brothers, sisters, parents and friends have often enjoyed playing in the same clubs. If we are going to continue attracting young people into our sport to provide its future we need to ensure that they can enjoy hockey in a safe, positive environment. Safe D is an invaluable resource for all within our sport as it provides the support and advice necessary to give young people a positive experience and gives adults the skills to inspire the next generation of hockey players.

Many people give up hours of their time every week to encourage young people to take up or improve their hockey and we want to build on their great work. We have been keen to make this a positive document which extols good practice and encourages those who want to take on the responsibility of working with young people. Although it does provide guidance on what should be avoided and sets out how bad practice should be addressed its aim is to be a positive document. We wanted to highlight how a safe and enjoyable environment can enhance the experience of a young person, can be rewarding for the adult working with young people and can help make hockey a role model amongst sports.

Hockey has a great track record of working with young people and I feel confident that this resource will improve the experience of all those involved.

Sally Munday
Chief Executive, England Hockey



ENGLAND HOCKEY



FOREWORD

The NSPCC Child Protection in Sport Unit (CPSU) is delighted to endorse the revised Safeguarding and Protecting Young People in Hockey Policy and Procedures.



These should give confidence to everyone involved with the sport, including staff, volunteers and parents that England Hockey takes its responsibility to provide a safe and enjoyable environment to all young participants seriously.

This guidance is part of England Hockey's overall approach to safeguarding. It will ensure that everyone within Hockey understands their roles and responsibilities in fulfilling England Hockey's duty of care to children and young people.

The CPSU will continue to support England Hockey to achieve its safeguarding goals and wishes the organisation and all involved with it well for the future.

Anne Tiivas
Director, NSPCC Child Protection in Sport Unit

England Hockey has a responsibility to provide a safe and enjoyable environment to all young participants.



SECTION ONE

SAFEGUARDING AND PROTECTING YOUNG PEOPLE IN HOCKEY POLICY



1. INTRODUCTION

1.1

England Hockey (EH) believes that all young people have the right to be safe and enjoy their involvement in hockey. We accept a responsibility to promote the welfare of young people and protect them from harm, in partnership with The Hockey Family.

- 1.2 EH defines The Hockey Family as all individuals, clubs, county and regional associations, leagues and other organisations involved in any capacity in the game of hockey, and whether or not they are members of England Hockey. For the avoidance of doubt, this includes all players and anyone working within hockey (in a paid or voluntary capacity, and whether as an employee or on a self-employed or other work basis) including all coaches, umpires, referees and other officials. Parents and spectators at hockey events and activities are also deemed members of the Hockey Family, as are Commercial Partners.
- 1.3 Young people are defined as children that have not reached their 18th birthday.
- 1.4 This Safeguarding and Protecting Young People in Hockey Policy (the "Safeguarding Policy") applies to all employees of England Hockey and each member of The Hockey Family. The Safeguarding Policy sits alongside all other EH policies and regulations including, but not limited to, the Code of Ethics and Behaviour. Adherence to the Safeguarding Policy will be managed through the Safeguarding and Protecting Young People Complaints and Disciplinary Regulations ("Safeguarding Regulations").



2. PURPOSE OF POLICY

- 2.1 This Policy has been produced to promote the welfare of young people and protect them from harm. The Policy sets out the commitments made by England Hockey with regard to safeguarding young people and certain general principles and specific guidance that should be followed by The Hockey Family.
- 2.2 The Hockey Family should also be aware of, and ensure compliance with other relevant good practice guidance relating to young people, including:
 - the recruitment of persons working with young people, including the use of Disclosure and Barring Service (DBS) checks in recruitment and employment

- anti-bullying
 - taking and the use of photographic and recorded images of young people.
 - communication with and supervision of young people
 - social media guidance
 - planning events, competitions, tours
- 2.3 All those playing or working in hockey, in a paid or voluntary capacity, must abide by England Hockey's Code of Ethics and Behaviour.

3. LEGAL REQUIREMENTS AND GOVERNMENT GUIDANCE

- 3.1 The practices, procedures, principles and guidance within this Safeguarding Policy and associated reporting procedures are based on the principles contained within UK and international legislation and government guidance with particular reference to the Protection of Freedoms Act 2012 and the requirements of the Disclosure and Barring Service (DBS) in relation to recruitment of those in regulated activity. The policy and procedures have been designed to complement Local Safeguarding Children Boards (LSCB) procedures.
- 3.2 England Hockey's reporting procedures are compliant with the framework as detailed in the Government Guidance 'Working Together to Safeguard Children 2013'.
- 3.3 England Hockey work with the NSPCC Child Protection in Sport Unit (CPSU) and is committed to maintaining and embedding safeguarding within EH.

4. POLICY OBJECTIVES / ENGLAND HOCKEY'S ROLE

- 4.1 As the national governing body, England Hockey will publicise and promote within hockey its Safeguarding Policy. We will also support affiliated clubs and associations within The Hockey Family in adopting and implementing their own policies. This support will include producing template policies and procedures and good practice guidance and by providing access to training and education opportunities.
- 4.2 England Hockey is committed to providing access to appropriate advice and support through England Hockey staff in the Ethics and Compliance Team and ensuring that concerns relating to the safety and welfare of young people in hockey are taken seriously and acted upon swiftly and appropriately. See England Hockey's Reporting Procedures.



“The club has a great atmosphere for development, everyone is welcoming and friendly.”

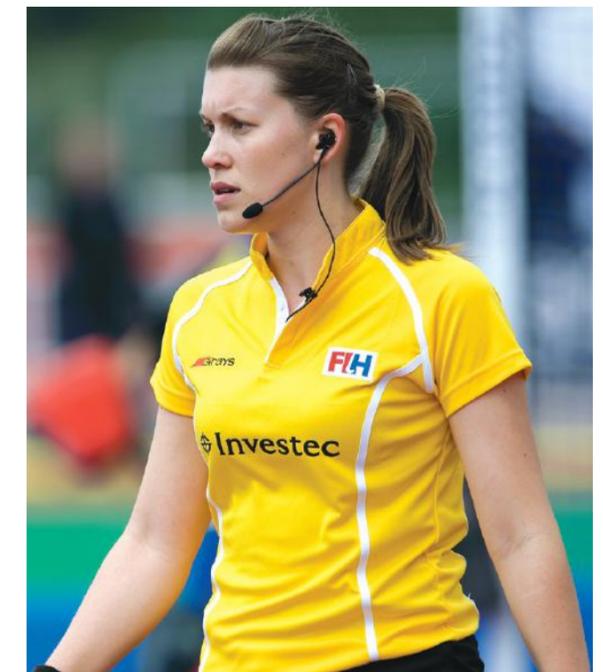
- 4.3 England Hockey recognises the roles and responsibilities of the statutory agencies in safeguarding young people and the responsibilities and expertise of the relevant agencies in determining whether young people have, or may have, been abused or otherwise harmed or are at risk of harm. England Hockey is committed to complying with the procedures of the Local Safeguarding Children Boards (LSCBs). Accordingly, England Hockey will work cooperatively with the relevant statutory agencies on matters relating to safeguarding young people and where England Hockey receives report of a concern, it will refer the matter to the relevant statutory agency where appropriate.
- 4.4 England Hockey is also committed to directly challenging conduct within The Hockey Family that is, or may be, harmful to young people. It may, therefore, instigate proceedings under its own Safeguarding and Protecting Young People Complaints and Disciplinary Regulations (Safeguarding Regulations (www.englishockey.co.uk/safe) where concerns or complaints are raised (by sources internal or external to hockey) relating to the safety and welfare of young people. England Hockey will take action against any person or organisation within its jurisdiction whose conduct is found to have harmed a young person in hockey or whose conduct (within or outside hockey) poses or may pose a risk of harm to young people in hockey. England Hockey may also refer matters back to a club, county or regional association, league or other relevant organisations, with advice and support as appropriate, for resolution where appropriate.
- 4.5 England Hockey is committed to encouraging, and supporting everyone within hockey to recognise and regard as essential, the effective and safe recruitment of all individuals working with young people in hockey.
- 4.6 England Hockey is committed to providing education and training opportunities for The Hockey Family in relation to safeguarding and protecting children.

5. GENERAL PRINCIPLES

The following general principles regarding safeguarding and protecting young people will be applied by England Hockey and should also be applied by everyone within The Hockey Family.

- 5.1 The safety and welfare of young people is paramount.
- 5.2 The views and opinions of young people are sought, considered and integrated into all aspects of hockey.
- 5.3 All young people, regardless of age, disability, gender reassignment, race (including ethnic origin, nationality and colour), religion or belief, sex (gender) and sexual orientation have the right to be protected from harm.
- 5.4 It is recognised that some young people have additional vulnerability, which may be due to disability, language, sexual orientation, culture or for the fact that they perform in an elite environment. It is therefore important to raise awareness of additional risks and address particular needs, as required – see Safeguarding Education and Training guidance document.
- 5.5 The rights, dignity and worth of all young people should always be respected.
- 5.6 Safeguarding is everyone's responsibility, but it is the responsibility of child protection experts to determine whether or not abuse has taken place. It is everyone's responsibility in hockey to report concerns.
- 5.7 Statutory agencies have a role in safeguarding young people and information should be shared with them as appropriate.

- 5.8 The Safeguarding Policy is only effective when The Hockey Family works in partnership to support the implementation, monitor and evaluate its progress.
- 5.9 For clarity, the Safeguarding Policy and any related procedures and good practice relating to the safeguarding of young people in hockey need to be applied both in relation to activities for young people specifically and where young people may be involved within the adult game, for example, where players or umpires under 18 years of age are incorporated into adult team hockey.



6. ADDITIONAL GUIDANCE FOR CLUBS AND ASSOCIATIONS:

All affiliated clubs and associations are required to:

- 6.1 Adopt, implement, actively promote and monitor England Hockey's Safeguarding Policy, reporting procedures and good practice guidance (see Template One: Club Safeguarding Commitment).
- 6.2 Follow England Hockey's guidance on recruitment to roles that involve working with young people, including the use of Disclosure and Barring Service checks, to ensure compliance with relevant legislation.
- 6.3 Provide appropriate education and training to all those people who work with young people in hockey.
- 6.4 Actively disseminate this information to their members.

7. HOCKEY FAMILY RESPONSIBILITIES

Everyone within England Hockey and The Hockey Family must also comply with the following specific guidance:

- 7.1 Abide by England Hockey's Safeguarding and Protecting Young People in Hockey Policy, Procedures and Good Practice guidance, which specifies conduct in relation to the safeguarding of young people within hockey, among other issues.
- 7.2 Where appropriate take action to deal with minor issues or concerns at a local level, including challenging poor practice in relation to safeguarding of young people.
- 7.3 Seek advice from England Hockey Ethics and Compliance Team (see 8.3) when dealing with issues or concerns that are more complex than first perceived.
- 7.4 Follow England Hockey reporting procedures where there are concerns relating to the safety or welfare of young people.



8. FURTHER INFORMATION

8.1 England Hockey documents and guidance:

- Reporting Procedures
- Safeguarding and Protecting Young People Complaints and Disciplinary Regulations ("Safeguarding Regulations")
- Good Practice Guidance
- Code of Ethics and Behaviour

Can be found at www.englishockey.co.uk/safe

8.2 Statutory Agencies

There are a number of agencies that have a statutory role to play in the safeguarding and protection of children, these include:

Local Safeguarding Children Board (LSCB)

An agency with statutory power under the Children Act 1989. LSCB's are the key statutory mechanism for agreeing how the relevant organisations in each local area will cooperate to safeguard and promote the welfare of children in the locality.

The Police

Uphold the law, prevent crime and disorder and protect citizens.

Children's Social Care

duty to provide services to children 'in need' and duty to make enquiries where a child is likely to be or is suffering from significant harm.

NSPCC

Hold statutory responsibility under the Children Act 2004, develop practice and guidance and provide a mechanism for organisations to work together.

Contact details for the agencies listed above can be found at www.englishockey.co.uk/safe

8.3

ENGLAND HOCKEY ETHICS AND COMPLIANCE TEAM CONTACT DETAILS:

Responsibility for safeguarding in hockey falls with the Ethics and Compliance Team, who will be pleased to answer any questions or queries relating to any aspect of safeguarding and protecting young people:

- **Ethics and Compliance Manager (Lead for Safeguarding)** – contact for any child protection concerns
- **Ethics and Compliance Officer** – general safeguarding enquiries
- **Disclosure and Barring Service (DBS) Coordinator** – recruitment related queries

Tel:

01628 897500

Email:

safeguarding@englishockey.co.uk

Address:

England Hockey, Bisham Abbey National Sports Centre, Marlow, Bucks, SL7 1RR



SECTION TWO

RECOGNISING POOR PRACTICE AND ABUSE



WHAT IS POOR PRACTICE?

Poor practice is behaviour which contravenes the Safeguarding and Protecting Young People in Hockey policies, procedures and good practice guidance. Such behaviour could be intentional or accidental.

This includes behaviour which contravenes;

- England Hockey Code of Ethics and Behaviour
- England Hockey Equality Policy
- England Hockey Safeguarding and Protecting Young People in Hockey Policy, Procedures and Good Practice Guidance.

All members of the Hockey Family have a responsibility to identify and address behaviour that contravenes the above guidance and policy.

England Hockey offers advice and support in dealing with these matters.

CHILD ABUSE

Child abuse can and does occur inside and outside the family environment. It is not always easy, even for experts, to determine where abuse has occurred. Staff and volunteers in hockey are not experts in recognition, however all adults working within hockey have a duty of care to be vigilant and respond appropriately to suspicions of poor practice, abuse or bullying. This does not mean that it is your responsibility to decide if a situation is poor practice, abuse or bullying but **it is your responsibility to report your concerns.**



1. Abuse definitions taken from 'Working together to Safeguard Children 2013'

WHAT IS ABUSE?

Abuse is a form of maltreatment of a child. Abuse can be someone neglecting a child or inflicting harm or by failing to act to prevent harm, this abuse is often by individuals they know and trust. Abuse may be by an adult or from one young person to another. There are four recognised forms of child abuse¹:

1. EMOTIONAL ABUSE

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

In a hockey situation, emotional abuse may occur when coaches, volunteers or parents:

- provide repeated negative feedback
- repeatedly ignore a young player's efforts to progress
- repeatedly demand performance levels above the young player's capability
- over emphasise "a win at all costs" ethic.





2. ABUSE BY NEGLECT

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development i.e. where a young person's essential needs for food, warmth and care (both physical and emotional) and supervision are not met.

In a hockey situation neglect may occur when:

- young players are left alone without proper supervision
- a young player is exposed to unnecessary heat or cold
- a young player is not provided with necessary fluids for re-hydration
- a young player is exposed to an unacceptable risk of injury.

3. PHYSICAL ABUSE

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. It also occurs when young people are given alcohol, or inappropriate drugs, or there is a failure to supervise their access to these substances.

In a hockey situation physical abuse may also occur when:

- young players are exposed to exercise/training which disregards the capacity of the player's immature and growing body
- young players are exposed to overplaying, overtraining or fatigue
- any person exposes young players to alcohol and gives them the opportunity to drink alcohol below the legal age or fail to supervise access to alcohol
- young players are provided with or encouraged to take prohibited substances including performance enhancing drugs.

4. SEXUAL ABUSE

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

In a hockey situation sexual abuse may occur when:

- an adult uses the context of a training session to touch young people in an inappropriate sexual way
- coaches, managers or volunteers use their position of power and authority to coerce young players into a sexual relationship
- coaches or managers imply better progression of the player in return for sexual favours.



BULLYING CAN BE:

Emotional

Persistently being unfriendly, excluding, tormenting, threatening gestures

Physical

Pushing, kicking, hitting, punching or any use of violence

Racist

Racial taunts or language, graffiti, gestures

Sexual

Unwanted physical contact or sexually abusive comments

Homophobic

Because of, or focusing on the issue of sexuality

Verbal

Name-calling, sarcasm, spreading rumours, teasing

Cyber

All areas of the internet (including social networking sites), email and text messaging, misuse of technology i.e. manipulation of digital images

5. BULLYING

Bullying is not, in theory, a type of child abuse, however it may be a significant factor in other types of child abuse and does have equally detrimental consequences for a child. Bullying is anything that is done with the intention of hurting or intimidating, frightening or upsetting another person. Bullying is not always physical but it results in distress to the victim. Instances of bullying can occur not only between young people but also from adult to young person.

It should be noted that bullying may not only occur through face to face contact.

In a hockey situation, bullying may occur when:

- young players are deliberately excluded from activities by coaches or other players
- young people are unreasonably forced to do things that they do not want to do
- young people are subjected to physical, verbal, emotional or sexual abuse
- young people are subjected to abuse due to their race or sexuality
- young umpires, coaches or players are subject to verbal abuse via social networking sites

Any illegal acts of bullying should be reported through England Hockey's reporting procedures and will be referred to external agencies for consideration.

England Hockey offer anti bullying guidance, available online.

SIGNS AND INDICATORS

Indications that a young person may be being abused can be difficult to recognise even for the experienced. Some young people may have additional vulnerability due to their disability, language, culture, sexual orientation or due to the fact that they perform in an elite environment.

There are signs and indicators which could alert you to the fact that a child might be being abused, and these include:

- unexplained bruising or injury particularly in unusual places
- an injury for which the explanation seems to be inconsistent
- unexplained sudden changes in behaviour (i.e. withdrawing, very quiet, sudden outbursts of temper or emotion)
- inappropriate sexual awareness or language or engaging in sexually explicit behaviour
- is prevented from socialising with other young people or has difficulty making friends
- is distrustful of adults, particularly those with whom a close relationship would normally be expected (i.e. parents, coach, family friend)
- displays variations in eating patterns (i.e. over eating or loss of appetite)
- loss of weight for no apparent reason (the child may be trying to make himself/herself less sexually attractive)
- the young person becomes increasingly dirty or unkempt
- something another young person has said which suggests a young person is being abused
- the young person describes an act or behaviour that appears to be abusive



- doesn't want to attend training or club activities
- changes their usual routine
- begins being disruptive during sessions
- becomes withdrawn, anxious, or lacking in confidence
- has possessions "go missing"
- becomes aggressive, disruptive or unreasonable
- starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares
- has unexplained cuts or bruises
- is hungry (money/lunch has been stolen)
- is bullying other young people or siblings
- stops eating
- is frightened to say what's wrong.

This list is not exhaustive and the presence of one or more of these symptoms is not proof that abuse has taken place, but it should raise concerns. Changes in behaviour can be caused by changes at home or school, for example bereavement. Parents need to inform coaches and welfare officer / trusted club officials if this is the case as a child's behaviour may be affected.

It is **NOT** your responsibility to decide if a situation is poor practice, abuse or bullying, but it **IS** your responsibility to share your concerns with a designated person i.e. Welfare Officer.

See **England Hockey's Reporting Procedures** for more information.



SECTION THREE

REPORTING PROCEDURES



The Government's guidance 'Working Together to Safeguard Children 2013' states that 'safeguarding is everyone's responsibility and sets out how individuals and organisations should work together to safeguard and promote the welfare of children.'

England Hockey has developed policies, procedures and systems to manage concerns or allegations of poor practice and abuse against young people. England Hockey will always work in accordance with procedures as set out in the guidance.

The responsibility of The Hockey Family is to read, implement, monitor and evaluate the safeguarding policies, procedures and systems, so that in the event of a concern being raised a smooth process can be followed.

This section is divided into two parts:

ONE

RESPONDING TO CONCERNS

If a young person or adult has concerns, it is important that they are able to report them to someone at the club. It is therefore important that the club members know how to respond, and who will do this.



TWO

TAKING APPROPRIATE ACTION

Once a concern has been reported, it is important that appropriate action is taken. It will not be the club's responsibility to decide if action needs to be taken, unless a child is at immediate risk of harm. It is, however, the club's responsibility to report the concerns appropriately in accordance with England Hockey's policies, procedures and systems.



RESPONDING TO CONCERNS

Concerns may be raised in response to the following: There are a number of reasons a person might need to report a concern:

- something a young person has said to you – a disclosure
- signs or suspicions of abuse
- allegations made against a member of staff or a volunteer
- allegations made about a parent, carer or someone not working within the sport
- bullying
- a breach of the Code of Ethics and Behaviour
- observation of inappropriate behaviour
- anything which makes them uncomfortable based on inappropriate behaviour of an adult or changes in behaviour of a young person
- behaviour being contrary to England Hockey's Safeguarding and Protecting Young People in Hockey Policy and Procedures and Code of Ethics and Behaviour.

It is important to note that even if an incident occurs outside the hockey environment, it should still be reported to England Hockey if the adult or young person concerned is involved in hockey. This is in accordance with standard practice in sport.

ALWAYS

- Stay calm
- Reassure the person reporting their concerns that they have done the right thing in telling you
- Keep an open mind
- Listen carefully to what is said and take them seriously
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer. To help you to do this, try to ask questions starting with tell me about, explain to me, describe.
- Tell them what you will do next and with whom the information will be shared
- Report the incident to your Welfare Officer or England Hockey Ethics and Compliance Manager
- Record in writing what was said using the young person's own words as soon as possible, using the England Hockey Safeguarding Referral Form (Template 2).

DEALING WITH CONCERNS – WHEN TO INVOLVE ENGLAND HOCKEY

It is really important to deal with issues swiftly and effectively, using the most appropriate people and level of support. The following examples highlight concerns and responses at the most appropriate level for the concern:

SCENARIO ONE:

Incident dealt with at Club level

Concern

It is reported to your Welfare Officer that a young player has received some text messages from other players in the team. The messages are derogatory about their playing ability. The text messages are read by your Welfare Officer who is in agreement as to their derogatory nature.

Response

Your Welfare Officer and coach agree they will speak generally to the whole team regarding respect and support of each other and highlight the benefits to their hockey if they build the team spirit and ultimately work more cohesively, bringing success as a team. The text messages are not specifically mentioned to the team but the young player is supported by your Welfare Officer and the messages are monitored.

No further text messages are received.

Information regarding the concern and the response are recorded and held securely by your Welfare Officer (See England Hockey guidance: 'Principles of Safe Data Storage').

SCENARIO TWO:

Incident requiring advice from England Hockey

Concern

Your Welfare Officer receives information from several parents and young players about one of the coaches at the club, who has been putting their arm around the shoulders of some of the young players when talking to them about coaching, some of them feel uncomfortable about this. The coach is also regularly on his mobile phone during coaching sessions.

Response

Your Welfare Officer phones England Hockey Ethics and Compliance Team for advice on how to handle this matter.

England Hockey advise your Welfare Officer to talk to the coach involved as soon as possible and explain what has been reported. The WO should listen to the coach and establish their response. The club should establish why this behavior is happening? Is the coach inexperienced? Does the coach understand the behavior is not acceptable?

The coach states they don't realize this isn't acceptable, but, after discussion can understand why it might make people feel uncomfortable and why he needs to have full concentration on the pitch at all times.

Your WO states they take these matters seriously and inform the coach they will be monitoring future sessions. If the behavior doesn't improve, the club will not continue employing the coach. The club and coach to review the situation in 3 months times, assuming no further incidents are reported in the meantime.

Club to ensure all coaches sign up to the 'Code of Ethics and Behaviour' and understand their responsibility to safeguard young people.

Club to host a coaches briefing at the beginning of the season to establish expectations, reporting procedures, give coaches an opportunity to ask questions, agree how to deal with certain situations i.e. managing challenging behaviour.

Your WO should make a record of all conversations and actions agreed and keep securely.

Assuming the coaches behavior improves, club keeps records of incident. If behavior doesn't improve, contact England Hockey again for further guidance.

SCENARIO THREE:

Incident needing immediate referral to England Hockey

Concern

Your club Chairman reads an article in the local paper about a teacher who has been suspended from their role, following allegations about an inappropriate relationship with a pupil at the school. The teacher is also a Junior Team Manager at the hockey club.

Response

Your Chair informs your Welfare Officer who informs England Hockey's Ethics and Compliance Manager immediately for advice.

England Hockey's Case Management Panel is consulted on the incident and will lead the process for establishing facts, liaison with statutory agencies and will inform club of any actions agreed.

NEVER

- Panic
- Make promises you cannot keep, including promises to keep secrets
- Make a young person repeat the information unnecessarily
- Question the detail of what the young person has shared
- Delay in reporting to your Welfare Officer or England Hockey Ethics and Compliance Manager
- Make assumptions
- Approach the alleged abuser
- Take sole responsibility.



IMPORTANT REMINDERS

- Your organisation's Welfare Officer should be your first point of contact
- Welfare Officers should not deal with issues in isolation, they should receive support in dealing with issues by other trusted people (will vary according to organisation)
- Minimise the number of people that you share a concern with, only share information on a need to know basis
- If in doubt – ask for advice from your organisation's Welfare Officer or England Hockey (Ethics and Compliance Team)
- Deal with incidents and concerns quickly – problems escalate when they don't get addressed.

It is acknowledged that taking appropriate action is never easy and the discovery that a member of a club or colleague may be acting inappropriately, bullying or abusing a child will raise concerns and emotional feelings for the person receiving the concern, and among other colleagues.

These emotions may evolve around feelings of:

- Doubt: Is it true?
- Guilt: Should I have known?
- Did I miss something?
- Did I have any suspicions?
- Should I have said something?
- Fear: Will others or I be suspected?
- What actions should be taken?
- Confusion: What will happen?
- What will be the effect?
- Concerns: What can I do to support all those people who may need support?
- How will it affect further relationships or contact with children?
- Are there systems in place to expose future situations?

These are natural responses, but remember that the safety and welfare of young people is paramount.

It is NOT the club's responsibility to decide if a child is being abused or poor practice has occurred.

Any concerns or allegations will be managed by England Hockey, with the club's cooperation and assistance.

It IS your responsibility to report your concerns, not act on them.

Speak to your Welfare Officer or England Hockey Ethics and Compliance Manager who will:

- support you
- listen to you
- take all concerns seriously
- act immediately within hockey's policies, procedures and systems
- advise you what actions you need to take (if required).



TAKING APPROPRIATE ACTION

England Hockey has clear procedures for reporting concerns. It is important that you follow the procedure detailed and fulfill YOUR role in the process.

It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying, but it IS your responsibility to report your concerns.



HOW DO YOU REPORT THE CONCERNS?

The following diagrams illustrate the reporting process depending on whether the concerns are from within or outside the hockey environment.

It is important that information regarding the concerns is recorded properly and promptly. To assist with this process, England Hockey has developed a Safeguarding Referral Form which outlines the information that is required.

As soon as possible after concerns have been reported to you, complete the safeguarding referral form and contact your Welfare Officer. In their absence, contact England Hockey's Ethics and Compliance Manager on 01628 897500 or email: safeguarding@englandhockey.co.uk

Additional contact details can be found in the 'Useful Contacts' document.

WHO DO YOU REPORT THE CONCERNS TO?

If the England Hockey Ethics and Compliance Manager is not available, and a child is at immediate risk or in danger, you must avoid delay and seek advice from your local authority Children Social Care Department (previously Social Services) and the Police.

You should report to the Local Authority Children's Social Care Department (Social Services) or Police in the area that the child lives (see England Hockey Reporting Procedures).

As soon as possible, inform England Hockey's Ethics and Compliance Manager and share the action taken to date.



"I enjoy playing with my friends and having fun!"

FOR OTHER SITUATIONS, WHERE A CHILD IS NOT AT IMMEDIATE RISK OR DANGER:

Working in an affiliated club or organisation

- You must report your concerns or any information received to the Welfare Officer
- The Welfare Officer may seek advice or refer the matter to England Hockey Ethics and Compliance Manager.

Working in a school

- You must inform the designated teacher, who will follow their reporting procedures. Also advise England Hockey's Ethics and Compliance Manager for their information.

If your concern is regarding the Welfare Officer, report directly to the England Hockey Ethics and Compliance Manager.

WHAT HAPPENS NEXT?

Statutory Agencies will follow procedures under The Children Acts 1989 & 2004, and Government Guidance "Working Together to Safeguard Children".

Where a concern is reported to England Hockey and further action is required, England Hockey's Ethics and Compliance Manager and England Hockey's Case Management Group will follow the Safeguarding and Protecting Young People Complaints and Disciplinary Regulations. These are available on request from England Hockey and on the England Hockey website www.englandhockey.co.uk/safe.

At all times England Hockey will support and communicate with the Club Welfare Officer where required in the management of the situation.

In some circumstances it may be most appropriate for the matter to be handled at local level e.g. on matters relating to minor poor practice or bullying. If this is appropriate suitable guidance will be given by the England Hockey Ethics and Compliance Manager.

REFERENCES:

HM Government 2013: Working Together to Safeguard Children

<https://www.education.gov.uk/aboutdfe/statutory/g00213160/working-together-to-safeguard-children>



REPORTING CONCERNS OF POSSIBLE ABUSE **WITHIN** A HOCKEY ENVIRONMENT IN RELATION TO A YOUNG PERSON

What to do if you are concerned about the behaviour of any volunteer, staff of England Hockey or any other member of the Hockey family.



POTENTIAL OUTCOMES

There are a number of potential outcomes from this process; therefore this list is not exhaustive:

- Referred back to club/organisation with advice on process to be followed
- Training, retraining or mentoring recommended
- Conditions applied to further involvement in hockey
- Interim suspension, pending further enquiries
- Referral to statutory agencies
- Sharing information with statutory agencies and other sports
- Case passed to EH Independent Safeguarding Disciplinary Panel to be dealt with under the EH Safeguarding Regulations.

It is natural to be concerned about the potential implications of reporting concerns. These are natural responses, but remember that the safety and welfare of young people is paramount. Reported concerns will be dealt with professionally and confidentially.

NOTE: England Hockey's Safeguarding and Protecting Young People (SPYP) Complaints and Disciplinary Regulations (Safeguarding Regulations) can be found at www.englishockey.co.uk/safe

REPORTING CONCERNS OF POSSIBLE ABUSE **OUTSIDE** THE HOCKEY ENVIRONMENT IN RELATION TO A YOUNG PERSON

What to do if you are concerned that a young person is being abused outside the hockey environment (but that concern is identified through that young person's involvement in hockey).



ENGLAND HOCKEY CONTACT FOR REPORTING CONCERNS:

**Ethics and Compliance Manager
(Lead for Safeguarding):**

Tel: 01628 897500

Email: safeguarding@englishockey.co.uk

NSPCC Helpline (free 24 hour helpline):

0800 800 5000

Also see 'Useful Contacts' document.



GOOD PRACTICE IN SHARING INFORMATION

Some information that may need to be shared regarding a concern for the well-being of a young person may be personal and/or sensitive.

The following principles are good practice in how this information is shared:

GOLDEN RULES OF SHARING SENSITIVE INFORMATION¹

1. The Data Protection Act is not a barrier to sharing information, it provides a framework to ensure personal information is shared appropriately.
2. Be open and honest with the young person (and / or their family where appropriate) about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice if you are in any doubt. Advice could come from England Hockey Ethics and Compliance Manager, NSPCC, Local Authority Children's Social Care Dept (Social Services) or the Police. It may be possible to gain the advice without disclosing the identity of the young person.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgment, that lack of consent can be overridden in the interest of the young person. You will need to base your decision on the facts of the situation.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the young person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, share only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it - whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose. (Inform the England Hockey Ethics and Compliance Manager of your actions).

CONFIDENTIALITY

- Every effort must be made to ensure that confidentiality is maintained when an allegation has been made and is being investigated.
- Only tell individuals who need to know and can help to manage the concern.

Confidentiality is essential and if maintained will ensure:

- the safety of the young person involved
- that action is taken to protect the young person
- that individuals involved in any complaint are protected from gossip and assumptions
- that individuals who have a complaint against them receive fair treatment, without prejudice or pre-judgment
- that all policies, procedures and systems can work to manage any situation quickly, professionally and effectively.

IMPACT IF CONFIDENTIALITY IS BREACHED

If confidentiality is breached the following can happen:

- the young person is put in danger either by further inappropriate action of any adult involved or other individuals who hear about any concern through rumours through lack of action
- any investigation by either England Hockey or the statutory agencies may be invalidated by misinformation or rumours
- individuals with a complaint against them may be victims of inappropriate behaviour from club members
- the policies, procedures and systems in place will not support or uphold any complaint or concern.

“I trust the coaches and helpers and I know I can go straight to them with a problem.”



WHISTLE BLOWING POLICY

If there is a concern with regard to the behaviour of an adult towards a young person, it is important that you share your concerns with the England Hockey Ethics and Compliance Manager.

All information received and discussed will be treated in confidence and only shared with those individuals within England Hockey who will be able to manage and resolve the situation. On occasion it may be necessary to seek advice, or inform the statutory agencies e.g. Children's Social Care or the Police. All concerns will be taken seriously and managed according to the England Hockey Safeguarding Young People Policies and Procedures.

GENERAL PRINCIPLES

A member of the Hockey Family is often the first to realise that a young person's safety and welfare are under threat. However, they may not express their concerns because they feel that speaking up would be too difficult to handle. It may also be that they fear harassment or victimisation. In these circumstances it may be easier for them to ignore the concern rather than report what may just be a suspicion of poor practice.

England Hockey is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, individuals are encouraged, if they have serious concerns about any aspect of a young person's safety and welfare, to come forward and voice those concerns.

This policy makes it clear that individuals can raise a matter of concern without fear of victimisation, subsequent discrimination or disadvantage. The policy is intended to encourage and enable individuals to raise serious concerns within England Hockey rather than overlooking a problem or blowing the whistle outside.

It is in the interest of all concerned that disclosure of potential abuse or irregularities are dealt with properly, quickly and discreetly. This includes the interests of England Hockey, its employees, all persons registered as members of England Hockey and any persons who are the subject of any complaint, as well as the person making the complaint.

SAFEGUARDS

England Hockey is committed to good practice and high standards and wants to be supportive of everyone within the Hockey Family.

England Hockey recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the alleged poor practice. If an individual believes what they are saying to be true, they should have nothing to fear, because in reporting their concern they will be doing their duty to the young person concerned.

England Hockey will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect individuals when they raise a concern in good faith.

Any investigation into allegations of poor practice will not influence or be influenced by any disciplinary procedures that already affect individuals unless there may be a pattern of poor practice/abuse which requires the cases to be linked /dealt with together.

CONFIDENTIALITY

England Hockey will do its best to protect the identity of the whistleblower when they raise a concern and do not want their name to be disclosed. It must be appreciated that the investigation process may reveal the source of the information and a statement by the whistleblower may be required as part of the evidence. They will be given prior notice of this and a chance to discuss the consequences.



ANONYMOUS ALLEGATIONS

This policy encourages the whistleblower to put their name to their allegation. Concerns expressed anonymously are much less powerful, but they will be considered (at the discretion of the England Hockey Case Management Group).

In exercising the discretion, the factors to be taken into account would include:

- the seriousness of the issues raised;
- the credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources or factual records.

UNFOUNDED ALLEGATIONS:

If an individual makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against them. If, however, it is established that they have made malicious or frivolous allegations, or for personal gain, disciplinary action may be taken against them. In such cases, England Hockey's disciplinary procedure will apply.

USE OF THE WHISTLE BLOWING POLICY

The whistle blowing policy should only be followed if the person raising the concern feels unable to follow the standard reporting procedures as set out in England Hockey's Safeguarding and Protecting Young People in Hockey Policy and Procedures.



HOW TO RAISE A CONCERN

Individuals should raise the concern in the first instance with the England Hockey Ethics and Compliance Manager

on 01628 897500

or by post to England Hockey,
Bisham Abbey National
Sports Centre, Marlow,
Buckinghamshire, SL7 1RR

(you should mark the envelope 'private & confidential');

or email

safeguarding@englandhockey.co.uk

If you believe that you have not received a satisfactory response to your concern, you should contact the Finance and Administration Director.

Concerns may be made verbally or in writing to the England Hockey Ethics and Compliance Manager (as above). The individual should set out the background and history of the concern, giving names, dates and places where possible and the reason why they are particularly concerned about the situation. The earlier the individual expresses concern, the easier it is for someone to take action.

Although the whistleblower is not expected to prove the truth of an allegation, they will need to demonstrate to the England Hockey Ethics and Compliance Manager that there are sufficient grounds for their concern.

If your concern is about the England Hockey Ethics and Compliance Manager, you should refer the matter to England Hockey's Finance and Administration Director.

If you do not want, or feel unable, to report the matter to England Hockey, a number of external agencies are also available for reporting purposes. See 'Useful Contacts' document.



HOW WILL ENGLAND HOCKEY RESPOND?

The action taken by England Hockey will depend on the nature of the concern. In all cases the matter will be referred to the England Hockey Case Management Group.

In order to protect individuals it is likely that the England Hockey Ethics and Compliance Manager will conduct initial enquiries so that the Case Management Group can decide whether an investigation is appropriate and, if so, what form it should take.

The amount of contact between the people considering the issues and the whistleblower will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, further information will be sought from the whistleblower as part of the investigation process.

When any meeting is arranged, the whistleblower has the right, if they so wish, to be accompanied by a friend or a person of their choice who is not involved in the matter to which the concern relates.

England Hockey will take steps to minimise any difficulties which individuals may experience as a result of raising a concern. For instance, if the whistleblower is required to give evidence in criminal or disciplinary proceedings, England Hockey will advise them about the procedure.

England Hockey accepts that the whistleblower needs to be assured that the matter has been properly addressed. Subject to legal constraints, they will receive information about the outcome of any investigation, and the action that is to be taken against those whose actions caused them concern. Also, if appropriate, what policy changes are to be made to minimise the possibility of a similar concern being raised in the future.

HOW CAN THE MATTER BE TAKEN FURTHER?

This policy is intended to provide individuals with a way in which they can raise concerns about the safety and welfare of any young person involved in any hockey activity under the jurisdiction of England Hockey. England Hockey hopes individuals will be satisfied that any child protection matter they raise has been considered properly. If they are not satisfied, and if they feel it is right to take the matter outside England Hockey, they should contact:

- their Local Safeguarding Children's Board (LSCB)
- their local Children's Social Care Dept (Social Services)
- their local police

If they do take the matter outside England Hockey, they will need to ensure that they do not disclose prohibited confidential information. They must check this before they make contact.

ENGLAND HOCKEY COMPLAINTS PROCEDURE

What to do if you have a complaint about the way England Hockey has dealt with a Safeguarding Young People or Child Protection issue.

England Hockey is committed to providing high levels of customer satisfaction. If you are not satisfied with the way England Hockey have handled a Safeguarding or Protecting Young People issue, please refer to the final section of the Safeguarding Young People in Hockey Complaints and Disciplinary Regulations.

SECTION FOUR

USEFUL CONTACTS



USEFUL CONTACT DETAILS – EMERGENCY, SUPPORT AND ADVICE

EMERGENCY CONTACT DETAILS:

Please find below contact details in case of an emergency.

Organisation	Contact Details	Website
Police (Child Protection Team)	999	
NSPCC (National Society for the Prevention of Cruelty to Children)	0808 800 5000 free 24 hour helpline	www.nspcc.co.uk
England Hockey Ethics & Compliance Manager (Lead for Safeguarding and Child Protection at England Hockey)	t: 01628 897500 e: safeguarding@englandhockey.co.uk	www.englandhockey.co.uk/safe
Your Welfare Officer		
Deputy Welfare Officer		

STATUTORY AGENCIES:

Agency	Who are they:	Contact Details
Local Safeguarding Children Board (LSCB)	The main responsibility of the LSCB is to coordinate and quality assure the safeguarding of children activities.	Contact your local council.
Local Authority Designated Officer (LADO)	A LADO works with children services whilst managing allegations against people who work with children.	Contact your local council.

CONTACT DETAILS:

The following organisations offer specialist support and advice for specific areas of abuse.

Organisation	Contact Details	Website
Childline	0800 1111	www.childline.org.uk
Free helpline for children and young people.		
Child Protection in Sport (CPSU)	0116 234 7278	www.thecpsu.org.uk
A division of the NSPCC providing safeguarding knowledge and advice specifically within sport.		
BULLYING		
Kidscape	0207 730 3300	www.kidscape.org.uk
Charity helping prevent bullying.		
Bullying UK	0808 800 2222	www.bullying.co.uk
Advice and support for those being bullied.		
INTERNET SAFETY		
Think You Know	0870 000 3344	www.thinkyounow.co.uk
A guide to internet safety and safe surfing. Specific areas for young people, parents, teachers.		
Child Exploitation Online Protection Centre (CEOP)	0870 000 3344	www.ceop.police.uk
CEOP aim to tackle child abuse whilst providing information and advice for parents.		
SUPPORT		
British Association for Counselling and Psychotherapy (BACP)	T: 01455 883300 E: bacp@bacp.co.uk	www.bacp.co.uk
Advice on talking therapies, including contact details of counsellors.		
Samaritans	08457 909090	www.samaritans.org



ENGLAND HOCKEY

ETHICS AND COMPLIANCE TEAM CONTACT DETAILS:

Responsibility for safeguarding in hockey falls with the Ethics and Compliance Team, who will be pleased to answer any questions or queries relating to any aspect of safeguarding and protecting young people:

- **Ethics and Compliance Manager (Lead for Safeguarding)** – contact for any child protection concerns
- **Ethics and Compliance Officer** – general safeguarding enquiries
- **Disclosure and Barring Service (DBS) Coordinator** – recruitment related queries

Tel:

01628 897500

Email:

safeguarding@englandhockey.co.uk

Address:

England Hockey, Bisham Abbey
National Sports Centre, Marlow,
Bucks, SL7 1RR



SECTION FIVE

GOOD PRACTICE GUIDANCE RESOURCES AND TEMPLATES



GOOD PRACTICE GUIDANCE RESOURCES AND TEMPLATES

The following Good Practice Guidance documents and templates can be downloaded from the England Hockey website www.Englandhockey.co.uk/safe

1. Recruitment Guidance
2. Recruitment Check-list
3. Disclosure and Barring Service (DBS) Eligibility Guidance
4. Disclosure and Barring Service FAQ's
5. Safeguarding education and training guidance
6. Good Practice – Supervision, Communication, Social Media, Changing Rooms
7. Anti-Bullying Guidance
8. Photography Guidance
9. 'Think Before You Post' Social Media Guidance
10. Planning Competitions and Events

TEMPLATES

1. Club/Association Safeguarding Commitment
2. Safeguarding Referral Form
3. Application Form for positions working with young people
4. Role Acceptance Form
5. Reference Form for positions working with young people
6. Photo Consent Form (for clubs)
7. Photo Consent Form (for events)
8. Role Description for Welfare Officers
9. Parent Guide
10. Young Person Guide
11. Recruitment Guidance Checklist



“It’s a great place to widen friends and meet new people”.



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- THE YOUNG HOCKEY PLAYERS** that completed the survey about their experience in hockey – your insight is invaluable
- ADY KERRY** - photography
- ALL HOCKEY CLUBS** that have contributed club photos

England Hockey will make this policy available in other formats on request.





England Hockey's Safeguarding Team can be contacted as follows:

Tel: 01628 897500

Email: safeguarding@englandhockey.co.uk

Address: England Hockey, Bisham Abbey National Sports Centre, Marlow, Bucks, SL7 1RR

www.englandhockey.co.uk/safe

