



PROUD TO PROTECT

SAFEGUARDING THE HOCKEY FAMILY

England Hockey's Policy on Safeguarding and Protecting Young People in Hockey

Guidance for Clubs and Associations

This guidance has been produced specifically for clubs and associations providing participation, coaching and competitive opportunities for young people in hockey, either in a junior section or as a member of an adult club.

This is where the majority of young people gain their hockey knowledge by not only developing their hockey specific skills but also gaining experience in life skills, communication, confidence and team work. This guidance aims to give clubs and associations the information they need to provide a safe and positive environment for all young people.

It is recognised that staying up to date with good practice in such a complex and developing field can be challenging for clubs and associations.

This guidance aims to set out the minimum requirements to discharge your duty of care towards young people and provide examples of good practice so that young people can enjoy all the benefits of our sport.

Every individual and organisation within the Hockey Family has a role and responsibility to ensure the safety and welfare of young people.

These guidelines aim to help clubs and associations put in place practical and sensible policies and procedures. Working together we can protect and promote the welfare of all young people in hockey so that they can enjoy the sport free from all forms of abuse and exploitation.

Terminology

Club: Throughout this document the term club is used as a general term to include junior sections and clubs with juniors playing in adult teams. All guidance can equally apply to county and regional associations.

Young Person: The term young person refers to anyone under the age of 18.

Parent: The term parent applies to the person or persons with legal responsibility for a young person.

Position of Trust

All adults who work with young people in hockey are in a position of trust which has been invested in them by parents, the sport, and the young person. This relationship can be described as one in which the adult is in a position of power and influence by virtue of their position.

Underpinning Principles

- ▶ Hockey should be fun and enjoyable, and fair play should be promoted.
- ▶ All young people within Hockey, regardless of age, ability, sex, race, religion or belief, ethnic origin, social status or sexual orientation have the right to be protected from harm.
- ▶ The rights, dignity and worth of all young people should always be respected
- ▶ England Hockey wishes to promote a telling culture. Everyone within hockey must therefore report all concerns in accordance with England Hockey reporting procedures.
- ▶ It is the responsibility of child protection experts to determine whether or not abuse has taken place, but it is everyone's responsibility in hockey to report concerns.
- ▶ The roles and responsibilities of the statutory agencies in safeguarding young people must be recognised and the procedures of the Local Safeguarding Children Boards must be complied with.
- ▶ Any policy or procedure is only as effective as the ability and skill of those who operate it.
- ▶ England Hockey is committed to encouraging the effective and safe recruitment of all individuals working with young people in hockey, and everyone within hockey must recognise this and regard it as essential.
- ▶ All those working in hockey, in a paid or



voluntary capacity, must abide by England Hockey's Code of Ethics and Behaviour.



What does your club or association need to do?

There are a number of Minimum Operating Standards (MOS) all clubs and associations should have in place to ensure they create a safe and positive environment for young people to participate in hockey. These are listed below together with examples of good practice.

A number of these are also ClubsFirst requirements; these are shown by the ClubsFirst logo. If your club is accredited they should already have these in place.



Formally adopt England Hockey's Policy on Safeguarding and Protecting Young People in Hockey

The full policy will be sent to all affiliated clubs, to adopt and implement. It is also available to download at www.englishockey.co.uk/safe

How?

Adopt the policy at the club's AGM or committee meeting and produce a safeguarding and protecting young people action plan. Contact your local Development Officer for support.



Appoint a Welfare Officer

Every club is required to appoint a Welfare Officer (WO) whose responsibility is primarily to promote good practice, to be the named point of contact for young people, parents, coaches and volunteers, and to understand England Hockey's reporting procedures in case a concern is raised.

England Hockey offers training for Welfare Officers – for further information e-mail childwelfare@englandhockey.org or visit www.englishockey.co.uk/safe



Provide training opportunities

At least two members of the club, one of whom coaches juniors, must have attended a sports coach UK (scUK) Safeguarding and Protecting Children Workshop. Details of workshops are available from the sports coach UK (scUK) website www.sportcoachuk.org



Raise awareness within the club

Within the club environment, everyone should be made aware of the Policy on Safeguarding and Protecting Young People in Hockey, understand what good and poor practice is, and know what to do if they have a concern.

Your club needs to take responsibility for helping to safeguard and protect young people.

All members of the club should have access to the policy document or be made aware that it can be accessed through the England Hockey website. Put up posters on notice boards;



ensure young people know they can talk to someone if they are worried; ensure all coaches, staff and volunteers in positions of trust have agreed to abide by the Code of Ethics and Behaviour.

Safe recruitment practice & use of Criminal Records Bureau (CRB) checks

It is important that all reasonable steps are taken to ensure that all individuals working with young people in hockey, whether in a paid or unpaid capacity, are suitable to do so.

The following table provides guidance on the level of awareness and training required for those working with young people. This list is not exhaustive; each club should undertake an assessment of its own needs.

- ✓ Minimum Operating Standard
- ✓ If in a position of trust over young people

Minimum Operating Standards	Good Practice
Have clear roles and responsibilities	Advertise all vacant roles stating the need for a CRB check as part of the role
Register with England Hockey CRB service and conduct all CRB disclosures through England Hockey	Use application forms
Applicants who regularly care for, trains, supervises or are in sole charge of people must complete a CRB check if appointed	Meet applicants or conduct interviews
CRB disclosures to be conducted every three years	Request references, do not use CRB in isolation
All staff or volunteers should undergo an induction (formal or informal) to include signing of Code of Ethics & Behaviour	

Role	Read Policy	scUK Safeguarding Workshop	CRB Check	Signed Code of Ethics and Behaviour
Secretary	✓	✓	✓	✓
Welfare Officer	✓	✓	✓	✓
Junior Coaches	✓	✓	✓	✓
Senior Coaches	✓	✓	✓	✓
Junior Co-ordinator	✓	✓	✓	✓
Committee Members	✓			✓
Team Captains	✓	✓	✓	✓
Members	✓			✓
Umpires	✓		✓	✓
Volunteers	✓	✓	✓	✓
Parents	✓	✓	✓	✓
Young People	✓			✓

CRB checks are required for ALL people who regularly cares for, trains, supervises or are in sole charge of young people.



Implement an Anti-Bullying Policy

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.

It should be noted that bullying may occur not only through face-to-face contact. Increasingly, bullying may occur through other forms of communication, i.e., the internet, e-mail and text messaging.

Principles:

- ▶ everyone within the Hockey Family should have an understanding of what bullying is and what England Hockey's policy is on anti-bullying (this can be downloaded at www.englishockey.co.uk/safe)
- ▶ bullying of any kind is not acceptable in hockey and should not be tolerated by anyone within the Hockey Family, in particular any organisation providing hockey opportunities for young people
- ▶ England Hockey wishes to promote a TELLING culture and anyone who knows or

suspects that bullying is happening must take the matter seriously, and report it in line with England Hockey Reporting Procedures

- ▶ any incident or concern of bullying must be acted upon swiftly
- ▶ all players should know they can talk to someone and know who that person is

A policy template is available from England Hockey and can be downloaded at www.englishockey.co.uk/safe

Implement Photography and Recorded Images Policy



England Hockey is committed to providing a safe environment for young people and included in this commitment is ensuring that all necessary steps are taken to protect young people from the inappropriate use of their images in resources and media publications, on the internet, and elsewhere.

The purpose of this guidance is not to prevent parents or other spectators being able to take legitimate photographs or recorded images.

- ▶ Written consent should be obtained from the player and parents to take and use images.
- ▶ If the player is named, for example in a

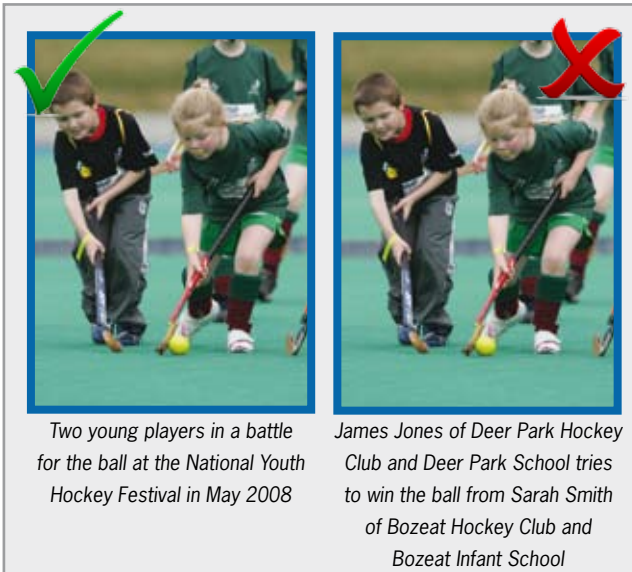
match report, do not use their photograph in a way that enables the image and name to be linked.

- ▶ NEVER publish personal details of a young person.
- ▶ Only use images of players in suitable dress to reduce the risk of inappropriate use.
- ▶ Try to focus on the activity rather than a particular young person, and where possible use photographs that represent the broad range of young people taking part in hockey.
- ▶ Only use images that reflect positive aspects of young people's involvement in hockey.

Good Practice

Good practice when dealing with young people is essential. All people caring for young people are expected to adhere to the following guidelines:

- ▶ ensure that there is more than one adult present during activities with young people, or at least that you are in sight or hearing of others
- ▶ where possible, parents should be responsible for their own child in the changing rooms
- ▶ treat all young people with respect
- ▶ provide an example of good conduct you wish others to follow
- ▶ respect a young person's right to personal privacy
- ▶ encourage young people and adults to feel comfortable enough to correct attitudes or behaviour that they do not like
- ▶ remember that someone else might misinterpret your actions, no matter how well intentioned
- ▶ challenge unacceptable behaviour and report all allegations/suspicions of abuse



A policy template is available from England Hockey and can be downloaded at www.englishockey.co.uk/safe

All people in a position of trust for young people should never, except in emergency:

- ▶ spend excessive amounts of time alone with young people away from others
- ▶ take young people alone on car journeys, however short
- ▶ take young people to your home where they will be alone with you.



If cases arise where these situations (listed on previous page) are unavoidable, they should occur only with the full knowledge and consent of the young person's parent. Where someone has had to act outside of England Hockey guidance in an emergency, this should be reported to the Welfare Officer.

You should never:

- ▶ engage in rough, physical or sexually provocative games
- ▶ allow or engage in any inappropriate physical or verbal contact with young people
- ▶ allow young people to use inappropriate language unchallenged
- ▶ make sexually suggestive comments to a young person, even in fun
- ▶ allow allegations of a young person to go unchallenged, unrecorded or not acted upon
- ▶ do things of a personal nature for young people that they can do for themselves
- ▶ invite or allow young people to stay with you at your home unsupervised
- ▶ allow bullying or bad behaviour by young people
- ▶ allow yourself to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of young people
- ▶ jump to conclusions about others without checking facts
- ▶ either exaggerate or trivialise child abuse issues
- ▶ show favouritism towards any individual
- ▶ believe 'it could never happen to me'.

Communication with young people

When communicating with young people it is recommended that you:

- ▶ contact players only when necessary
- ▶ if players need to be contacted urgently, e.g. for a change in training arrangement, set up a grapevine system
- ▶ copy parents into written communication (i.e. letters or emails)
- ▶ speak with a player and their parents if there is a need to communicate information in relation to playing, training or competition
- ▶ clearly state the club's policy on communication with players and parents.

Contacting young people by phone, text, email or social networking site should never be undertaken without parental consent.

You should avoid:

- ▶ contacting a young person unnecessarily
- ▶ e-mailing young people directly as individuals (but this can be done as part of a disclosed list, once permission has been gained to do so)
- ▶ using text or a social networking site as a medium of contact with a young person
- ▶ making or receiving calls on a mobile phone during training or at competition (coach). It is inappropriate to compromise the safety of a session
- ▶ e-mailing one young person without copying in parents, other players or club members

The NSPCC's Child Protection in Sport Unit has produced a briefing paper on electronic communication, see: www.thecpsu.org.uk

Changing Rooms Guidance



- ▶ Players aged 10 and under must be supervised at all times in changing rooms by two members of staff of the same gender as the players.
- ▶ Adults working with young teams, including volunteers, coaches, umpires and staff, should not change or shower at the same time when using the same facility as young players.
- ▶ Mixed gender teams must have access to separate male and female changing rooms.
- ▶ If young players play for adult teams, they and their parents must be informed of the club's policy on changing arrangements.
- ▶ If young people are uncomfortable changing or showering in public, no pressure should be placed on them to do so. Encourage them to do this at home.
- ▶ If your club has disabled players, involve them and their carers in deciding how, if applicable, they wish to be assisted to change, and ensure they provide full consent to any support or assistance required.
- ▶ If adults and young people need to share a changing facility, the club must have consent from the parents that their child/children can share a changing room with adults in the club.

- ▶ If young people need to share changing facilities with adults, their parents should be allowed to supervise them whilst they are changing.

Transportation Guidance



- ▶ Coaches and club staff will be responsible for young people in their care.
- ▶ It is the responsibility of parents to transport their child/children to and from the club or activity.
- ▶ It is not the coach's or a volunteer's responsibility to transport the young people to and from the club or activity.
- ▶ The club must receive consent from parents for young people to participate in all competitions and away fixtures/events.
- ▶ The club will provide a timetable of activities at the beginning of a season and notify parents of any changes to this timetable in writing where practically possible.
- ▶ The club will require emergency contact numbers for parents completed on the appropriate consent form.
- ▶ The club will adopt and publicise a late collection policy.



- ▶ The club will provide the parents with a contact number which may be used if the parent will be late to collect their child/children
- ▶ The club will ask parents to complete a form providing contact details, information about their child/children, i.e. medical details, etc

Reporting Procedures

Staff and volunteers in hockey are not expected to be experts in recognition; however all people working within hockey have a duty of care to be vigilant and respond to suspicions of poor practice, abuse or bullying appropriately. 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.

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 co-operation and assistance. However, all adults working within hockey have a duty of care to be vigilant and respond to suspicions of poor practice, abuse or bullying appropriately. It is your responsibility to report your concerns.



Responding to Concerns

There are a number of reasons a person might need to report a concern:

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

It is important to note that even if an incident occurs outside of 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 what, how, where, when, who
- ▶ 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 Lead Child Welfare Officer
- ▶ record in writing what was said using the young person's own words as soon as possible, using the England Hockey Safeguarding Referral Form*

Never:

- ▶ panic
- ▶ make promises you cannot keep
- ▶ make a young person repeat the information unnecessarily
- ▶ delay in reporting to your Welfare Officer
- ▶ make assumptions
- ▶ approach the alleged abuser
- ▶ take sole responsibility

It is acknowledged that taking appropriate action is never easy, and the discovery that a member of a club or a colleague may be acting inappropriately, or bullying or abusing a child, will raise concerns and emotional feelings for the person reporting the issue and other colleagues. Remember that the safety and welfare of young people is paramount.

* template available to download online at www.englishockey.co.uk/safe

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 co-operation and assistance. It is your responsibility to report your concerns, not act on them.

Reporting Concerns

Speak to your Welfare Officer who will:

- ▶ support you
- ▶ listen to you
- ▶ take all concerns seriously
- ▶ believe you
- ▶ act immediately within England Hockey's policies, procedures and systems

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.

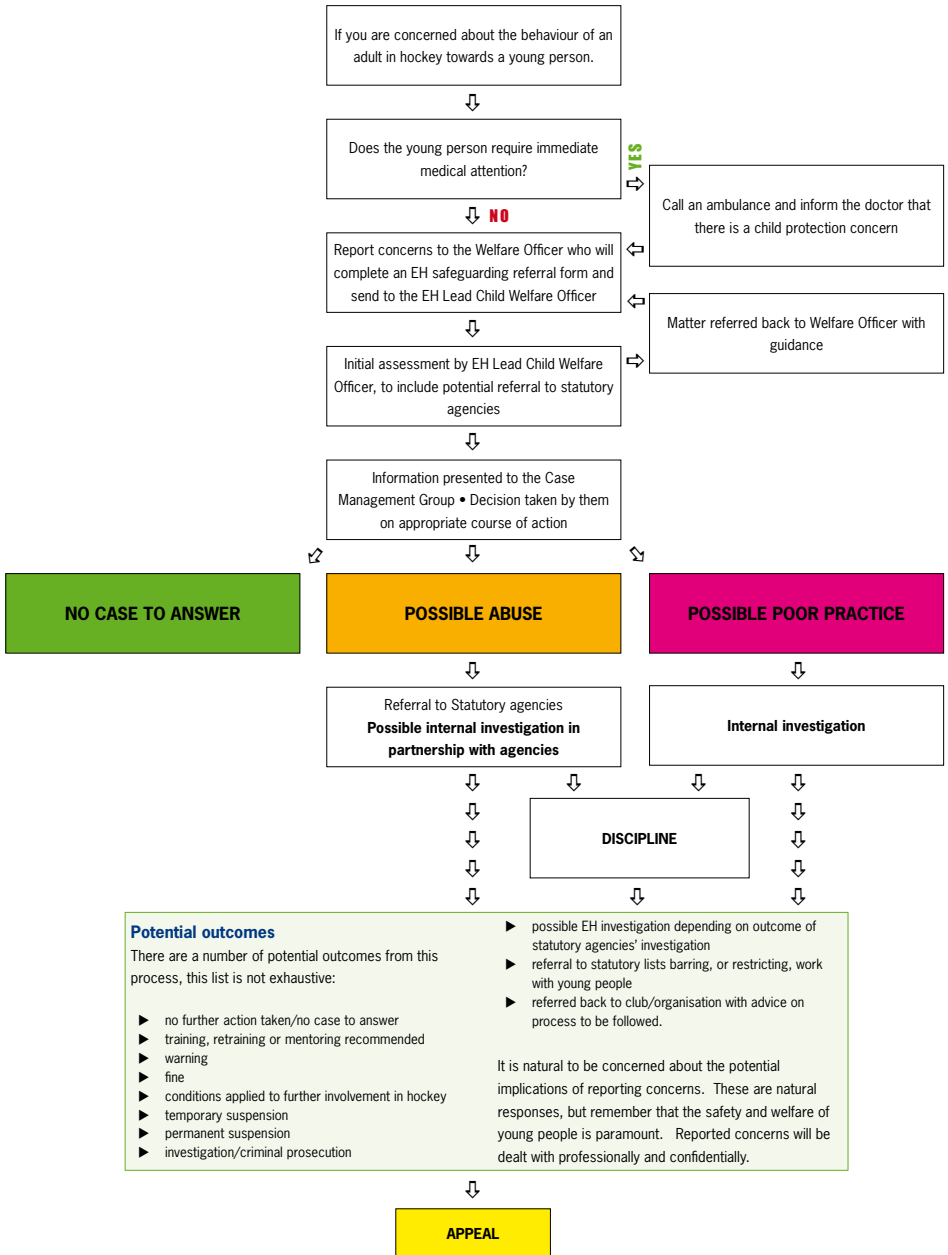
As soon as possible after concerns have been reported to you, complete the safeguarding referral form and contact your Welfare Officer. In their absence contact England Hockey's Lead Child Welfare Officer on 0870 126 2308 or e-mail childwelfare@englishockey.org

If the England Hockey Lead Child Welfare Officer is not available, and a child is at immediate risk or in danger, you must seek advice immediately (do not delay) from your local authority Children's Social Care Department (previously Social Services) or the Police. See page 14 for details.



Reporting Concerns of Possible Abuse **WITHIN** the Hockey Environment

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



Reporting Concerns of Possible Abuse **OUTSIDE** the Hockey Environment

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).

If you are concerned that a young person could be being abused outside the hockey environment.



If the young person requires immediate medical attention, call an ambulance and inform the doctor there is a child welfare concern.



Report your concerns to the Welfare Officer or EH Lead Child Welfare Officer who will refer the matter to the Local Authority (LA) Children's Social Care Department (previously Social Services) or the Police without delay. Make a record of anything the child has said or what you have seen, if possible with dates and times.



If the Welfare Officer/EH Lead Child Welfare Officer is not available, refer the matter to LA Children's Social Care Department (Social Services) or Police without delay.



Take advice from LA Children's Social Care Dept (Social Services) or the Police whether it is appropriate to discuss the matter with parents.



Complete an EH safeguarding referral form, copy it to the relevant external agency and the EH Lead Child Welfare Officer.

All processes and procedures are conducted in accordance with England Hockey's Safeguarding and Protecting Young People (SPYP) Complaints and Disciplinary Regulations. These regulations are available to download at www.englishockey.co.uk/safe



Contact Details

Emergency

Please find below contact details in case of emergency. Use the spaces below to complete the details for your local contacts for Children's Social Care Department (Social Services) and Police.

Organisation	Contact Details	Website
NSPCC Helpline (24 hours)	0808 800 5000	www.nspcc.org.uk
England Hockey Lead Child Welfare Officer	T: 0870 126 2308, E: childwelfare@englandhockey.org Bisham Abbey National Sports Centre, Near Marlow, Buckinghamshire, SL7 1RR	www.englandhockey.co.uk
Your Club Welfare Officer *		
Local Authority Children's Social Care Dept (Social Services) – ask for Duty Manager		www.everychildmatters.gov.uk/socialcare/safeguarding/lscb/
Police (Child Protection Team)	In an emergency call 999	
Samaritans (will hold Social Services Duty Officers' contact details in an emergency)	08457 90 90 90	www.samaritans.org

* please complete these details

Useful Contact Details – Help, support and advice

The following organisations offer specialist support and advice to young people, parents, individuals and organisations.

Organisation	Contact Details	Website	Additional Information
NSPCC – Child Protection in Sport Unit (CSPU)	T: 01162 34 7278, E: cpsu@nspcc.org.uk	www.thecpsu.org.uk	Sport specific advice on safeguarding and protecting young people
NSPCC – 24hr helpline	0808 800 5000	www.nspcc.org.uk	National Society for the Protection of Children
Victim Support	Helpline: 0845 3030 900	www.victimsupport.org.uk	Provide emotional support, information and practical advice for victims and witnesses
The British Association of Counselling and Psychotherapy	0870 443 5252	www.bacp.co.uk	
Local Safeguarding Children's Board		www.everychildmatters.gov.uk/socialcare/safeguarding/lscb/	Education and training opportunity
Government Guidance		www.everychildmatters.gov.uk	Government guidance on safeguarding and protecting young people

Useful Contact Details – Advice for children and young people

Organisation	Contact Details	Website	Additional Information
NSPCC	0808 800 5000	www.theforeme.com	Support and advice for 12-16-year-olds via the website
Don't hide it		www.donthideit.com	Aimed at young people to find out more about abuse and what to do about it
Childline	0800 1111	www.childline.org.uk	Free helpline for children and young people
Kidscape	0207 730 3300	www.kidscape.org.uk www.bullying.co.uk	Support on bullying



ENGLAND
HOCKEY

YAZOO
1000 YOUTH
FESTIVAL

NSPCC

YOLLING

Tempest



If you have any queries about how this guide affects you, please contact your Hockey Development Officer in the first instance. Contact details are available at www.Englandhockey.co.uk/contactus

England Hockey's Lead Child Welfare Officer can be contacted as follows:

Phone | 0870 126 2308

E-mail | childwelfare@englandhockey.org

Post | England Hockey, Bisham Abbey National Sports Centre, Near Marlow, Buckinghamshire, SL7 1RR

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

www.Englandhockey.co.uk/safe