



PROUD TO PROTECT

SAFEGUARDING THE HOCKEY FAMILY

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

Guidance for Coaches and Leaders

This guidance has been produced specifically for coaches and leaders who provide 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 coaches and leaders the information they need to provide a safe and positive environment for all young people.

As a hockey coach or leader you will develop strong positive relationships with young people and become a role model. You should adopt the highest standards, as you have a vital role in providing a fun and safe environment in which young people can enjoy their hockey experience. You must be aware of your duty of care and current guidance on good practice, and act responsibly when you are around young people. This will safeguard and protect the young people you coach and reduce the potential for misunderstandings and inappropriate allegations being made.

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

Coaches and leaders that have regular contact with young people should familiarise themselves with England Hockey's 'Safeguarding and Protecting Young People in Hockey Policy, Reporting Procedures and Good Practice Guidance' which is available to download at www.englishockey.co.uk/safe

These guidelines aim to help coaches and leaders adopt practical and sensible policies, procedures and good practice. 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 coaches and leaders 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.

England Hockey believes that all young people, under the age of 18, involved in hockey have a fundamental right to be protected, so that they can enjoy the sport free from all forms of abuse and exploitation. It therefore seeks to help protect and promote the welfare of all young people in hockey, by having in place clear policies and guidance for its clubs, associations, individuals and all others involved in the sport.

England Hockey is committed to creating and maintaining a safe and positive environment for all young people involved in hockey.

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
- ▶ Everyone who has a concern, MUST report it.
- ▶ 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.

Good Practice

England Hockey acknowledges that good practice when dealing with young people is essential. All people in a position of trust for young people are expected to adhere to the following guidelines:

- ▶ always be publicly open when working with young people. Ensure that whenever possible there is more than one adult present during activities with young people, or at least that you are in sight or hearing of others
- ▶ 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 and caring enough to point out 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
- ▶ give guidance and support to inexperienced volunteers
- ▶ agree, with the club, a communication method with young people
- ▶ expect to be asked to complete an enhanced Criminal Records Bureau (CRB) disclosure through England Hockey
- ▶ be able to present evidence of having attended a sports coach UK (scUK) Safeguarding and Protecting Children workshop.
- ▶ 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 to any individual
- ▶ believe 'it could never happen to me'.

All people in a position of trust for young people should never, except in an 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 are unavoidable, they should occur only with the full knowledge and consent of the young person's parent(s). Where someone has had to act outside of England Hockey guidance in an emergency, this should be reported to the local Welfare Officer.

Poor practice

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

Coaching Delivery Checklist

Do you know your participants?

As a coach/leader it is important that you have relevant details of participants which may affect their involvement in hockey; this includes medical information or particular learning needs/disabilities. Parents MUST complete and sign a consent form providing this information and emergency contact details. Liaise with the Welfare Officer and/or Secretary at your club to ensure this information is up to date.

Is the environment and equipment safe?

A risk assessment should be carried out prior to the session by either the coach or the activity organiser.

Do you have enough support?

Recommended minimum supervision ratios:

Children under 8 years old:	1:8
Children over 8 years old:	1:12

(With a minimum of two adults present, the second adult need not be a qualified coach.)

This ensures at least basic cover in the event of an emergency. Ratios may vary according to age, participants, nature of activity, venue or experience of the coach, etc. Never coach on your own.

For example a coach when working with a squad of up to 16 players (under 18) must have another adult present.

Are activities age appropriate?

Coaches/leaders must ensure that the activities they coach are suitable for the age, maturity, experience and ability of the young person.

It is recommended that all coaches/leaders plan sessions in advance identifying specific outcomes and appropriate activities in line with England Hockey's Single System player syllabus. This

document is available to download at

www.englishockey.co.uk/singlesystemsyllabus

Qualifications & training checklist – do you have the appropriate qualifications?

All coaches/leaders must hold an up-to-date England Hockey recognised Coaching/Leadership qualification which is appropriate to the level of activity being coached.

Leaders are required to hold a Leadership Qualification, and Assistant coaches MUST hold

a minimum of Level 1 hockey Coaching Assistant Award. Both should be under the supervision of a Level 2 coach (minimum).

A Level 2 Certificate in Coaching Hockey is required to lead a coaching session.

Do you have the appropriate training?

All coaches/leaders working with young people are strongly advised to attend a scUK Safeguarding & Protecting Children workshop, and to hold a first aid certificate.

At level 2 and above it is a requirement for all coaches to have attended a scUK Safeguarding & Protecting Children workshop and hold a first aid certificate.

scUK Safeguarding and Protecting Children workshops should be renewed every three years. Details of sports coach UK's workshops are available at www.sportscoachuk.org

Do you have valid insurance cover?

All coaches need to hold insurance which covers them for a minimum of £5million for public liability.

England Hockey offer insurance as part of their Gold Membership scheme. You can find out more at www.englishockey.co.uk/membership

Have you completed a CRB disclosure through England Hockey?

All coaches/leaders that have regular, significant access or responsibility for working with young people, in a paid or unpaid capacity, should complete an enhanced CRB disclosure through England Hockey. More information is available online at www.englishockey.co.uk/crb. This is the responsibility



of your club or association; you should have been asked by them to complete a CRB disclosure.

Do you know you are bound by the England Hockey Code of Ethics and Behaviour?

This Code covers all roles within the game, including coaches, players, umpires and officials, parents and spectators, and states expected levels of behaviour within the hockey family. Make yourself aware of the Code and what it contains. Anyone working within the hockey family is bound by the Code of Ethics and Behaviour.

Reporting Procedures

As a coach or leader in hockey you are not expected to be an expert in recognition; 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 not your responsibility to decide if a child is being abused or poor practice has occurred. Any concerns or allegations will be managed by England Hockey. 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 the Code of Ethics and Behaviour
- ▶ 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 and Behaviour.

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.

It is not your 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@englandhockey.org

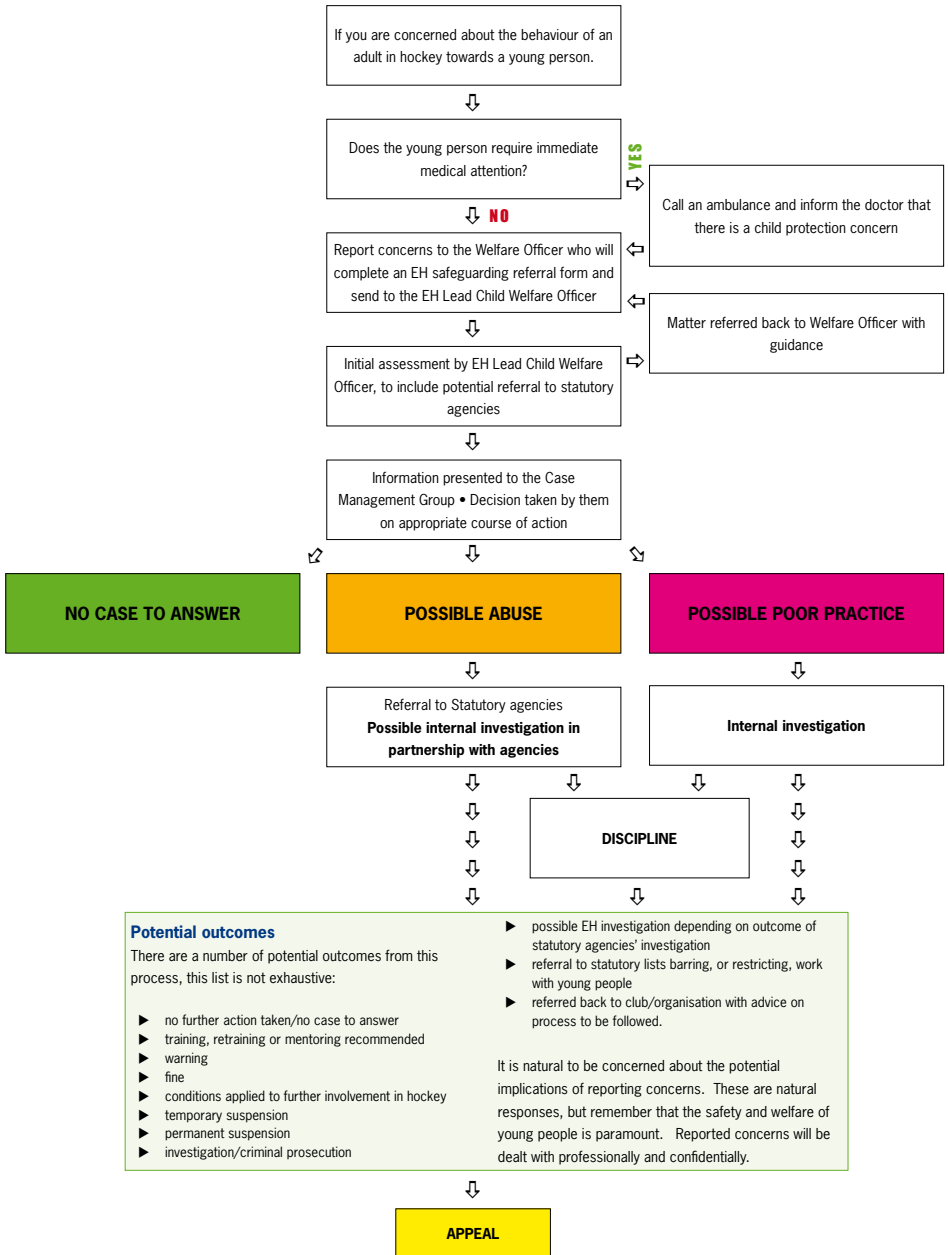
If the England Hockey Lead Child Welfare Officer is not available, and a child is at immediate risk or in danger, you must seek advice immediately (do not delay) from your local authority Children's Social Care Department (previously Social Services) or the Police. See page 10 for details.

* Document is available to download at www.englandhockey.co.uk/safe



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.thereforeme.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



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.englishockey.co.uk/contactus

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

Phone | 0870 126 2308

E-mail | childwelfare@englishockey.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.englishockey.co.uk/safe