



# PROUD TO PROTECT

SAFEGUARDING THE HOCKEY FAMILY



Edition 1  
September 2008

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

# Contents

Contents	3
Introduction from Finance and Administration Director, Ian Wilson	5
<b>SECTION ONE: Policies</b>	
Policy On Safeguarding And Protecting Young People In Hockey	8 – 9
Policy On Recruitment, Selection And Retention Of Persons With Access To Young People	10– 11
Policy On The Use Of Criminal Records Bureau (CRB) Disclosures	12 – 13
Policy On Anti-Bullying	14 – 15
Policy For Taking And Use Of Photographic And Recorded Images Of Young People	16 – 17
<b>SECTION TWO: Recognising And Responding To Concerns And Reporting Procedures</b>	

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England Hockey would like to thank Canterbury Hockey Club for their co-operation in allowing one of their training sessions to be photographed.

## Original Sources

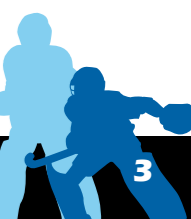
**KIDSCAPE:** "Anti Bullying Policy for Schools – Some Guidelines"

**ChildLine:** "Bullying – Information for teachers and professionals working with young people"

## Photography

Unless otherwise stated, the photographs used throughout this document were taken by Ady Kerry

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





## Foreword



**England Hockey is the national governing body for the sport of hockey in England, with over 1050 affiliated clubs. As part of its commitment to ensuring that young people are able to enjoy the sport of hockey, England Hockey has developed this Safeguarding and Protecting Young People in Hockey policy.**

England Hockey believes that all young people 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 affiliated clubs and associations and all others involved in the sport.

**“Safeguarding means promoting the safety and welfare of young people. It is a term used to incorporate good practice and is wider than Child Protection.”**

England Hockey views all those within hockey as part of the Hockey Family. This includes all clubs, associations, other organisations and individuals with any involvement at any level. England Hockey believes that all members of the Hockey Family have responsibilities to help protect young people and England Hockey has developed this Safeguarding and Protecting Young People policy to help ensure that this happens.

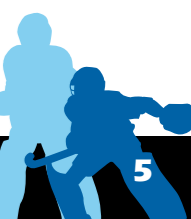
Safeguarding means promoting the safety and welfare of young people. Safeguarding is a term used to incorporate good practice and is wider than “Child Protection”. Child protection is still an essential element of this policy and is about acting on concerns about a young person or individual.

This policy has been formulated in accordance with guidance from the NSPCC Child Protection in Sport Unit (CPSU) and in line with Government guidance.

England Hockey’s Safeguarding Young People policy will be updated every three years or more frequently as required and in line with changes to legislation, government guidance and industry standard practice.

**Finance and Administration Director**

February 2009



# Policy On Safeguarding And Protecting Young People In Hockey



## General responsibilities of those within hockey

England Hockey is committed to creating and maintaining a safe and positive environment for all young people involved in hockey. It accepts a responsibility to help safeguard the welfare of young people and protect them from harm.

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

In particular, all clubs and others providing opportunities for young people in hockey must accept that they are required to fulfil their duty of care, which means that they must do everything that can be reasonably expected of them to help safeguard and protect young people from any reasonably foreseeable harm.

## Definitions

### Hockey Family

All individuals, clubs, associations, and other organisations involved in any capacity in the game of hockey, and whether or not 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.

### Young people

Any people under the age of 18

## The Hockey Family's Obligations

Everyone within the Hockey Family must act in accordance with:

- ▶ the general principles set out in this policy; and
- ▶ the principles set out in the particular policies below, together with the supporting good practice guidance, relating to:
  - ▷ the recruitment of persons working with young people
  - ▷ the use of CRB checks in recruitment and employment
  - ▷ anti-bullying
  - ▷ taking and use of photographic and recorded images of young people.

All affiliated clubs and associations must, in addition, adopt and implement their own:

- ▶ safeguarding and Protecting Young People (or Child Protection) policy which complies with the general principles set out in this general policy; and
- ▶ particular policies which comply with the policies and principles set out above, together with the supporting good practice guidance.

Everyone within the Hockey Family must also:

- ▶ abide by England Hockey's Code of Ethics and Behaviour, which specifies conduct in relation to the safeguarding of young people within hockey, among other issues
- ▶ follow England Hockey reporting procedures where there are concerns relating to the safety or welfare of young people.

For clarity, policies, 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.

## How England Hockey Can Help

As the national governing body, England Hockey will publicise and promote within hockey its Safeguarding Young People Policy, Procedures and Good Practice Guidance. It will also support its affiliated clubs and associations in adopting and implementing their own policies by producing template policies and procedures and through access to appropriate training and education opportunities.

England Hockey is committed to ensuring that concerns relating to the safety and welfare of young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns, set out at section 2 of this document.

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. England Hockey is committed to complying with the procedures of the Local Safeguarding Children Boards (LSCBs)<sup>1</sup>. 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.

England Hockey is also committed to directly challenging conduct within hockey 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 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 for resolution at club level where appropriate.

## General Safeguarding and Protecting Young People principles:

- ▶ The safety and welfare of young people is paramount.
- ▶ All young people, regardless of age, ability, sex, race, religion or belief, ethnic origin, social status or sexual orientation have the right to be protected from harm.

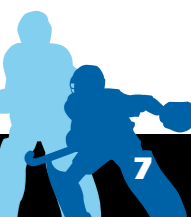
<sup>1</sup> Local Safeguarding Children Boards (LSCBs) are the key statutory mechanism for agreeing how the relevant organisations in each local area will cooperate to safeguard and promote the welfare of children in the locality. The core membership of LSCBs is set out in the Children Act 2004, and includes local authorities, health bodies, the police and others. The objective of LSCBs is to coordinate and to ensure the effectiveness of their member agencies in safeguarding and promoting the welfare of children. They also provide education and training opportunities at local level.

- ▶ 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, and everyone within hockey must recognise and regard as essential, the effective and safe recruitment of all individuals working with young people in hockey.
- ▶ All those working in hockey, in a paid or voluntary capacity, must abide by England Hockey's Code of Ethics and Behaviour.

## Guidance and legislation

The practices and procedures within this policy and documentation are based on the principles contained within UK and international legislation and Government guidance and have been designed to complement Local Safeguarding Children Boards procedures and take the following into consideration

- ▶ The Children Acts 1989 and 2004
- ▶ The Protection of Children Act 1999
- ▶ The Police Act 1997
- ▶ The Rehabilitation of Offenders Act 1974
- ▶ Criminal Justice and Court Services Act 2000
- ▶ The UN Convention on the Rights of the Child
- ▶ Human Rights Act 1998
- ▶ The Data Protection Act 1998
- ▶ "Caring for the young and vulnerable" Home Office guidance for preventing the abuse of trust 1999
- ▶ What to do if you are Worried a Child is being Abused DOH 2006
- ▶ Working Together to Safeguard Children 2006, HM Government
- ▶ The Safeguarding Vulnerable Groups Act 2006



# Policy On Recruitment, Selection and Retention of Persons With Access to Young People



## Introduction

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. As good practice, it is important that all reasonable steps are taken to ensure that all individuals with access to young people in hockey, whether in a paid or unpaid capacity, are suitable and appropriate. This can help to ensure that hockey offers opportunities for young people in a safe and enjoyable environment.

This policy should be read in conjunction with the good practice guidance on recruitment and the policy on the use of Criminal Records Bureau (CRB) checks in hockey.

## The Hockey Family's Obligations

Everyone within the Hockey Family must act in accordance with the general principles in England Hockey's Safeguarding Young People Policy and the principles set out in this policy for recruitment and retention of persons with access to young people.

In addition, all affiliated clubs and associations must adopt and implement their own recruitment and retention policy in accordance with the general principles in England Hockey's general Safeguarding and Protecting Young People Policy, and in accordance with this recruitment, selection and retention policy and principles, the Policy on the use of CRB checks and supporting good practice guidance.

## How England Hockey Can Help

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of appropriate access to education and training and supporting documentation.

England Hockey is an Umbrella Body for CRB checks. This means that England Hockey will facilitate CRB checks for all affiliated clubs and associations through the England Hockey CRB Service. England Hockey will provide advice to clubs where the CRB check reveals adverse information, and this must be followed. Clubs and associations should note that they will remain responsible for all other aspects of the recruitment process.

England Hockey is also committed to ensuring that concerns relating to the recruitment, selection and retention of persons with access to young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns, set out at section 2 of this document. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its own Safeguarding and Protecting Young People Complaints and Disciplinary Regulations or refer the matter to a club or association for resolution as appropriate.

## Principles and good practice

- ▶ Everyone within the Hockey Family, in particular clubs, associations and other organisations, should have an understanding of the importance of good practice in

recruitment, selection and retention for safeguarding young people in hockey, and should know what England Hockey's policy is on recruitment and retention.

- ▶ Staff and volunteers in the Hockey Family must be recruited, retained and fairly treated regardless of race, colour, ethnic or national origin, religion or belief, sex, marital status, sexual orientation, gender reassignment, age or disability.
- ▶ Staff and volunteers in the Hockey Family must not be discriminated against unfairly on the basis of a conviction or other information revealed on a CRB disclosure. England Hockey have a policy on recruitment of ex offenders, which is written in accordance with the Rehabilitation of Offenders Act 1974.
- ▶ Selection processes when recruiting to any position, whether paid or unpaid, must be open, fair and transparent.
- ▶ When recruiting to a position involving access to young people:
  - ▷ An Enhanced CRB check must be undertaken through England Hockey's CRB Service in accordance with the Policy on the use of CRB checks. England Hockey will provide advice where the CRB check reveals disclosed information, and this must be followed.
  - ▷ Application forms must be used as part of the recruitment process.
  - ▷ Interviews or meetings must be held with applicants to assist in determining their suitability to work with young people.
  - ▷ Two references must be obtained before a position is offered to an applicant.

- ▷ Applicants must demonstrate their right to work in the UK (paid positions only).
- ▷ See policy on use of CRB checks and Good Practice Guidance on Recruitment for details.

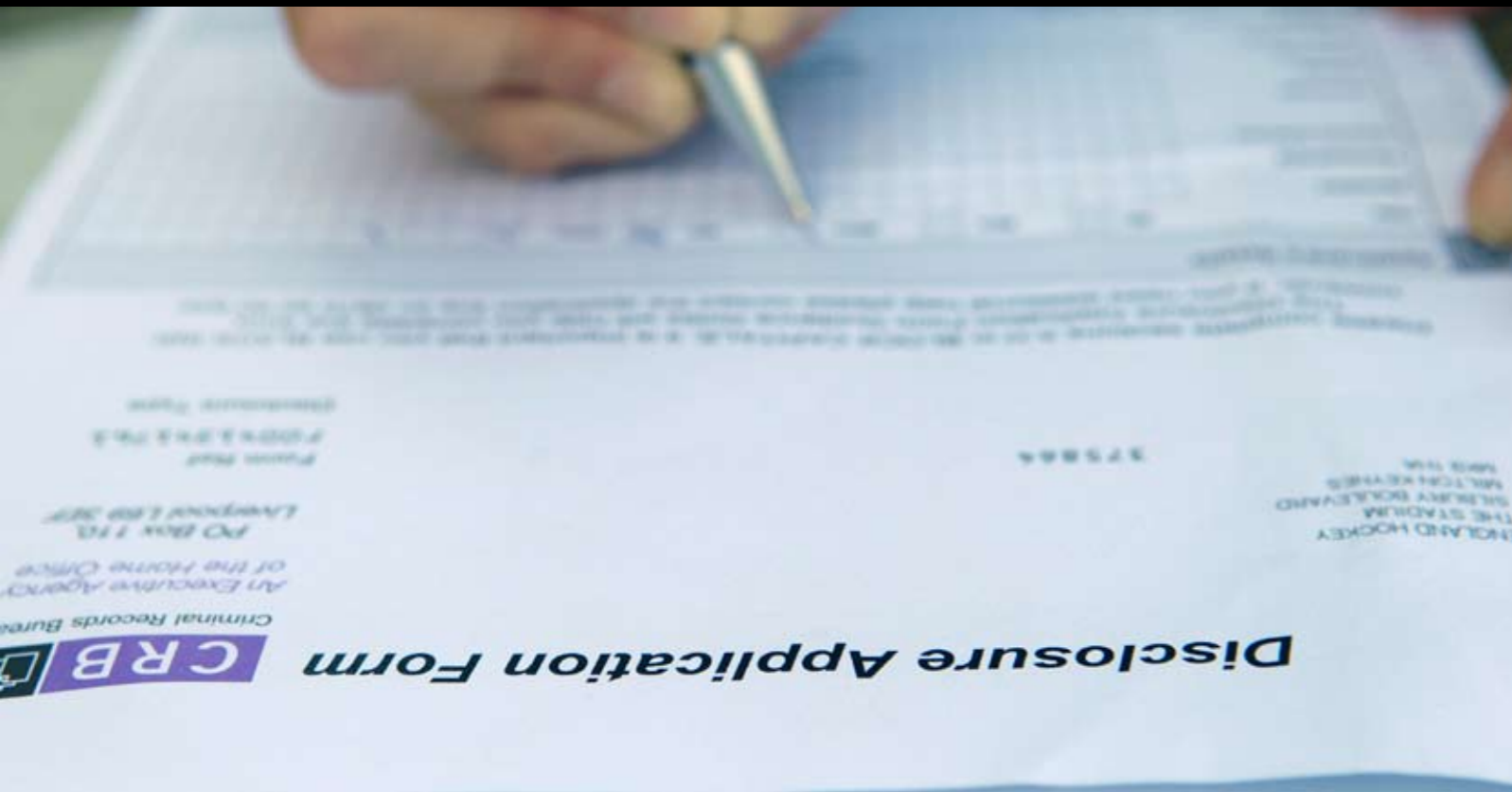
- ▶ All affiliated clubs and associations must carry out retrospective Enhanced CRB checks (where not previously carried out) on individuals with access to young people in accordance with the policy on the use of CRB checks.

For guidance on roles that require an Enhanced check please refer to the good practice guidance on recruitment provided by England Hockey.

- ▶ Clubs and associations must not engage any individual, either paid or unpaid, in contradiction of any sanctions imposed by England Hockey against that individual under the Safeguarding and Protecting Young People Disciplinary Regulations.
- ▶ All positions, whether paid or unpaid, must have a role description to ensure clarity of responsibilities for all parties
- ▶ Organisations appointing to positions with access to young people in hockey must be committed to providing support through access to appropriate training and other opportunities.



# Policy On The Use Of Criminal Records Bureau (CRB) Disclosures



## Introduction

England Hockey is committed to creating and maintaining a safe and positive environment for all young people to participate in hockey. It is important that people with a history of relevant and significant offending are prevented from contact with/responsibility for young people and do not have the opportunity to influence policies or practice in relation to them.

The use of Criminal Records Bureau (CRB) checks can assist with safeguarding young people in hockey at the point of recruitment. CRB checks can also be used retrospectively, where necessary, to assist with ensuring a safe and positive environment in hockey. Use of CRB checks will therefore form part of the assessment of a person's suitability to work with young people in hockey.

This policy should be read in conjunction with England Hockey's recruitment and retention policy, England Hockey's recruitment policy for ex-offenders and England Hockey's Policy on Secure Storage, Handling, Use, Retention and Disposal of CRB information.

## Enhanced checks

An Enhanced disclosure will contain information about criminal offences including convictions, cautions, reprimands and warnings. It will detail ALL previous convictions etc. including those usually regarded as 'spent' under the Rehabilitation of Offenders Act 1974 and 'Barring List' decisions.

## The Hockey Family's Obligations

Everyone within the Hockey Family must act in accordance with the general principles in England Hockey's Safeguarding and Protecting

Young People Policy and the principles set out in this policy for use of CRB checks. All affiliated clubs and associations must adopt and implement their own policies on:

- ▶ use of CRB checks in accordance with the general principles in England Hockey's Safeguarding and Protecting Young People Policy, and in accordance with this Policy on the Use of CRB checks and supporting Good Practice Guidance.
- ▶ the recruitment of ex-offenders.
- ▶ the secure storage, handling, use, retention and disposal of CRB information.

## How England Hockey Can Help

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of appropriate access to education and training, and supporting documentation.

England Hockey is an Umbrella Body for CRB checks. This means that England Hockey will facilitate CRB checks for all affiliated clubs and associations through the England Hockey CRB Service. England Hockey will provide advice to clubs where the CRB check reveals disclosed information, and this must be followed. Clubs and associations should note that they will remain responsible for all other aspects of the recruitment process.

England Hockey is also committed to ensuring that concerns relating to the use of CRB checks in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns, set out

at section 2 of this document. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its own Safeguarding and Protecting Young People Complaints and Disciplinary Regulations or refer the matter to a club or association for resolution as appropriate.

England Hockey may instigate proceedings under its Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations where affiliated clubs and associations fail to adopt, implement or act in accordance with relevant policies. England Hockey may also require an individual against whom an investigation is proceeding under the Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations, to undergo a CRB check as part of the investigation.

## Principles

- ▶ All clubs, associations and organisations within the Hockey Family should have an understanding of the use of CRB checks in hockey and their relation to good practice in recruitment and retention of staff and volunteers, and should know what England Hockey's policy is on CRB checks.
- ▶ In accordance with England Hockey's policy on recruitment, selection and retention of persons with access to young people, when recruiting to a position involving access to young people an Enhanced CRB check must be undertaken through England Hockey's CRB Service. Clubs should refer to the Good Practice Guidance on recruitment for roles requiring a CRB check.
- ▶ In line with CRB policy and sports industry standard practice, England Hockey will not recognise CRB checks obtained through other organisations.
- ▶ All affiliated clubs and associations must comply with the CRB Code of Practice. England Hockey will assist clubs in compliance through relevant documentation and Good Practice Guidance. Copies of the CRB Code of Practice will be made available to clubs and associations.
- ▶ Where a CRB check will be required, all application forms, job advertisements and related documents issued by affiliated clubs and associations must contain a statement that a check will be requested in the event of the individual being offered the position.
- ▶ Given the potentially sensitive nature of information contained on CRB checks, all those involved in the process must maintain confidentiality in accordance with the CRB Code of Practice. Breach of this condition may result in disciplinary action being taken in accordance with England Hockey's Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations.
- ▶ Should a CRB disclosure reveal any history of offending, England Hockey will assess whether the offences are relevant and significant. All decisions taken will be in the best interests of young people and will balance the relevance and significance of the offence and rehabilitation of the offender in relation to the role they are undertaking. England Hockey will advise the individual and the club or organisation of the

outcome of this assessment process.

This advice must be followed.

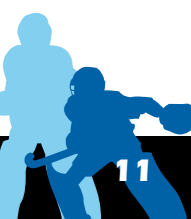
- ▶ England Hockey will ensure that all those involved in the process of decision making regarding the relevance of CRB disclosed information will be trained to identify and assess the relevance and circumstances of offences. They should also have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- ▶ **Having a criminal record will not necessarily bar an individual from working or volunteering in hockey.** This will depend on the nature of the position and the circumstances and background of their offences. Factors that may be taken into account would include:
  - ▷ whether the information received is relevant to the position they are applying for in relation to working with young people
  - ▷ the seriousness of any offence or other matter
  - ▷ the age of the person at the time of the offence
  - ▷ the age of the victim involved and whether the offence was violent or sexual in nature
  - ▷ the length of time since the offence or other matter occurred
  - ▷ whether the applicant has a pattern of offending behaviour or other relevant matters
  - ▷ whether the offence involved a breach of trust
  - ▷ whether the applicant's circumstances have changed since the offending behaviour or other relevant matters
  - ▷ the circumstances surrounding the offence and the explanations offered.

All decisions will be made in good faith whilst recognising that the welfare of young people remains paramount.

England Hockey will work with other relevant organisations to ensure that decisions are made according to best practice in the use of evidence and research in this field.

- ▶ On receipt of CRB information regarding significant and relevant offending or other matters, England Hockey may initiate proceedings under its Safeguarding Young People Complaints and Disciplinary Regulations
- ▶ Any information provided to England Hockey by the CRB will be accepted as correct. Any dispute regarding information contained on a CRB check should be referred by the individual directly to the CRB.

**Further information on the CRB and their services can be obtained from the CRB website at [www.crb.gov.uk](http://www.crb.gov.uk)**



## Policy On Anti-Bullying



### Introduction

England Hockey is committed to creating and maintaining an environment in which all young people involved in hockey are free from bullying.

### The Hockey Family's Obligations

Everyone within the Hockey Family must act in accordance with the general principles in England Hockey's Safeguarding and Protecting Young People Policy and the principles set out in this anti-bullying policy.

In addition, all affiliated clubs and associations must adopt and implement their own anti-bullying policy in accordance with the general principles in England Hockey's general Safeguarding and Protecting Young People Policy, and in accordance with this anti-bullying policy and principles together with the supporting Good Practice Guidance.

### How England Hockey Can Help

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of appropriate access to education and training, and supporting documentation.

England Hockey is also committed to ensuring that concerns relating to bullying of young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns, set out at section 2 of this document. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its

own Safeguarding and Protecting Young People Complaints and Disciplinary Regulations or refer the matter to a club or association for resolution as appropriate.

### Bullying

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.

#### 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 not only occur through face to face contact. Increasingly, bullying may occur through other forms of communication i.e. internet, e-mail and text messaging.

### Principles

- ▶ Everyone within the Hockey Family should have an understanding of what bullying is and England Hockey's policy anti-bullying policy
- ▶ 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



# Policy for Taking and Use of Photographic and Recorded Images of Young People



## Introduction

England Hockey does not wish to prevent parents or other spectators being able to take legitimate photographs or recorded images.

The use of recorded images can also be a valuable coaching aid. However, England Hockey is committed to providing a safe environment for all young people under the age of 18 in hockey, and it is therefore committed to ensuring that all necessary steps are taken to protect young people from the inappropriate or uninformed use of their images in resources and media publications, on the internet, and elsewhere.

Photographic and recorded images can also be used as a means of identifying young people if accompanied by personal information. This has the potential to make a young person vulnerable to individuals seeking to 'groom' young people for abuse. Additionally, images can be used or adapted for inappropriate use. There is evidence of adapted sporting images being used on websites displaying images of child abuse.

## This policy covers the following key areas

- ▶ the taking and/or publishing of photographic and recorded images of young people
- ▶ the use of photographic or recorded image equipment at hockey events
- ▶ the use of photographic or recorded image equipment as a coaching aid

## Photographic or recorded images

This includes images or recorded images using a camera, digital camera, video recorder, mobile phone or Personal Digital Assistant device (PDA).

## The Hockey Family's Obligations

Everyone within the Hockey Family must act in accordance with the general principles in England Hockey's general Safeguarding and Protecting Young People Policy and the principles set out in this policy for taking and use of photographic and recorded images of young people.

In addition, all affiliated clubs and associations must adopt and implement their own policy relating to the taking and use of photographic and recorded images of young people in hockey, in accordance with the general principles in England Hockey's general Safeguarding and Protecting Young People Policy, and in accordance with this particular policy and principles together with the supporting Good Practice Guidance.

## How England Hockey Can Help

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of appropriate access to education and training, and supporting documentation.

England Hockey is also committed to ensuring that concerns relating to the misuse of photographic or recorded images of young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has

developed procedures for reporting concerns, set out at Section 2 of this document. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its own Safeguarding and Protecting Young People Complaints and Disciplinary Regulations or refer the matter to a club or association for resolution as appropriate.

## Principles

- ▶ Everyone within the Hockey Family should have an understanding of the issues relating to taking and use of photographic and recorded images of young people and England Hockey's policy on this.
- ▶ Parents and young people have a right to decide whether young people's images are to be taken, and how those images may be used.
- ▶ In accordance with Good Practice Guidance for hockey activities and events, parents and young people must provide written consent for young people's images to be taken and used. There may be legitimate reasons for denying consent i.e. subject to legal restrictions.
- ▶ A registration process should be used for photographers in accordance with the Good Practice Guidance on photography and recorded images. This will help deter those wishing to

take photographs or recorded images for inappropriate use.

- ▶ Images should convey the best principles and aspects of hockey, such as fairness and fun.
- ▶ Care should be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse.
- ▶ All images of young people should be securely stored to avoid inappropriate use.
- ▶ In the case of images used on websites, particular care must be taken to ensure that no identifying details facilitate contact with a young person by a potential abuser.
- ▶ Where used for coaching purposes, players and their parents should be made aware that this is part of the coaching programme and be clear of the purpose of filming as a coaching aid.
- ▶ Suspected inappropriate taking of photographic or recorded images should be challenged and reported.

**When assessing the potential risks in the use of images of players, the most important factor is the potential for inappropriate use of images of young people. Awareness of the risks, and taking appropriate steps, can reduce the potential for misuse of images.**





## **Section Two: Recognising And Responding To Concerns And Reporting Procedures**

**This section contains a number of policies**



# Recognising Poor Practice And Abuse



## Poor practice and 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.

## What is abuse?

Abuse is a description of ways in which children and young people can be harmed by individuals, often those they know and trust. There are five recognised forms of abuse:

### 1. Emotional abuse

Emotional abuse is 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 children that they are worthless, unloved, inadequate or valued only insofar as they meet the needs of another person. This occurs when individuals persistently fail to show young people due care with regard to their emotional welfare, when a young person may be constantly shouted at, threatened or taunted, or be subjected to sarcasm and unrealistic pressures. There may also be over protection, preventing young people from socialising, or bullying to perform to high expectations. The young person may lose self-confidence and may become withdrawn and nervous.

*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

Neglect is 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) 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

This occurs when individuals, including other young people, deliberately inflict injuries on a child or young person, or knowingly do not prevent such injuries. It includes injuries caused by hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, squeezing, biting or using excessive force. 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

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to act in sexually inappropriate ways.

*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.



### 5. Bullying

Bullying is the use of aggression with the intention of hurting another person. Young people could be bullied by adults or other young people. Bullying results in pain and distress to the victim.

*Bullying can be:*

- ▶ **Emotional**  
being unfriendly, excluding, tormenting (e.g. hiding equipment, threatening gestures)
- ▶ **Physical**  
pushing, kicking, hitting, punching or any use of violence
- ▶ **Racist**  
racial taunts, 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

*In a hockey situation, bullying may occur when:*

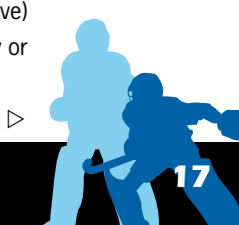
- ▶ young players are deliberately excluded from activities by coaches or other players
- ▶ young players are unreasonably forced to do things that they do not want to do
- ▶ young players are subjected to physical, verbal, emotional or sexual abuse
- ▶ young players are subjected to abuse due to their race or sexuality.

*Signs and symptoms:*

Indications that a young person may be being abused can be difficult to recognise even for the experienced.

There are signs 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
- ▶ see the section on bullying for signs and symptoms of bullying.

*Other signs and symptoms:*

- ▶ 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
- ▶ comes home with clothes torn or books damaged
- ▶ 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
- ▶ comes home starving (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 club volunteers 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 report your concerns to the Club Welfare Officer.

**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 Equity Policy
- ▶ England Hockey Anti-Bullying Policy
- ▶ England Hockey Safeguarding and Protecting Young People in Hockey Policy, Procedures and Good Practice Guidance.



**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 to the Club Welfare Officer.**



## Reporting Procedures

**The Government's "Every Child Matters: Change for Children" strategy is supported by legislation, plans and guidance entitled 'Working Together to Safeguard Children', which sets out how individuals and organisations should work together to safeguard and promote the welfare of children.**

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**

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

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 above guidance.

*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. 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. It is your responsibility to report your concerns.*

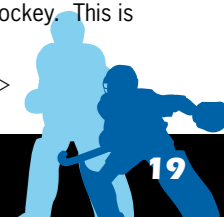
This section is divided into two parts:

**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 know how to respond, and who will do this.

**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

- ▶ 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, carer or someone not working within the sport
- ▶ in response to bullying
- ▶ in response to a breach of the 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 being 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 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 the your Club 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 (Template 10)

## Never

- ▶ Panic
- ▶ Make promises you cannot keep
- ▶ Make a young person repeat the information unnecessarily
- ▶ Delay in reporting to your Welfare Officer or England Hockey Lead Child 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 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 Club Welfare Officer or England Hockey Lead Child Welfare Officer who will:

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

## 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 diagrams on pages 26 and 27 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. See Template 10.

As soon as possible after concerns have been reported to you, complete the safeguarding referral form and contact your Club Welfare Officer. In their absence, contact England Hockey's Lead Child Welfare Officer on 0870 126 2308 or email [childwelfare@englandhockey.org](mailto:childwelfare@englandhockey.org)

## Who do you report the concerns to?

If the England Hockey Lead Child Welfare Officer 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) or 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.

As soon as possible, inform England Hockey's Lead Child Welfare Officer and explain the action taken to date.

For other situations, where a child is not at immediate risk or danger:

## Working in an affiliated club

- ▶ You must report your concerns or any information received to the Club Welfare Officer, who will refer the matter to England Hockey Lead Child Welfare Officer.

## Working in a school

- ▶ You must inform the designated teacher, who will follow their reporting procedures. Also advise England Hockey's Lead Child Welfare Officer for their information.
- ▶ England Hockey and the school will work to safeguarding protocol and procedures that have been developed through the PE and School Sport (PESSCL) programme in such instances.

If your concern is regarding the Welfare Officer, report directly to the England Hockey Lead Child Welfare Officer.

## What happens next?

Statutory Agencies will follow procedures under The Children Acts 1989 & 2004, and Government Guidance "Every Child Matters: Change for Children" and "Working Together to Safeguard Children".

Where a concern is reported to England Hockey and further action is required, England Hockey's Lead Child Welfare Officer 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](http://www.englandhockey.co.uk)).

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 Lead Child Welfare Officer.**

## References:

HM Government 2006: *Working Together to Safeguard Children*  
[www.everychildmatters.gov.uk](http://www.everychildmatters.gov.uk)

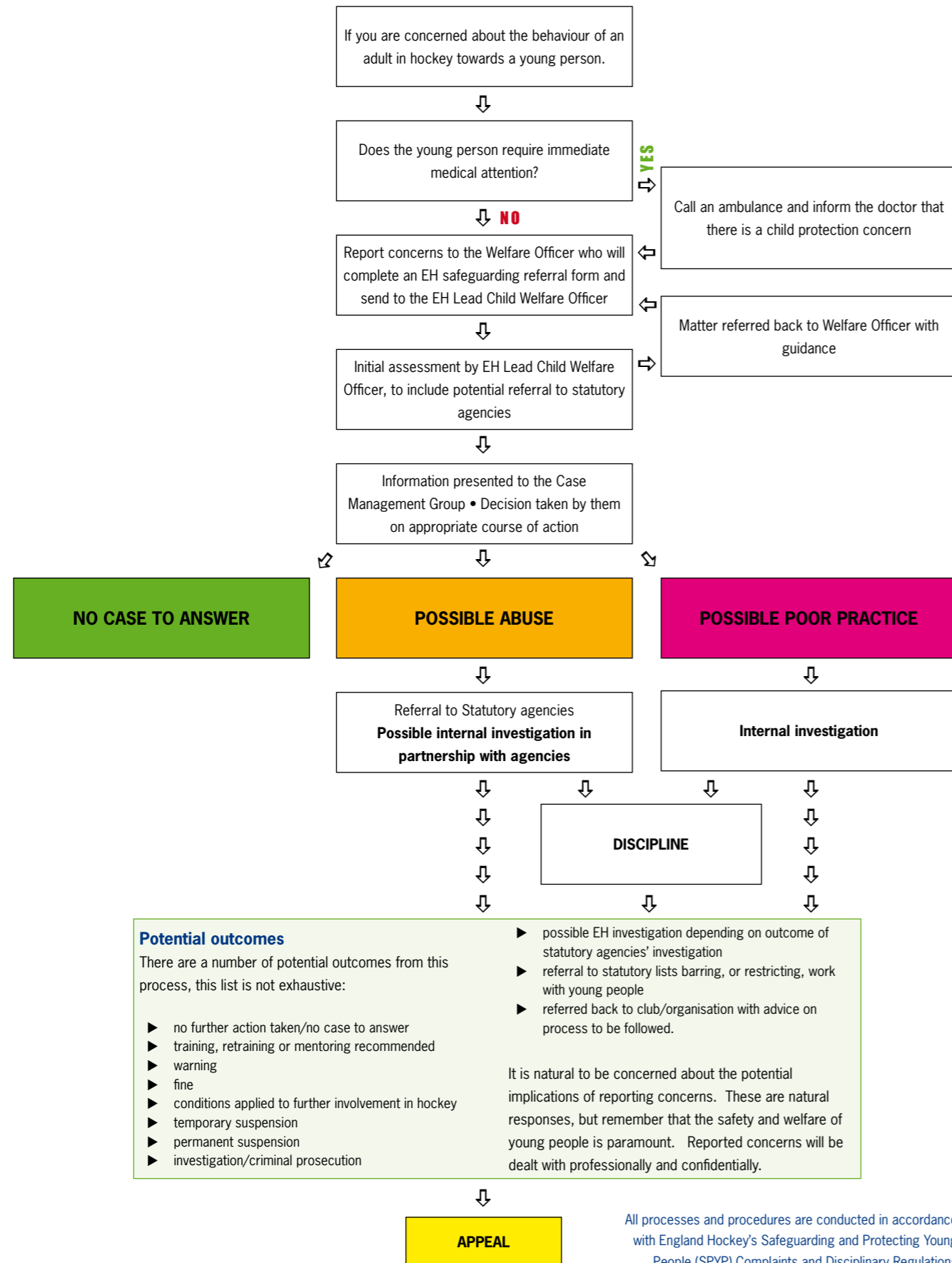
"What to do if you're worried a child is being abused" Department of Health, 2003  
[www.doh.gov.uk/safeguardingchildren](http://www.doh.gov.uk/safeguardingchildren)



**As soon as possible after concerns have been reported to you, complete the safeguarding referral form and contact your Club Welfare Officer. In their absence, contact England Hockey's Lead Child Welfare Officer on 0870 126 2308 or email [childwelfare@englandhockey.org](mailto:childwelfare@englandhockey.org)**

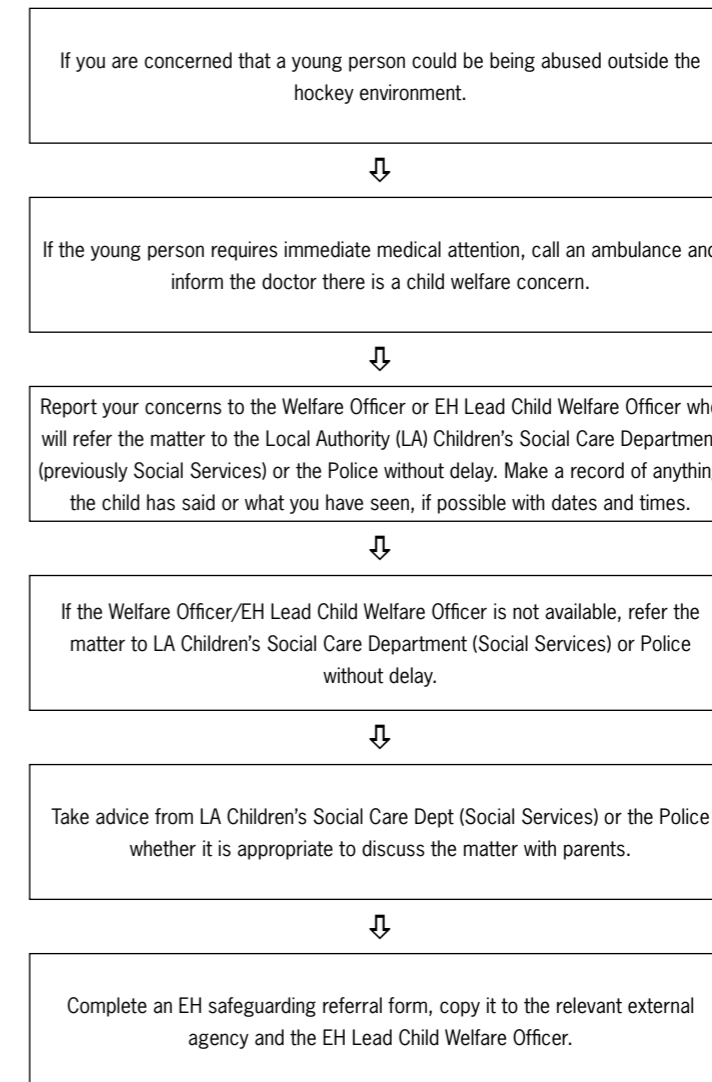
# Reporting concerns of possible abuse **WITHIN** a hockey environment

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).



## 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 child is put in danger either by
  - ▷ further inappropriate action of any adult involved
  - ▷ 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

## Whistleblowing 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 Lead Child Welfare Officer.

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. Social Services or the Police. All concerns will be taken seriously and managed according to the England Hockey Safeguarding Young People Policies and Procedures.

### General principles

Players, coaches, officials or parents are 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 child or 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 whistleblowing policy

The whistleblowing 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 Lead Child Welfare Officer on 0870 126 2308 or by post to England Hockey, Bisham Abbey National Sports Centre, Near Marlow, Buckinghamshire, SL7 1RR (you should mark the envelope 'private & confidential').

or email: [childwelfare@englandhockey.org](mailto:childwelfare@englandhockey.org) 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 EH Lead Child Welfare Officer (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 EH Lead Child Welfare Officer that there are sufficient grounds for their concern. If your concern is about the England Hockey Lead Child Welfare Officer, you should refer the matter to England Hockey's Finance and Administration Director.

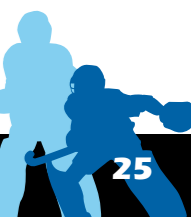
If you do not want, or feel unable, to report the matter to England Hockey, a number of external agencies are also available for reporting purposes. For details please see pages 22, 23 and 24.

### 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 Lead Child Welfare Officer 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 whistle blower 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:

- ▶ the Child Protection in Sport Unit (CPSU) 0116 234 7278
- ▶ their local area 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.

### 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 (SPYP) Complaints and Disciplinary Regulations.



Photograph: www.hockeyweb.co.uk

## 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

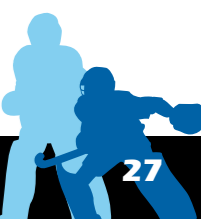
### Useful Contact Details – Help, support and advice

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

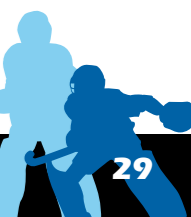
Organisation	Contact Details	Website	Additional Information
NSPCC	0808 800 5000	www.thereforeme.com	Support and advice for 12-16-year-olds via the website
Don't hide it		www.donthideit.com	Aimed at young people to find out more about abuse and what to do about it
Childline	0800 1111	www.childline.org.uk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



## Section Three: Good Practice

**This section contains a number of good practice guidelines for:**

- ▶ Care of young people
- ▶ Supervision and communication with young people
- ▶ Changing
- ▶ Transportation
- ▶ Competition and tournaments
- ▶ Planning trips
- ▶ Taking and use of photographic and recorded images of young people
- ▶ Safe recruitment
- ▶ Safeguarding and Protecting Young People at local level
- ▶ Implementing Anti-Bullying procedures at local level







## England Hockey acknowledges that good practice when dealing with young people is essential.

All people caring 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.
- ▶ Manual support is rarely required in the sport of hockey. If an adult feels that it is necessary the reasons should be clearly explained to the young person, and if possible the parents/carers, and their consent gained. Be aware that any physical contact with a young person may be misinterpreted.
- ▶ 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 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.

All people caring 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 are unavoidable, they should occur only with the full knowledge and consent of the young person's parents. Where someone has had to act outside England Hockey guidance in an emergency, this should be reported to your 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 or 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'

You should give guidance and support to inexperienced helpers.

If you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by your actions, or misunderstands or misinterprets something you have done, report any such incident as soon as possible to another colleague and make a brief note of it. Parents or guardians should be informed of the incident.

It is strongly recommended that you do not work completely alone with groups of young people. Enlist the support of others – assistants, parents/carers.

## Positions 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.

Within hockey most adults in a position of trust recognise that there are certain boundaries in their relationship with a young person that must not be crossed in terms of the relationship with the young player. The relationship, in essence, is no different to that between a school teacher and the pupils in their care. Adults must not encourage a physical or emotionally dependant relationship to develop between the person in a position of trust and the young person in their care.

All those within the club have a duty to raise concerns about the behaviour of coaches, officials, volunteers, administrators and professional staff which may be harmful to the young people in their care, without prejudice to their own position.



# Supervision Of And Communication With Young People



Photograph: www.hockeyweb.co.uk

## Supervision

Principles that underpin good practice for supervision of young people are as follows:

- ▶ It is the responsibility of those commissioning, planning or providing sessions/activities to ensure that those running the activity are suitable to do so. For example:
  - ▷ they have undertaken an appropriate recruitment and selection process, including a recent enhanced level CRB check
  - ▷ they have insurance appropriate to the activity
  - ▷ they have adopted codes of conduct
  - ▷ they have an appropriate qualification for the activity
  - ▷ they understand their responsibility to safeguard children
- ▶ Leadership, coaching and officiating awards create opportunities for young people to develop their coaching or technical skills and sense of responsibility. However, this should not result in these young people being given full or lead responsibility for managing groups of children. Under 18 coaches or officials should only supplement those appropriate adults with responsibility for supervising the activity. The organisation's duty of care and Safeguarding and Protecting Young People policy extend to all under 18s, whether they are participants, coaches or officials.
- ▶ Whatever the recommended ratio of adults to participants is, a minimum of two adults should be present. This ensures at least basic cover in the event of something impacting on the

availability of one of the adults during the activity (in the event of a participant requiring the attention of an adult during the activity following an accident for example).

- ▶ In the planning of all activities, and regardless of any other assessments that may be required (for example of equipment or for Health and Safety purposes), a risk assessment should be undertaken which specifically informs decision-making about appropriate supervision levels.
- ▶ Key factors to assess include:
  - ▷ age of children
  - ▷ additional supervision/support needs of some or all participants (for example due to disability)
  - ▷ competence/experience of participants for the specific activity
  - ▷ nature of activity
  - ▷ nature of venue (whether closed and exclusive, or open and accessible to members of the public).

## Recommended minimum supervision ratios:

### Children under 8 years old:

Based on government guidance for the provision of out of care childcare for children under 8 years old (Out of School Care: Guidance to the National Standards, OFSTED 2001)

- ▶ One adult to eight young people (with a minimum two adults)

### Children over 8 years old:

- ▶ One adult to 12 young people (with a minimum of two adults)



### All clubs should have First Aid provision by ensuring:

- ▶ there is a qualified First Aider on site
- ▶ first aid boxes are up to date and accessible
- ▶ there is access to a phone to contact the emergency services if required

The Child Protection in Sport Unit has produced a briefing paper on Electronic Communication, see [www.thecpsu.org.uk](http://www.thecpsu.org.uk)

## Communication

### When communicating with young people it is recommended that you:

- ▶ contact players only when necessary
- ▶ if players need to be contacted urgently i.e. 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

### You should avoid:

- ▶ contacting a young person unnecessarily
- ▶ contacting young people by phone, text or email should never be undertaken without parental consent
- ▶ e-mailing young people directly as individuals (can be done as part of a disclosed list, once permission is gained to do so)
- ▶ using text 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





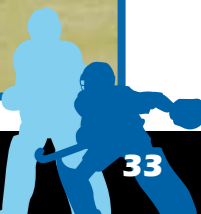
## The following guidelines should be adhered to:

- ▶ 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 or 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.

Photograph: www.hockeyweb.co.uk



Photograph: www.hockeyweb.co.uk





## Dropping off and collecting young players at the club/training session:

- ▶ Coaches and club staff will be responsible for young people in their care.
- ▶ It is the responsibility of parent/carer to transport their child/children to and from the club.
- ▶ It is not the coach's or volunteer's responsibility to transport young people to and from the club.
- ▶ The club must receive permission from parents/carers 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/carers of any changes to this timetable in writing where practically possible.
- ▶ The club will require emergency contact numbers for parents/carers.
- ▶ The club adopts and publicises a late collection policy (see points in the right-hand column).
- ▶ The club will provide the parents/carers with a contact number which may be used if the parent/carer will be late to collect their child/children.
- ▶ The club will ask parents/legal guardian to complete a form providing contact details, information about their child/children, i.e. medical details, etc.

## Late collection

If a parent /carer is late the club will:

- ▶ attempt to contact the parent/carer
- ▶ check the club contact number for any information regarding the young person
- ▶ wait with the young person at the club, with wherever possible other staff/volunteers or parents
- ▶ remind parents/carers of the policy relating to late collection
- ▶ if parents/carers remain uncontactable staff will need to report the situation to Social Services or the Police.

## Staff/volunteers should avoid:

- ▶ taking the child home or to any other location
- ▶ asking the child to wait in a vehicle or the club with you alone
- ▶ sending the child home with another person without permission.

## Private cars

It is strongly advised that private cars, other than those of parents, are not used by coaches, club volunteers, team managers, and umpires to transport young players at any time, either to and from a training session, or to away fixtures. If for any reason this is the only feasible method of transport the following guidelines must be followed:

- ▶ Drivers must ensure the safety of passengers.
- ▶ Drivers must ensure that their vehicle is roadworthy and that they have a valid licence and insurance cover.

- ▶ Drivers must only use vehicles with seat belts and ensure that their passengers are wearing these when in transit.
- ▶ Drivers must be aware of their legal obligations when transporting young players.
- ▶ Parents/guardians/carers must give written permission if their child/children are being transported in another adult car.
- ▶ Clear information on the expected time of departure and arrivals needs to be communicated to relevant people, i.e. parents/guardians/carers.
- ▶ Drivers should not be alone with a young person in the car at any time. If this situation arises, drivers need to ensure that the young person is in the back of the car.

## Hiring transport

When booking transport for an away fixture you will need to remember the following points:

- ▶ passenger safety
- ▶ competence of the driver and whether the driver holds an appropriate valid licence
- ▶ number of driving hours for the journey and length of the drivers' day including non-driving hours
- ▶ whether more than one driver is required
- ▶ type of journey, traffic conditions, weather, appropriate insurance cover
- ▶ Journey time and distance and stopping points
- ▶ Supervision requirements
- ▶ Suitability of transport if the team includes disabled players
- ▶ Drivers to take breaks and be aware of emergency procedures

## Legislation – points to remember

### Minibuses

- ▶ All minibuses and coaches carrying groups of three or more young people aged between 3 and 15 years must be fitted with a seat belt for each young person.
- ▶ Ensure that anyone who is driving a group minibus has received training on driving the minibus and the management of passengers.
- ▶ Ensure that the driver of the minibus is legally entitled to drive it.

### General

- ▶ Vehicles must be appropriate and roadworthy.
- ▶ The driver is responsible for the vehicle during the trip.
- ▶ There must be an anchor point for wheelchair users.
- ▶ New child car seat regulations came into force in September 2006.

### Useful References

#### Minibuses

[http://www.direct.gov.uk/en/Motoring/OwningAVehicle/AdviceOnKeepingYourVehicle/DG\\_4022064](http://www.direct.gov.uk/en/Motoring/OwningAVehicle/AdviceOnKeepingYourVehicle/DG_4022064)

[http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG\\_4022498](http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG_4022498)

#### Car seats

<http://www.thinkroadsafety.gov.uk/campaigns/childcarseats/childcarseats.htm>

Photograph: www.hockeyweb.co.uk



## Competition and Tournaments



Photograph: [www.hockeyweb.co.uk](http://www.hockeyweb.co.uk)

**If you are organising a large scale event at club/county or regional level you are advised to purchase the Safe Sports Events pack.**

For details, contact the Child Protection in Sport Unit or visit [www.thecpsu.org.uk](http://www.thecpsu.org.uk). As minimum practice you will need to ensure that you follow the following framework:

### Purpose of event, social, competition

- ▶ Planning?
- ▶ When?
- ▶ Where?
- ▶ Who?

### Risk assessment

- ▶ Activity
- ▶ Venue

### Communication with parents

- ▶ Travel arrangements – if applicable
- ▶ Times
- ▶ Venue
- ▶ Dates of competition and details of format
- ▶ Consent forms
- ▶ Cost
- ▶ Kit

### Emergency procedures

- ▶ First aid
- ▶ Medical information

- ▶ Reporting procedures in an emergency
- ▶ Player information including emergency contact details
- ▶ Meeting points
- ▶ Contact details for player's parents/carers

### Supervision and staffing

- ▶ Ratios of adults to young people
- ▶ Male/female ratios

### Staff

- ▶ Recruitment and screening
- ▶ Roles and responsibilities
- ▶ Staff training
- ▶ Event Organiser
- ▶ Welfare Officer

### Registration

- ▶ What is the process for registering in the competition?
- ▶ Parental permission required for participation in an event
- ▶ Documentation
- ▶ Register of participants
- ▶ Player information, including medical information
- ▶ Consent forms
- ▶ Programme
- ▶ Camera registration

### Insurance

- ▶ Liability
- ▶ Adequate and appropriate cover

**In addition, if the fixture is away – work through the entirety of the procedures listed opposite PLUS:**

### Transport

- ▶ How will the players get there?
- ▶ If using transport check:
  - ▷ drivers
  - ▷ suitability and access
  - ▷ seat belts
- ▶ Pick up and drop off points
- ▶ Times
- ▶ Insurance
- ▶ Supervision



## Planning Trips

Including training, matches home and away, day camps and any other day trips away



Photograph: www.hockeyweb.co.uk

**There are situations such as training camps, residential tournaments and tours where adults are placed in positions of trust.**

The following hockey specific guidelines are intended to assist when planning/running sessions and events.

### Before the trip:

- ▶ The organisers of trips should plan and prepare a detailed programme of activities for the young people who are involved in the session.
- ▶ Organisers should obtain, in writing, parental consent to young people joining a trip. This should include completed medical, photography and dietary forms and emergency contact details.
- ▶ Parents/carers should be given full information about a trip, including details of the programme of events, the activities in which the young people will be engaged and the supervision ratios.
- ▶ All information about parents/carers is collected prior to the trip, including telephone numbers where parents/carers can be contacted at any time during the trip.
- ▶ A responsible adult should be nominated and parents/carers made aware of this person and their contact details.
- ▶ Check the facilities and surroundings being used are safe and well maintained and are large enough to accommodate the number of players in attendance.
- ▶ Check that the floodlighting is adequate, if required.
- ▶ Check that there are adequate changing and showering

facilities.

- ▶ Be aware of the Standard Operating Procedure of the centre being used, including emergency facilities/telephone.
- ▶ Ensure that all young people are adequately protected from the effects of the weather.
- ▶ Ensure that all young people take appropriate kit (including goalkeepers) for the activity in which they are involved.
- ▶ Leaders in charge must be satisfied that those workers and adults who accompany group parties are fully competent to do so. Only qualified, experienced coaches should be used, and they should have adequate civil and third party liability insurance cover.

### During the trip:

- ▶ All young people should have adequate breaks for the length of the day and the intensity of the practices/games.
- ▶ Young people should not be put in physical danger through inappropriate grouping.
- ▶ Adults should take care when participating in games with young people.
- ▶ Young people do not play more than is desirable for their age and/or ability.
- ▶ All young people need to be made aware of the importance of proper procedures for the intake of liquid and food for the activity in which they are engaged.
- ▶ Contact/medical information should be available for any young person involved in an adult team.
- ▶ All young people should be adequately supervised and

engaged in suitable activity at all times.

- ▶ In circumstances when planned activities are disrupted, e.g. due to weather conditions, then organisers should have a number of alternative activities planned.
- ▶ Young people must be supervised at all times, preferably by two or more adults
- ▶ Young people must not be left unsupervised at any venue, either indoors or out
- ▶ Do not conduct meetings with young people while they are changing.
- ▶ Do not be alone in a changing room with young people while they are changing or showering.
- ▶ Do not deal with young people's injuries without a First Aid certificate and without another adult present.
- ▶ Do not ask young people to perform in training sessions or games whilst injured, if by doing so they could make the injury worse. Coaches should advise players to seek appropriate medical help or advice concerning injuries.
- ▶ Do not expose young people to excessive extremes of weather during any session.
- ▶ Do not be alone with individual young people in any situation, particularly at the end of the sessions or in the dark
- ▶ Do not offer to take young people home or allow others

to take them home without the specific permission of the parents/carers.

- ▶ Do not supply or encourage under-age children to purchase/consume alcohol or banned substances of any sort or supply or encourage pornographic material. This is especially relevant to adult tours by clubs/organisations.

### Residential trips (in addition to all points listed so far):

- ▶ All residential facilities must be adequate for the age and number of young people.
- ▶ Young people and supervising adults must sleep in separate rooms.
- ▶ Young people must be encouraged to display high standards of behaviour, individually and as a group, recognising that their behaviour sets an example for the group.
- ▶ Do not shower with young people under any circumstances.
- ▶ Do not visit young people's rooms unnecessarily and never alone.
- ▶ Do not conduct individual meetings with young people in their rooms.



# Taking And Use Of Photographic And Recorded Images<sup>3</sup> Of Young People<sup>4</sup>



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

Use of recorded images can also be a valuable coaching aid. However, hockey is committed to providing a safe environment for young people under the age of 18. 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.

Photographic and recorded images can be used as a means of identifying children and young people if accompanied by personal information, such as where they live and their interests; For example, "This is X who is a member of Anywhere Hockey Club, likes Westlife and supports Manchester United". Inclusion of such personal information has the potential to make a young person vulnerable to individuals seeking to 'groom' young people for abuse.

Additionally, images can be used or adapted for inappropriate use. There is evidence of adapted sporting images being used on websites displaying images of child abuse.

When assessing the potential risks in the use of images of players, the most important factor is the potential for inappropriate use of images of young people. Awareness of the potential risks, and taking appropriate steps, can reduce the potential for misuse of images. By adopting the points highlighted in these guidelines, you will be putting into place the best possible practice to protect young people wherever and whenever photographs and recorded images

are taken and stored.

## These guidelines cover the following key areas:

- ▶ the taking and/or publishing of photographic and recorded images of young people
- ▶ the use of photographic or recorded image equipment at hockey events
- ▶ the use of photographic or recorded image equipment as a coaching aid.

## Implementing the Policy on taking and use of photographic and recorded images:

Clubs should adopt a policy on the Taking and use of photographic or recorded images of young people and abide by its principles.

## Taking And/Or Publishing Of Photographic And Recorded Images Of Young People:

- ▶ Written consent to take and use images should be obtained from the player and parents/legal guardians. This ensures that they are aware of the way the image is intended to be used to represent the sport. It is acceptable to use one consent form for all the club's activities, rather than consent for each match or competition, etc. A consent form is given at template 8.
- ▶ If the player is named, for example in a match report, avoid

using their photograph in a way that enables the image and name to be linked.

- ▶ If a photograph is used, avoid naming the player in any accompanying caption.
- ▶ NEVER publish personal details (email addresses, telephone numbers, addresses or other information relating to the location) 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. This might include:
  - ▷ boys and girls
  - ▷ ethnic minority communities
  - ▷ young people with disabilities
- ▶ Ensure that images reflect positive aspects of young people's involvement in hockey.
- ▶ The simultaneous streaming of images onto a website is not recommended. Delayed streaming also provides the opportunity for editing of inappropriate clips. In particular, this can guard against the possibility of a image of a young person. Subject to legal restrictions appearing on a website.
- ▶ All access to images should be restricted. It is recommended that where images are acquired for distribution, including commercially, access to them is by individual registration. Open access to images on a website should never be available.
- ▶ Reasonable measures should be taken to ensure that the information stored is secured against malicious access, either internal or external e.g. hackers or malicious code.
- ▶ Any concerns regarding inappropriate taking or publishing of photographic or recorded images must be reported to the Club Welfare Officer.

## Use of Photographic Or Record Image Equipment At Hockey Events:

There is evidence that certain individuals will visit sporting events to take inappropriate photographs or recorded images of young people. All clubs should, therefore, be vigilant about this possibility.

- ▶ Written consent should be obtained from the player and parents/carers to take and use images.
- ▶ To deter inappropriate individuals attending events, it is recommended that a registration system is used for individuals wishing to take photographic or recorded images.
- ▶ Parents and spectators. If a parent wishes to take photos or record an event they must be asked to register at the event. See Template 9 for registration form.
- ▶ Issue the registered photographer with clear identification that must be worn at all times. This serves to highlight those who have accreditation. It is advisable to ensure that where regular events occur, the identifying label is changed to prevent unofficial replication.
- ▶ Public information. The specific details concerning

photographic/video and filming equipment should, where possible, be published prominently in event programmes and must be announced over the public address system prior to the start of the event. In addition, or where a public address system is not in use, it is recommended that notices regarding the event's photography registration policy are displayed prominently.

## Sample recommended wording is:

*In line with the recommendation in the organisation's Safeguarding and Protecting Young People Policy, the promoters of this event request that any person wishing to take photographic or recorded images should register their details with staff at the spectator entry desk before carrying out any such activity. The promoter reserves the right to challenge and report anyone they deem to be taking inappropriate images.*

## If using a professional photographer or inviting the press:

- ▶ Provide a clear brief about what is considered appropriate, in terms of picture content and their behaviour around the players.
- ▶ Inform players and their parents that a photographer will be at the event and ensure that:
  - ▷ they are aware that the photographer will be wearing identification
  - ▷ that you receive their consent to both the taking and publication of photographs

## Do not:

- ▶ Allow unsupervised one-to-one photo sessions at events
- ▶ Allow photo sessions outside of the event or at the player's home.

## If someone is taking photos or recording images without permission:

- ▶ Ask the individual who they are and why they are taking photos/recording images without permission.
- ▶ Any concerns during an event should be reported to the Club Welfare Officer.

## Use of photographic or recorded image equipment as a coaching aid:

- ▶ Written consent should be obtained from the player and parents/legal guardians to take and use images.
- ▶ Players and their parents/carers should be aware that this is part of the coaching programme and clear of the purpose of filming as a coaching aid.

## References:

Template 4: Club Photography Policy  
Template 8: Consent for photography form  
Template 9: Photography registration form

<sup>3</sup> This includes images or recorded images using a camera, digital camera, video recorder, mobile phone or Personal Digital Assistant devices (PDA)

<sup>4</sup> Young people is used to define any child or young person under 18 years of age throughout all child protection policies, procedures and documentation





Photograph: www.hockeyweb.co.uk

**As good practice and to prevent unsuitable people from working within hockey, it is important that all reasonable steps are taken to ensure that all individuals working with young people in hockey, either paid or unpaid, are appropriate and able to do so. This can help to:**

- ▶ protect both the young people and adults at your club, and in so doing, protect the club itself
- ▶ help to ensure that your club offers opportunities for young people to play hockey in a safe and enjoyable environment
- ▶ demonstrate your club's commitment to protecting young people to potential members and their parents/carers.
- ▶ help deter the small minority of people who are unsuitable to work with young people from using sport as a means of gaining access to young people
- ▶ demonstrate to other partners your club's commitment to safeguarding and protecting children. These might include distributors of public funds, potential sponsors and local authorities hiring pitches
- ▶ demonstrate a commitment to open, fair and consistent selection processes.

Under the Protection of Children Act 1999 all those working with young people within hockey are treated as employees whether paid staff or volunteers. As such, all clubs should adopt and implement recruitment and selection procedures, providing consistency when appointing staff, members and volunteers.

## Implementing good practice guidance on safe recruitment:

There are a number of steps to good practice guidelines in recruitment. The following pages outline these steps. Template documents are provided to assist clubs in this process.

### 1. Planning:

It is important to have clear roles and responsibilities for all paid and voluntary positions you are recruiting for. A job description should list the duties for the position, and a person specification can be used to highlight the skills and experience that are needed. See the Volunteering pages on the England Hockey website: [www.englandhockey.co.uk](http://www.englandhockey.co.uk)

### 2. Advertising:

When any post within a club is vacant, it is important to ensure that the role is advertised. Advertising the post on notice boards at the facility that you use, or through club newsletters, or contacting the local volunteer bureaux can help to attract new volunteers to your club.

#### Essential inclusions within any advertising are:

- ▶ Aims of the club
- ▶ job description/role
- ▶ experience and skills required, particularly if experience of working with young people is an advantage
- ▶ the club's Safeguarding and Protecting Young People in Hockey Policy and Procedures
- ▶ codes of conduct

- ▶ the use of CRB disclosures as part of the selection process
- ▶ details on how to obtain an application form

### 3. Applications:

Anyone who shows an interest in filling a role/vacancy needs to complete an application form. Applicants will be required to complete a self-disclosure form, declaring any convictions or cautions. When applying for a role working with children or young people. All convictions, spent or unspent, must be declared. Applicants will need to be made aware that they will need to complete a CRB Disclosure, if appointed.

Template 5: Application form

Template 6: Self Declaration form

The application form is designed to elicit information about the individual, their employment history, relevant experience, qualifications and training. The candidate will be asked to provide:

- ▶ name, address and evidence of their right to work e.g. through a national insurance number
- ▶ confirmation of identity
- ▶ relevant experience, qualifications and training undertaken
- ▶ listing of past career or involvement in sport/hockey (to confirm experience and identify any gaps)
- ▶ the names of at least two people (not relatives) willing to provide written references that comment on the applicant's previous experience of, and suitability for, working with young people
- ▶ details of any former involvement with hockey
- ▶ a signed agreement to abide by England Hockey Code of Ethics and Conduct and Safeguarding and Protecting young People in Hockey Policy and Procedures. Failure to adhere and comply may result in disciplinary action and possible dismissal/exclusion from hockey.

### Short-listing:

Once you receive completed application forms, a small group of club officials should review them and identify a shortlist of applicants.

### 4. Meeting/interview:

It is highly recommended that the club meet with applicants before making recruitment decisions (perhaps same group as for short-listing). The meeting/interview provides an opportunity to explore in greater detail information gathered on the application form.

It is also recommended that:

- ▶ applicants are asked to bring official photographic proof of identity such as a passport or driving licence
- ▶ questions are prepared in advance that will give the applicant an opportunity to demonstrate their relevant experience.

As well as considering an applicant's ability to fill a position, it is

also important to assess their attitudes and commitment to child welfare. Examples of questions you might ask are:

- ▶ Tell us about any previous experience you have working with young people
- ▶ Give a child-related scenario and ask what they would do, e.g. "it is a winter evening and the training session has finished. A parent has not arrived – what would you do?" The applicant would be expected to say that they would stay with the child along with another adult and contact parents to find out where they were.
- ▶ Is there anything that we should know that would affect your suitability to work with children or young people?

### 5. Checks and references:

Before an appointment offer is made:

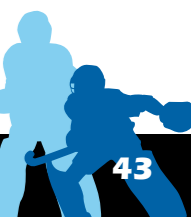
- ▶ At least two references should be requested from individuals who are not related to the applicant. One should be work related and the other demonstrating previous involvement of working with young people, ideally in a sporting setting. (Template 7: Reference form)
- ▶ Check references to confirm identity using appropriate official documents, ideally photographic identification
- ▶ All references should be in writing and followed up by telephone.
- ▶ If any reference or information on a self declaration gives cause for concern, please contact the Lead Child Welfare Officer at England Hockey on 0870 126 2308 for further advice.
- ▶ Check any relevant qualifications are substantiated through England Hockey.

### CRB disclosures:

- ▶ Applicants who have significant access and or responsibility for working with young people must complete an Enhanced CRB Disclosure.
- ▶ All CRB checks must be conducted through England Hockey. CRB Disclosures processed through other organisation are not acceptable.
- ▶ CRB disclosures should be completed every three years.
- ▶ England Hockey has the jurisdiction to manage and deal with any matters arising from any disclosure.
- ▶ Clubs/organisations must not engage people in contradiction of England Hockey sanctions.
- ▶ CRB Disclosures should not be used in isolation, but as part of the recruitment process.

Organisations should use the following definition to determine which roles require a CRB check, which is:

*"A person who regularly cares for, trains, supervises or is in sole charge of young people under the age of 18".*





All people who have significant access to young people or that are in a position of trust in relation to young people must undertake an enhanced CRB check.

#### 'Position of trust' in relation to children, defined below:

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.

Examples of such roles are: coach, team managers, umpires and helpers involved in working with under 18s in a paid or voluntary capacity. This list is not exhaustive as the nature of roles varies between organisations.

Further information on England Hockey's CRB Service is available from England Hockey's website [www.englishockey.co.uk](http://www.englishockey.co.uk) or from:

CRB Administrator, England Hockey, Bisham Abbey National Sports Centre, Near Marlow, Buckinghamshire, SL7 1RR

Tel: 0870 126 2308

Email: [CRB@englishockey.org](mailto:CRB@englishockey.org)

#### 6. Appointment:

The successful applicant should be issued with an offer letter, which should specify the details of the position. The applicant should also be informed that the position is subject to a satisfactory CRB check and two references.

#### 7. Induction:

All staff or volunteers should undergo an induction (formal or informal) to include:

- ▶ signing up to the club's Safeguarding and Protecting Young People Policy and Procedures, Good Practice Guidelines and any Codes of Ethics/conduct that are appropriate
- ▶ confirming and agreeing roles and responsibilities
- ▶ any training needs are established and actioned
- ▶ an initial period of supervision of mentoring could be introduced to support the volunteer
- ▶ expectations on roles and responsibilities are clarified on both sides.



**England Hockey recommends that all adults working with children and young people attend sports coach UK's "Safeguarding and Protecting Children in Sport" three-hour awareness workshop.**

**England Hockey will be offering other training opportunities to people involved with working with young people, details of which will be communicated directly and updated periodically. This will include "Time to Listen" training, aimed at designated Welfare Officers.**

#### 8. Training:

Ongoing training will be provided to support the individual to fulfill their role. Appropriate Child Protection training will enable an individual to recognise their responsibilities with regard to good practice and reporting poor practice or concerns regarding young people.

England Hockey recommends that all adults working with children and young people attend sports coach UK's "Safeguarding and Protecting Children in Sport" three-hour awareness workshop.

England Hockey will be offering other training opportunities to people involved with working with young people, details of which will be communicated directly and updated periodically. This will include "Time to Listen" training, aimed at designated Welfare Officers.

#### 9. Monitoring and appraisal:

Appraisals/supervision meetings should be offered at regular intervals and more informal mentoring opportunities can support the individual on an ongoing basis. All staff or volunteers should be given the opportunity to:

- ▶ receive feedback
- ▶ identify training needs
- ▶ set new goals
- ▶ highlight any concerns about inappropriate behaviour

## Safeguarding And Protecting Young People At Local Level



Photograph: Star Sport

#### Awareness:

- ▶ Raise awareness with all members and players within the club.
  - ▷ Put posters on the notice board.
  - ▷ Ensure all young players know they can talk to someone if they are worried.
  - ▷ Adopt policies within the club constitution on safeguarding or child protection; recruitment; anti-bullying and taking and use of photographic and recorded images.
  - ▷ Ensure that all club members, players, coaches, volunteers and parents/carers of junior members have a copy of the policies.
  - ▷ Ensure all coaches, staff and volunteers in positions of trust have agreed to abide by the Code of Ethics and behaviour.

#### Appoint a Welfare Officer:

- ▶ Appoint and publicise the name of a Welfare Officer, who will be able to support and guide members, player and parents/carers on the issues and implementation of welfare and good practice. A Welfare Officer will enable concerns to be expressed and acted upon in confidence. A template Welfare Officer job description is available in Appendix 2.

#### Policy:

- ▶ Adopt a policy for Safeguarding and Protecting Young People and make all members aware of its content.
- ▶ Establish a working group to support the ongoing development and implementation of the policy.
- ▶ Follow the England Hockey policy and guidelines on recruitment and ensure that all individuals working with children and young people are screened and are suitable.

#### Procedure:

- ▶ Ensure appropriate consent forms are completed by parents/legal guardian for all young people under the age of 18. Consent should cover medical details, emergency contact details, transport and photography.
- ▶ Adopt clear guidelines for: transport; changing; competitions and events; dropping off and collecting young people at the club and supervision of young people, ensuring these are published to parents/carers, staff and volunteers.

#### Training:

- ▶ Identify any training needs within the club and contact England Hockey to find out about workshops and opportunities for support.

#### Put young people first:

- ▶ Promote a culture in which all young people are listened to and respected as individuals by:
  - ▷ putting the welfare of the young person first
  - ▷ challenging unacceptable behaviour
  - ▷ avoiding one to one situations with young players unsupervised
  - ▷ ensuring that hockey is fun and that fair play is promoted
  - ▷ providing confidential communication lines through which concerns can be expressed
  - ▷ reporting all concerns, allegations or suspicions of abuse
  - ▷ ensuring that all relevant members, staff and volunteers have, or know how to access, England Hockey's procedures for reporting concerns.

# Implementing Anti-bullying Procedures At Local Level



## Implementation of good practice in managing an anti-bullying policy:

### Raise awareness:

- ▶ Raise awareness with all members and players within the club.
  - ▷ Put posters on the notice board
  - ▷ Ensure all young players know that they can talk to someone if they are worried

### Policy:

- ▶ Ensure that all club members, players, coaches, volunteers and parents/carers of junior members have a copy of the policy.
- ▶ Adopt an anti-bullying policy within the club constitution.

### Code of Ethics:

- ▶ Ensure that the Code of Ethics clearly states that behaviour which constitutes bullying will not be accepted.
- ▶ Ensure that all coaches, staff and volunteers have signed up the Code of Ethics and behaviour.

### Management of bullying:

- ▶ Establish a working group to support the ongoing development and implementation of the policy.
- ▶ Identify any training needs within the club and contact England Hockey to find out about workshops and opportunities for support.

### Report concerns:

- ▶ Any incidents of bullying should be reported to the Welfare Officer who will;
  - ▷ Record the details using the England Hockey safeguarding referral form
  - ▷ Follow England Hockey's reporting procedure

If the incident is an adult bullying a young person or a young person bullying a young person, the Welfare Officer will report the incident to the England Hockey Lead Child Welfare Officer who will:

- ▶ make a decision on the method and process for managing the incident
- ▶ manage the situation with the support of the Welfare Officer.

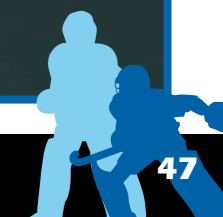
All reported incidents of bullying behaviour or threats of bullying will be investigated and efforts made to stop the bullying quickly.

### The following action may be taken:

- ▶ Parents/legal guardians will be informed and may be asked to come to a meeting to discuss the problem.
- ▶ If necessary and appropriate, the police may be consulted.
- ▶ An attempt will be made to help the bully (bullies) change their behaviour.
- ▶ If the situation is not or cannot be resolved through mediation, training or mentoring, the England Hockey Lead Child Welfare Officer may manage the incident following the England Hockey Safeguarding and Protecting Young People in Hockey Complaints and Disciplinary Regulations.

### Review, monitor and evaluate:

- ▶ Ensure that the working group meets to review any incidents, how they were managed and outcomes reached.
- ▶ Take lessons learnt from incidents and re-evaluate the policy as required.
- ▶ Maintain an ongoing poster campaign.
- ▶ Ensure all club members, players, coaches, volunteers and parents/carers of junior members are kept up to date with any changes.
- ▶ Invite feedback from club members, players, coaches, volunteers and parents/carers of junior members about the policy and its impact.



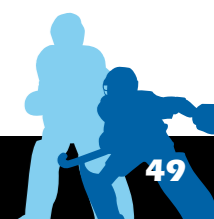
## Section Four: Appendices and Templates



### REMEMBER!

All of these templates are also available on the CD attached to the inside front cover of this policy so that you may personalise them for your club.

You may also access all templates via the website at [www.englishockey.co.uk/safe](http://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

## Welfare Officer

### Role Description

Everyone in hockey has a responsibility to safeguard and protect young people. The role of a Welfare Officer is primarily to promote good practice within your organisation (club, county, region, etc), to be a named point of contact for young people, parents/carers, coaches and volunteers and to understand England Hockey's reporting procedures in case a concern is raised.

The information below outlines the role, and skills and knowledge to look for in a Welfare Officer. England Hockey will be offering training to people in this role. Templates are available to assist with all aspects of safeguarding and protecting young people.

### ROLE

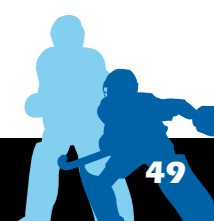
- ▶ To be the first point of contact for staff, volunteers, parents/carers and young people where concerns about welfare, poor practice or child abuse are identified.
- ▶ Implement the club's reporting and recording procedures.
- ▶ Promote the club's best practice guidance/code of ethics within the club.
- ▶ Assist the club to fulfil its responsibilities to safeguard young people.
- ▶ Assist the club to implement its child welfare implementation plan.
- ▶ Assist volunteers in keeping their certificates and qualifications up to date.
- ▶ Sit on the club's management committee.
- ▶ Ensure confidentiality is maintained.
- ▶ Promote anti-discriminatory practice.
- ▶ Be the first point of contact with the England Hockey Lead Child Welfare Officer
- ▶ Maintain contact details for local social services, police and the Local Safeguarding Children Board (LSCB) in case of an emergency.

### EXPERIENCE & KNOWLEDGE

- ▶ Own organisations policy and procedures related to safeguarding and protecting young people.
- ▶ Own organisations role and responsibilities to safeguard the welfare of young people – boundaries of the Welfare Officer role.
- ▶ Knowledge of the England Hockey's Safeguarding and Protecting Young People in Hockey Policy & Procedures.
- ▶ Basic knowledge of roles and responsibilities of local statutory agencies (social services, police and Local Safeguarding Children Board (LSCB)). This can be gained through training. The Welfare Officer should have full contact details for their local agencies.
- ▶ Awareness of equality issues and child protection.
- ▶ Basic knowledge of core legislation, government guidance and national framework for child protection. This can be gained through training.

### SKILLS

- ▶ Approachable
- ▶ Child-focused
- ▶ Basic administration
- ▶ Basic advice and support provision
- ▶ Communication
- ▶ Maintaining records
- ▶ Ability to promote organisation's policy, procedures and resources
- ▶ Interpersonal



## Safeguarding And Protecting Young People In Hockey Policy

[INSERT CLUB/ASSOCIATION NAME] adopts England Hockey's Safeguarding and Protecting Young People in Hockey Policy and works in accordance with the following statement:

### Introduction

[INSERT CLUB/ASSOCIATION NAME] is committed to creating and maintaining a safe and positive environment for all young people involved in hockey. It accepts its responsibility to help safeguard the welfare of all young people and protect them from poor practice, abuse and bullying.

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

[INSERT CLUB/ASSOCIATION NAME] as a provider of opportunities for young people in hockey accepts that we are required to fulfil our duty of care, which means that we must do everything that can be reasonably expected of us to help safeguard and protect young people from any reasonably foreseeable harm.

### Definitions:

Hockey Family all individuals, clubs, associations and other organisations involved in any capacity in the game of hockey, and whether or not 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.

Young People anyone under the age of 18.

### Obligations under this policy:

Everyone within [INSERT CLUB/ASSOCIATION NAME] must act in accordance with:

- ▶ the general principles set out in this policy; and
- ▶ the principles set out in the particular policies below, together with the supporting good practice document:
  - ▷ the recruitment of persons working with young people
  - ▷ the use of CRB checks in recruitment and employment
  - ▷ anti-bullying
  - ▷ taking and use of photographic and recorded images of young people;

Affiliation to England Hockey will evidence agreement of these obligations by the club and membership of [INSERT CLUB/ASSOCIATION NAME] will evidence agreement by the Hockey Family.

[INSERT CLUB/ASSOCIATION NAME] has in addition, adopted and implemented our own Safeguarding and Protecting Young People (or Child Protection) policy which complies with the general principles set out in this policy; and everyone within [INSERT CLUB/ASSOCIATION NAME] must also:

- ▶ abide by England Hockey's Code of Ethics, which specifies conduct in relation to the safeguarding of young people within hockey, among other issues
- ▶ follow England Hockey reporting procedures where there are concerns relating to the safety or welfare of young people.

For clarity, policies, 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.

### How England Hockey will help:

As the national governing body, England Hockey will publicise and promote within hockey its Safeguarding Young People Policy, Procedures and Good Practice Guidance. It will also support its affiliated clubs and associations in adopting and implementing their own policies by producing template policies and procedures and through access to appropriate training and education opportunities.

England Hockey is committed to ensuring that concerns relating to the safety and welfare of young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns.

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. England Hockey is committed to complying with the procedures of the Local Safeguarding Children Boards (LSCBs). Accordingly, England Hockey will work co-operatively 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.

England Hockey is also committed to directly challenging conduct within hockey 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 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 for resolution at club level where appropriate.

[INSERT CLUB/ASSOCIATION NAME] will follow England Hockey's Reporting Procedures and will make all their members aware that they are subject to the above Regulations if there is a breach of the Policy.

### General Safeguarding and Protecting Young People principles:

- ▶ The safety and welfare of young people is paramount.
- ▶ All young people, 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.
- ▶ [INSERT CLUB/ASSOCIATION NAME] wishes to promote a telling culture. Everyone within hockey must therefore report all concerns in accordance with England Hockey's reporting procedures.
- ▶ It is the responsibility of child protection experts to determine whether or not abuse has taken place, but it is everyone in hockey's responsibility 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.
- ▶ [INSERT CLUB/ASSOCIATION NAME] is committed to encouraging, and everyone within hockey must recognise and regard as essential, the effective and safe recruitment of all individuals working with young people in hockey.
- ▶ All those working in hockey, in a paid or voluntary capacity, must abide by England Hockey's Code of Ethics.

### Guidance and legislation:

The practices and procedures within this policy and documentation are based on the principles contained within UK and international legislation and Government guidance and have been designed to complement Local Safeguarding Children Boards procedures and take the following into consideration:

- ▶ The Children Acts 1989 and 2004
- ▶ The Protection of Children Act 1999
- ▶ The Police Act 1997
- ▶ The Rehabilitation of Offenders Act 1974
- ▶ Criminal Justice and Court Services Act 2000
- ▶ The UN Convention on the Rights of the Child
- ▶ Human Rights Act 1998
- ▶ The Data Protection Act 1998
- ▶ "Caring for the young and vulnerable" Home Office guidance for preventing the abuse of trust 1999
- ▶ "What to do if you are Worried a Child is being Abused" DOH 2006
- ▶ "Working Together to Safeguard Children" 2006, HM Government
- ▶ The Safeguarding Vulnerable Groups Act 2006



# Anti-bullying Policy

[INSERT CLUB/ASSOCIATION NAME] adopts England Hockey's Anti-bullying Policy and works in accordance with the following statement:

### Introduction:

[INSERT CLUB/ASSOCIATION NAME] is committed to creating and maintaining an environment in which all young people involved in hockey are free from bullying.

### Obligations under this policy:

Everyone within [INSERT CLUB/ASSOCIATION NAME] must act in accordance with the general principles in England Hockey's Safeguarding and Protecting Young People Policy and the principles set out in this anti-bullying policy.

### How England Hockey will help:

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of appropriate access to education and training, and supporting documentation.

England Hockey is also committed to ensuring that concerns relating to bullying of young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its own Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations or refer the matter to a club or association for resolution as appropriate.

### Bullying:

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.

### 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 not only occur through face to face contact. Increasingly, bullying may occur through other forms of communication e.g. internet, email and text messaging.

### Principles:

- ▶ Everyone within [INSERT CLUB/ASSOCIATION NAME] should have an understanding of what bullying is and of England Hockey's anti-bullying policy
- ▶ Bullying of any kind is not acceptable in hockey and should not be tolerated by anyone, in particular any organisation providing hockey opportunities for young people
- ▶ [INSERT CLUB/ASSOCIATION NAME] 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

# Statement on the Recruitment of Ex-Offenders

It is a requirement of the Criminal Record Bureau's Code of Practice that [INSERT CLUB/ASSOCIATION NAME], as a registered user of the England Hockey Umbrella Body Disclosure Service must treat Disclosure applicants who have a criminal record fairly and do not discriminate because of a conviction or other information revealed.

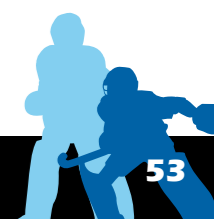
It also obliges [INSERT CLUB/ASSOCIATION NAME] to have a written policy on the recruitment of ex-offenders, and the following has been adopted:

### Policy statement

1. As an organisation using the England Hockey Umbrella Body Disclosure Service to help assess applicants' suitability for positions of trust, [INSERT CLUB/ASSOCIATION NAME] undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed
2. [INSERT CLUB/ASSOCIATION NAME] is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability, or disadvantages by conditions or requirements which cannot be shown to be justifiable
3. The existence of this policy on the recruitment of ex-offenders is made known to applicants for positions of trust at the outset of the recruitment process
4. [INSERT CLUB/ASSOCIATION NAME] promotes equality of opportunity for all with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records

5. A Disclosure is only requested if proportionate and relevant to the position concerned. For those positions where a Disclosure is required, this will be made known to applicants at the start of the recruitment process
6. Where a Disclosure is to form part of the recruitment process, applicants will be asked to provide details of their criminal record at an early stage in the application process. This information will only be seen by those who need to see it as part of the recruitment process
7. Unless the nature of the position allows [INSERT CLUB/ASSOCIATION NAME] to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974
8. Where information regarding an applicant's criminal record may be considered relevant to a recruitment decision, advice will be sought from appropriate England Hockey staff.
9. Applicants asked to be the subject of a CRB Disclosure will be made aware by England Hockey of the existence of the CRB Code of Practice and can receive a copy on request, or via the website [www.disclosure.gov.uk](http://www.disclosure.gov.uk)
10. Any relevant matters revealed in a Disclosure will in most instances be discussed with the person seeking the position before withdrawing a conditional offer of appointment

Having a criminal record will not necessarily bar you from working for [INSERT CLUB/ASSOCIATION NAME]. This will depend on the nature of the position and the circumstances and background of your offences.



## Taking and Use of Photographic and Recorded Images<sup>1</sup> of Young People<sup>2</sup>

[CLUB/ORGANISATION NAME] adopts England Hockey's policy for the taking and use of Photographic and Recorded Images of Young People and works in accordance with the following statement:

### Introduction

[CLUB/ORGANISATION NAME] does not wish to prevent parents or other spectators being able to take legitimate photographs or recorded images. Use of recorded images can also be a valuable coaching aid. However, [CLUB/ORGANISATION NAME] is committed to providing a safe environment for young people under the age of 18. 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.

Photographic and recorded images can be used as a means of identifying young people if accompanied by personal information. This has the potential to make a young person vulnerable to individuals seeking to 'groom' young people for abuse. Additionally, images can be used or adapted for inappropriate use. There is evidence of adapted sporting images being used on websites displaying images of child abuse.

### This policy covers the following key areas:

- ▶ The taking and/or publishing of photographic and recorded images of young people
- ▶ The use of photographic or record image equipment at hockey events
- ▶ The use of photographic or recorded image equipment as a coaching aid

### Photographic or recorded images:

This includes images or recorded images using a camera, digital camera, video recorder, mobile phone or Personal Digital Assistant devices (PDA).

### Obligations under this policy:

Everyone within [CLUB/ORGANISATION NAME] must act in accordance with the general principles in England Hockey's Safeguarding and Protecting Young People Policy and the principles set out in this policy for taking and use of photographic and recorded images of young people.

In addition, [CLUB/ORGANISATION NAME] adopts and implements this policy relating to the taking and use of photographic and recorded images of young people in hockey, in accordance with the general principles in England Hockey's Safeguarding and Protecting Young People Policy, and in accordance with this particular policy and principles together with the supporting good practice guidance.

### How England Hockey will help:

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of appropriate access to education and training, and supporting documentation.

England Hockey is also committed to ensuring that concerns relating to the misuse of photographic or recorded images of young people in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its own Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations, or refer the matter to a club or association for resolution as appropriate.

### Principles:

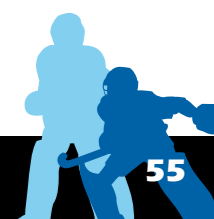
- ▶ Everyone within [CLUB/ORGANISATION NAME] should have an understanding of the issues relating to taking and use of photographic and recorded images of young people and what England Hockey's policy is on this

- ▶ Parents and young people have a right to decide whether young people's images are to be made, and how those images may be used
- ▶ In accordance with good practice guidance for hockey activities and events, parents and young people must provide written consent for young people's images to be taken and used. There may be legitimate reasons for denying consent i.e. subject to legal restrictions
- ▶ A registration process should be used for photographers in accordance with the good practice guidance on photography and recorded images. This will help deter those wishing to take photographs or recorded images for inappropriate use.
- ▶ Images should convey the best principles and aspects of hockey, such as fairness and fun
- ▶ Care should be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse
- ▶ All images of young people should be securely stored to avoid inappropriate use
- ▶ In the case of images used on websites, particular care must be taken to ensure that no identifying details facilitate contact with a young person by a potential abuser
- ▶ Where used for coaching purposes, players and their parents should be made aware that this is part of the coaching programme and be clear of the purpose of filming as a coaching aid
- ▶ Suspected inappropriate taking of photographic or recorded images should be challenged and reported

When assessing the potential risks in the use of images of players, the most important factor is the potential of inappropriate use of images of young people. Awareness of the risks, and taking appropriate steps, can reduce the potential for misuse of images.

<sup>1</sup> This includes images or recorded images using a camera, digital camera, video recorder, mobile phone or Personal Digital Assistant devices (PDA)

<sup>2</sup> Young people is used to define any child or young person under 18 years of age throughout all child protection policies, procedures and documentation



# Application Form For Positions Working With Young People In Hockey

## Position Applied For

--

## Personal Details

Title:	Surname:	First Name(s):

Any first name, surname or maiden name previously known by:

Date of birth:	Place of birth:	National Insurance number:

Home address
POSTCODE:

Daytime phone number:	Evening phone number:	E-mail address:

## Employment Details

Please list on a separate piece of paper all previous employment, including dates and accounting for any gaps in your employment history.

Current occupation:	Name of organisation:

Job title:	Start date:	Contact phone number:

Employer's address
POSTCODE:

Nature of duties:

## Previous volunteer experience

Name of organisation:	Start date:	Finish date:

Relevant experience

*If you have any other relevant voluntary experience, please use an additional sheet of paper.*

## Qualifications

School/College:	Dates attended:	Qualifications:

Sporting qualifications or training courses attended (please include dates):

## Other Information

Reason for applying (please continue on a separate piece of paper if required):

## References

Please provide the names and addresses of two people who we can contact for a reference who know you well (but are not related). One must have knowledge of your employed work and one must have first-hand experience of your work with children. You must have known these people for a minimum of two years.

Reference One:	Reference Two:
Name:	Name:
Address:	Address:
Postcode:	Postcode:
Telephone Number:	Telephone Number:

## Important Information

Please be advised that this position is considered to involve substantial contact with children. Under the provisions of Exceptions Orders to the Rehabilitation of Offenders Act 1974, successful applicants will be asked to undertake an Enhanced Disclosure through the Criminal Records Bureau (CRB). An Enhanced Disclosure will contain information about criminal offences including convictions, cautions, reprimands and warnings. It will detail ALL previous convictions etc. including those usually regarded as "spent" under the Rehabilitation of Offenders Act 1974. This club has a policy on the recruitment of ex-offenders. A copy is attached. Having a criminal record will not necessarily bar you from working for [CLUB/ASSOCIATION NAME]. This will depend on the nature of the position and the circumstances and background of your offences.

## Applicant Declaration

I confirm that the information I have provided in support of my application is a complete and true record.

I agree to accept and work to England Hockey's Safeguarding and Protecting Young People in Hockey Policy and Procedures and Code of Ethics and Behaviour.

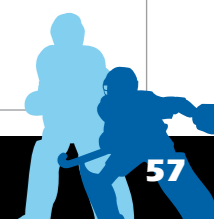
SIGNED: \_\_\_\_\_ Date: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

## For club use only:

**Applicant successful? YES/NO • References received? YES/NO • CRB disclosure check obtained through England Hockey? YES/NO**

Please return this form to:





## Self-disclosure Form

England Hockey aims to promote equality of opportunity for all persons and welcomes applications from a wide range of candidates. All applicants are required to complete a Self-disclosure form on application for this job/role.

The position for which you have applied is an exempted occupation for the purpose of the Rehabilitation of Offenders Act 1974. All “spent” and “unspent” convictions must be declared. Having an “unspent” conviction will not necessarily impede your appointment within hockey\*. This will depend on the circumstances and background to your offence in relation to the position you are applying for. Evaluation of information is based on strict confidentiality and discretion.

If you are successful with your application, under the provisions of Exceptions Orders to the Rehabilitation of Offenders Act 1974, you will be asked to undertake an Enhanced Disclosure through the Criminal Records Bureau (CRB). An Enhanced Disclosure will contain information about criminal offences including convictions, cautions, reprimands and warnings. It will detail ALL previous convictions etc. including those usually regarded as “spent” under the Rehabilitation of Offenders Act 1974.

\*England Hockey has a policy on the recruitment of ex-offenders. A copy is available on request.

### 1. Have you ever been convicted, cautioned or warned of any criminal offences?

Yes [ ] No [ ]

If yes, please supply details of any criminal convictions, cautions or warnings:

You are advised that under the provision of the Rehabilitation of Offenders Act 1975 (exceptions) order 1975 as amended by the Rehabilitation of Offenders Act 1974 (exceptions amendment) Order 1986 you should declare all convictions including “spent” convictions.

### 2. Are you a person known to any Social Services department as being an actual or potential risk to children or young people?

Yes [ ] No [ ]

If yes, please supply details:

### 3. Have you ever had a disciplinary sanction from any sport's or other organisation's governing body relating to child abuse ?

Yes [ ] No [ ]

If yes, please supply details:

**I understand that it is necessary for me to declare any information requested and that the role I have applied for involves access to young people. I hereby give my consent to England Hockey to conduct a Criminal Records Bureau (CRB) check if required.**

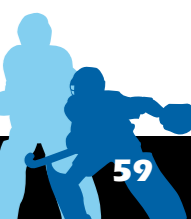
Name:	
Date of birth:	
Signature:	
Date:	

**PLEASE RETURN TO:**

Club Welfare Officer:

Address:

*Please mark “Private and Confidential”*



## Template 7

# Reference Form For Positions Working With Young People In Hockey

Name of candidate:	Name of club/organisation:	Position applied for:

The above named person has expressed an interest in working as a volunteer with our club and has given your name as a referee. The post involves substantial access to children. As an organisation committed to the welfare of and protection of children, we are anxious to know if there is any reason at all to be concerned about this applicant being in contact with children or young people. If you are happy to complete this reference, any information will be treated with due confidentiality and in accordance with relevant legislation and guidance. Information will only be shared with the person conducting the assessment of the candidate's suitability for the post, if he/she is offered the position in question. We would appreciate you being extremely candid, open and honest in your evaluation of this person.

### 1. How long have you known this person?

### 2. In what capacity?

### 3. Please comment on the above named person's suitability to work with children.

### 4. Please rate this person on the following – please tick one box for each statement:

	Poor	Average	Good	Very Good	Excellent
Responsibility					
Maturity					
Self-motivation					
Can motivate others					
Energy					
Trustworthiness					
Reliability					

### 5. This post involves substantial access to children. As an organisation committed to the welfare and protection of children, we are anxious to know if you consider the above named person poses any risk to the welfare of children or young people?

Yes [ ] No [ ]

If you have answered YES we will contact you in confidence.

Signed:		Print Name:	
Organisation:		Position:	
Date:		Contact No:	

#### PLEASE RETURN TO:

Club Welfare Officer:

Address:

## Template 8

# Taking And Use Of Photographic And Recorded Images Of Young People

## Consent Form

### This consent form applies for the hockey season [add season dates here]

This form is to be signed by the parent or legal guardian of a young person under the age of 18, together with the young person. Please note that if you have more than one young person under the age of 18 registered with the Club/County/Region you will need to complete separate forms for each young person.

[CLUB/ORGANISATION NAME] recognises the need to ensure the welfare and safety of all young people in hockey. As part of our commitment to ensure the safety of young people we will not permit photographs, recorded images or other images of young people to be taken or used without the consent of the parents and the young person.

[CLUB/ORGANISATION NAME] will follow the guidance for the use of images of young people as detailed in [CLUB/ORGANISATION NAME]'s Policy for the Taking and use of Photographic and Recorded Images of Young People and England Hockey's good practice guidance.

[CLUB/ORGANISATION NAME] will take steps to ensure these images are used solely for the purposes they are intended, which is for coaching and the promotion and celebration of the activities of [CLUB/ORGANISATION NAME].

If you become aware that these images are being used inappropriately you should inform the Club/Organisation Welfare Officer immediately.

#### To be completed by parent/legal guardian:

I \_\_\_\_\_ (parent/legal guardian full name) do/do not\* consent to [CLUB/ORGANISATION NAME] taking photographic or recorded images of \_\_\_\_\_ (name of young person) under the stated rules and conditions and I confirm I have parental/legal responsibility for this young person and am entitled to give this consent. I also confirm that there are no restrictions<sup>1</sup> related to taking photographic or recorded images.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

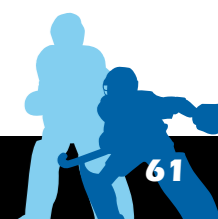
#### To be completed by Young Person

I \_\_\_\_\_ (name of young person) do/do not\* consent to [CLUB/ORGANISATION NAME] taking photographic or recorded images of my involvement in hockey under the stated rules and conditions.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\* Please delete as appropriate



# Use Of Photographic Or Recorded Image Equipment At Hockey Events

## Registration Form

This form should be completed by anyone wishing to take photographs or record images at any hockey event.

Title:	Surname:	First Name(s):
Home address		
POSTCODE:		
Daytime phone number:	Evening phone number:	E-mail address:
Event name:	Event venue:	Event date:

I wish to take photographs or record images during the course of the above event. I agree to abide by the guidelines laid down by England Hockey and confirm that the photographs or recorded images will only be used in an appropriate manner.

Please describe below how photographs or recorded images will be used:

I acknowledge that if it is deemed that any photographs or recorded images are used inappropriately, this may result in me being unable to use photographic equipment at hockey events in the future and/or disciplinary action.

Signed:	Print Name:
Date:	

This form can be adapted to cover a specific time period / number of events, e.g a season

WHAT TO DO

**If you are being bullied or abused, it is not your fault. If this is happening try to:**

- ▶ Be firm and tell the person to stop. Make a lot of noise to attract attention
- ▶ Tell your parents/carers, your Welfare Officer or an adult you can trust what has happened as soon as possible, so they can help you
- ▶ Keep a note of the date, time and place, what happened, how you felt and the name of anyone who may have seen what happened
- ▶ Use the 24 hr free telephone helplines: **Childline 0800 1111 NSPCC 0808 800 5000** Keep trying if you can't get through straight away.

Don't ignore what is happening. Always tell someone you trust. Police stations and Social Services offices will have staff who are specially trained to support young people who have been bullied or abused. Don't give up until someone helps you and you feel safe.

KEEPING SAFE

**To keep safe, always:**

- ▶ Tell someone you trust, so they can help you
- ▶ Trust your instincts about the people you meet
- ▶ Avoid being alone or with just one other person
- ▶ Travel with a friend, avoid travelling in someone else's car by yourself
- ▶ Avoid going to other people's homes by yourself
- ▶ Carry a mobile phone, phone card or change

---

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ENGLAND HOCKEY

### KEEPING KIDS SAFE

Childline 0800 1111  
NSPCC 0808 800 5000

Welfare Officer Name and Number

A YOUNG PERSON'S GUIDE TO CHILD PROTECTION

**You have rights** – Sport should be fun. You should feel safe and enjoy your sport. You can't do this if you feel unhappy – if someone is bullying or abusing you.

WHEN DO YOU KNOW IF SOMETHING IS WRONG?

**Something is wrong if:**

- ▶ Constantly teases you, shouts at you or calls you names
- ▶ Threatens, hits, kicks or punches you
- ▶ Touches you or does anything that makes you feel uncomfortable
- ▶ Makes suggestive remarks or tries to pressurise you into sexual activity
- ▶ Damages or steals your belongings
- ▶ Does anything that makes you feel lonely, upset, worried, unsafe, hurt or embarrassed

**If any of the above happens to you, do not wait for it to happen again ACT IMMEDIATELY**

WHAT TO DO

KEEPING SAFE

WHAT TO DO

KEEPING SAFE

WHAT TO DO

KEEPING SAFE



ENGLAND HOCKEY

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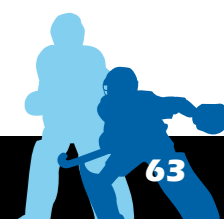
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**Directions:**

Copy as many forms as are required, cut along all horizontal and side dividing lines, fold left and right sides and laminate to form a pocket card.



# Safeguarding Referral Form

**Your club/organisation's name**

**Your Details**

First name:	Surname:	Position in club/organisation
<input type="text"/>	<input type="text"/>	<input type="text"/>

Home address

POSTCODE:

Daytime phone number:	Evening phone number:	E-mail address:
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Young Person's Details**

First name:	Surname:	Parent/legal guardian's name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of birth:	Male or female:
<input type="text"/>	<input type="text"/>

Home address:

POSTCODE:

Does the young person have a disability? If so, please give details:

Please tick the box to indicate the ethnicity of the young person:

<input type="checkbox"/>	<b>Tick</b>	<input type="checkbox"/>	<b>Tick</b>	<input type="checkbox"/>	<b>Tick</b>
White British		Mixed – Other		Black or Black British – African	
White Irish		Asian or Asian British - Indian		Black or Black British – Other	
White Other		Asian or Asian British – Pakistani		Chinese	
Mixed – White and Black Caribbean		Asian or Asian British – Bangladeshi		Other Ethnic Group	
Mixed – White and Black African		Asian or Asian British – Other			
Mixed – White and Asian		Black or Black British – Caribbean			

**Details of the accused/adult whose behaviour you have concerns about**

First name:	Surname:	Position in sport (e.g. coach, official)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Home address:

POSTCODE:

Phone number:	Date of birth:
<input type="text"/>	<input type="text"/>

**Are you reporting your concerns or passing on those of somebody else? (please give details)**

**Please give a brief description of what has prompted these concerns**

*Please include dates, times, venue etc of any specific incidents*

**Have you spoken to the young person(s)?**

*If so, please give details of what was said and when:*

**Have you spoken to the parent/carer of the young person(s) involved?**

*If so, please give details of what was said and when:*

**What is the relationship between the young person and the accused?**

**Action taken so far**

*Please continue on a separate sheet if necessary*

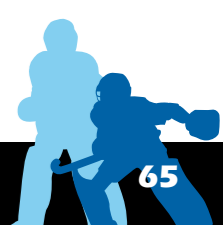
**External agencies contacted**

Organisation	Y/N	If yes, which?	Name and number	Date and time	Details of advice rec'd
England Hockey					
Police					
Children's Social Care Dept (Social Services)					
Other (eg NSPCC)					

<b>Signed:</b>	<input type="text"/>	<b>Print Name:</b>	<input type="text"/>
<b>Date:</b>	<input type="text"/>		

**Remember to maintain confidentiality on a need to know basis. Only disclose information if it will protect the child. Do not discuss this incident with anyone other than those who need to know.**

**THIS FORM SHOULD BE RETURNED TO:**  
 (Please mark your envelope CONFIDENTIAL), England Hockey Child Welfare Officer,  
 England Hockey, Bisham Abbey National Sports Centre, Near Marlow, Buckinghamshire, SL7 1RR



## Club Membership Form

Club Name:		Please attach photo here
Membership Secretary name and contact details:		
Website address:		

All prospective members of [CLUB/ORGANISATION NAME] are required to complete this registration form and return it with payment prior to selection for the league season. All details will be kept in a secure database with access restricted to authorised officers only.

**20XX/XX membership:** Deadline for payment is enter date after which an additional £XXX admin fee will be due.  
Please note: from 1st October non-members will not be allowed to play club matches or attend training

### SECTION ONE: Member Contact Details

Title:	Surname:	First Name(s):
Date of birth:		
Home address		
POSTCODE:		
Daytime phone number:	Evening phone number:	E-mail address:

### SECTION TWO: Membership type

Member Type	Description	Fee	Please tick
Senior	Full Senior Membership (Match Fee = £ )		
Youth / Student	Full time students and U18s playing Senior Matches (Match Fee = £ )		
Junior	The Junior fee includes all Junior sessions from September to April plus full junior membership		
Zone Hockey	Full Membership plus zone hockey coaching course		
Social	For parents and friends		

### SECTION THREE: Member information

(Information in this section is optional and will be used for development purposes only)

STUDENTS – What school/college or university do you attend?	
NON-STUDENTS – What is your occupation?	
Would you be interested in learning to coach and/or umpire? (Please state)	
Would you be interested in being a team manager or officer? (Please state)	
What skills do you have that could help develop the [club/organisation]? (e.g. web design, accounting, printing)	

### SECTION FOUR: Medical information and consent (to be completed by PARENT or LEGAL GUARDIAN if Under 18)

In case of emergency and as part of the [club's/organisations] responsibility to its membership, ALL embers are required to complete this medical information form as accurately as possible. Details will be held securely with access restricted to authorised officers only.

Next of kin:	Relationship:	Mobile phone:
Doctor's name:	Surgery:	Doctor's phone number:

As far as you are aware, are you allergic to any medication? (Please state)	
Are you taking any regular medication? If so, for what reason?	
Do you have any long term illnesses or injuries?	

DECLARATION: I consider [myself/my son/daughter]\* to be physically fit and capable of full participation and agree to notify the [club/organisation] of any changes to the medical information provided. Furthermore, in the event that of injury I give my permission (for myself/my son/daughter)\* for the team managers/coaches appointed by [CLUB/ORGANISATION NAME] to obtain emergency medical treatment.

Signed:	Date:	Relationship:

### SECTION FIVE: Under 18 member consent (to be completed by PARENT or LEGAL GUARDIAN)

It is a requirement of [CLUB/ORGANISATION NAME] policy that parental/legal guardian consent is provided for participation, transportation and photography. The [CLUB/ORGANISATION NAME] Members Code of Conduct and Safeguarding and Protecting Young People Policy are available in the handbook. Please delete as appropriate where indicated by a \* then sign and date at the bottom.

TRANSPORTATION: I consent to my son/daughter\* travelling to venues for matches and training, in transport provided by the club, which may include travelling in other players' private cars.

PHOTOGRAPHY: In some environments, particularly adult competition it is impossible to control photography by external parties. However, I am aware that there may be times that photographs and/or footage may be taken during matches and training sessions by approved agents and/or officers of [CLUB/ORGANISATION NAME]. Such images shall only be used for publicity/training purposes in accordance with the [CLUB/ORGANISATION NAME] Safeguarding and Protecting Young People Policy and Photography Policy and I give consent for my son/ daughter to feature in such photos/images. I hereby only grant approved agents the right to use the images resulting from the photo/film shoots. This includes any reproductions or adaptations of the images for all general purposes, e.g. local newspapers, local magazines, other promotional articles (including flyers) and the club's website.

Signed:	Date:	Relationship:

### SECTION SIX: Ethnicity and disability

(Information in this section is optional and will be used for development purposes only)

#### Ethnicity of club members

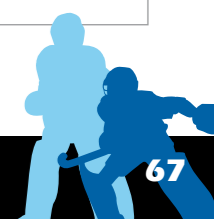
	Tick		Tick		Tick
White British		Mixed – Other		Black or Black British – African	
White Irish		Asian or Asian British - Indian		Black or Black British – Other	
White Other		Asian or Asian British – Pakistani		Chinese	
Mixed – White and Black Caribbean		Asian or Asian British – Bangladeshi		Other Ethnic Group	
Mixed – White and Black African		Asian or Asian British – Other			
Mixed – White and Asian		Black or Black British – Caribbean			

#### Disability

	Tick		Tick
Deaf		Physical disability	
Visually impaired		Learning disability	
Hearing impaired		Multiple disability	

Please add any additional relevant information:

PLEASE RETURN THIS FORM, INCLUDING PAYMENT (CHEQUES PAYABLE TO [CLUB/ORGANISATION NAME]) AND TWO PASSPORT SIZED PHOTOGRAPHS, TO THE MEMBERSHIP SECRETARY



## Young Person's Guide

### What can I expect from [CLUB/ORGANISATION NAME]?

[CLUB/ORGANISATION NAME] will have:

#### A membership scheme

This will be explained to you when you arrive at the club. You will receive information on how much this will cost, kit you will require, rules of the club, when training sessions are and match information.

#### Qualified coaches

The coaches understand and know how to help you play the best hockey you can.

#### Volunteers

Any adult working within the club will have been on training to ensure they know how to support and look after you. The club will have a First Aider, Team Managers and a Welfare Officer. Make sure you know who these people are and introduce yourself to them.

#### Rules

The game of hockey has rules, which you will learn as you play. The club has rules, which you will also learn. For example, one rule is that junior members are not allowed to smoke. These rules are there for your safety and are not to be broken.

#### Opportunities for you to play

There will be teams and squads of boys and girls your own age. You will get to know them and learn how to play hockey with them.

#### Matches and competitions

There will be a chance for you to train and play in your club team against other clubs.

#### Anti-bullying policy

This clearly states how the club will deal with any situations of bullying, either adult to young person or young person to young person.

#### Safeguarding and Protecting Young People Policies and Procedures

These provide the club with ways of ensuring that you are safe and enjoy your hockey.

#### Codes of Conduct and Behaviour

These clearly state how members must act towards you and support you. This includes coaches, volunteers, officials and parents.

### What do [CLUB/ORGANISATION NAME] expect from me?

#### Code of Conduct

We will give clear messages on how we expect you to behave. This may be in the form of a Code of Conduct. The Code of Conduct will clearly state what is OK and what is not OK. For example:

- ▶ Junior members are not permitted to smoke
- ▶ Junior members are not permitted to drink alcohol

### Club Rules

Enter any relevant club rules here

### Don't keep it to yourself

#### You have the right to:

- ▶ Have fun when playing hockey
- ▶ Be safe when playing hockey
- ▶ Enjoy your hockey
- ▶ Make friends through hockey
- ▶ Be treated with respect by adults and other young people involved in hockey

#### Are you worried?

- ▶ My coach is bullying me
- ▶ Another adult at hockey is bullying me
- ▶ Another member of my team is bullying me
- ▶ One of the coaches or volunteers is threatening me
- ▶ An adult is making me do things which I know are wrong
- ▶ Someone is touching me and making me feel uncomfortable
- ▶ Someone is constantly teasing me, shouting at me or kicking and punching me
- ▶ Someone is making suggestive remarks or asking me to do things of a sexual nature
- ▶ Someone is acting in a way which makes me feel lonely, upset, unsafe or embarrassed

### If the answer is YES – Don't keep it to yourself...ask for help

#### Who can I talk to?

Talk to your Welfare Officer. Their contact details are below:

Name:

Phone Number:

E-mail Address:

It can sometimes be difficult to speak to an adult about how you are feeling.

- ▶ You might think that an adult will not understand  
**THEY WILL LISTEN**
- ▶ You may think that they will not believe you  
**THEY WILL BELIEVE YOU**
- ▶ You may be scared that they will tell other people who you do not want to know  
**THEY WILL ONLY TELL SOMEONE WHO CAN HELP**
- ▶ You might think they have not got time to talk to you  
**THEY WILL ALWAYS MAKE TIME TO TALK**

It's better to talk to someone:

- ▶ Ignoring your worries or concerns could make them worse
- ▶ Talking to someone will begin to tackle your worries and concerns
- ▶ You only have to share information that you want to share
- ▶ Telling someone will begin to help you

### What will happen if I talk to someone?

Your Welfare Officer will know what to do and how to help. They will be able to ensure that you are safe and they will believe you.

There are policies and procedures which they will use. These provide information on who to contact, how to contact them and what they can do to help.

### Confidentiality

The Welfare Officer cannot promise to keep the information you share a secret. However they do have to keep it CONFIDENTIAL. This means that they will have to tell only the person/people who can help.

When you are talking to the Welfare Officer, ask them to explain who they need to speak to and why. They may say one of the following:

#### England Hockey Lead Child Welfare Officer

They will know what to do if the behaviour of adult(s) towards you is upsetting you. Talking to this person will begin to help the situation and ensure you can play hockey in a happy and safe environment.

#### Social Services or the Police in an emergency

Social Services or the police will be called if the Welfare Officer thinks you may come to more harm or are in danger. This is to help you and ensure you are safe.

### Remember, your Child Welfare Officer is:

**Name:**

**Phone Number:**

**E-mail Address:**

### Alternative sources of help, advice and support:

NSPCC	0808 800 5000	www.thereforeme.com	Support and advice for 12–16 year
Childline	0800 1111	www.childline.org.uk	Free helpline for children and young people
Kidscape	0207 730 3300	www.kidscape.org.uk	Support on bullying



# Parent/Legal Guardian Guide

These guidelines provide you with key information when selecting an opportunity for your child in hockey. They provide you with ideas of questions to ask, and ensure that both you and your child understand the way [CLUB/ORGANISATION NAME] works, and your roles and responsibilities.

## What can we expect from [CLUB/ORGANISATION NAME]?

- ▶ A friendly welcome, an opportunity to meet new friends and to participate and watch hockey
- ▶ Opportunities for your child to have fun and develop their skills as much as they want to
- ▶ A safe environment
- ▶ Qualified coaches and responsible volunteers
- ▶ Relationships based on trust, honesty and respect where your child is valued and listened to
- ▶ Your child's welfare and safety is paramount
- ▶ Members will recognise your child's rights, whatever their age, gender, culture, ability, language, religious belief, racial origin, and/or sexual identity
- ▶ Opportunities for you to get involved
- ▶ Safeguarding and Protecting Young People Policy and Complaints Policy are available for you on request
- ▶ Clear lines of communication with you about your child, fixtures, training and events
- ▶ Appropriately trained to work with young people

## What do the [CLUB/ORGANISATION NAME] expect from my child?

There is a guide for young people which details expectations which include:

- ▶ fair play
- ▶ listening to the coaches
- ▶ adhere to the young people's code of conduct and behaviour
- ▶ adhere to the rules of the game and rules of [CLUB/ORGANISATION NAME]

## What do [CLUB/ORGANISATION NAME] expect from me?

They may expect you to...

- ▶ stay with your child when they are at the venue
- ▶ ensure that your child is dropped off and picked up promptly from the venue
- ▶ contact the organisers if you are running late to collect your child
- ▶ adhere to the rules of the [club/organisation]
- ▶ adhere to the codes of conduct, in particular the Parents' Code of Conduct
- ▶ accept the guidance that coaches provide and umpire's decisions within matches
- ▶ use appropriate language at all times
- ▶ stay off the pitch during training and matches
- ▶ never force your child to participate
- ▶ provide emergency contact details and any relevant information about your child including medical history.

## [CLUB/ORGANISATION NAME] would like you to:

- ▶ become involved as much as possible
- ▶ support the coaches by ensuring your child enjoys their hockey and plays within the rules of the game
- ▶ encourage fair play

- ▶ encourage your child to recognise good performance, not just results

## Always check

- ▶ The qualifications and experience of the coaches
- ▶ That the ratio of adults to young people complies with England Hockey guidance
- ▶ How young people are looked after if they are not playing
- ▶ That there are clear codes of conduct stating expected behaviour of members, players and coaches
- ▶ What happens if there is an accident?
- ▶ Is there a safeguarding and protecting young people policy in place?
- ▶ How are issues managed, e.g. bullying?
- ▶ The policy on recruitment and Criminal Records Bureau (CRB) checking adults working with young people
- ▶ Who should my child or I speak to if we have a concern?

## Questions to seek clarification

- ▶ My child has never played hockey before; can they come along and try out a couple of sessions?
- ▶ When is training?
- ▶ When are the matches?
- ▶ What kit do we need to buy?
- ▶ Are the coaches qualified?
- ▶ Are the adults helping with the teams checked and trained?
- ▶ Does my child have to share changing facilities with adult players?
- ▶ Do the club have social events?
- ▶ How much does it cost to be a member of the club?
- ▶ How are away matches organised?
- ▶ Is there a first aider on site?
- ▶ Is the club affiliated to England Hockey?
- ▶ Does the club hold accreditation e.g. ClubsFirst?

## Communication

[CLUB/ORGANISATION NAME] will need to ensure they can contact you if required, so they should ask you for your contact details.

Please ensure that you build a relationship with the coach and support the [CLUB/ORGANISATION NAME] by completing all paperwork required.

Communication is two-way. If you have any questions or concerns about your child's participation in hockey, please talk to his/her coach or organisation official.

## What do I do if I am concerned about my child's safety, wellbeing or behaviour?

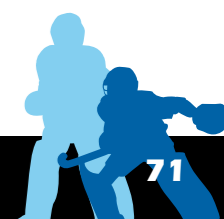
- ▶ Each Club has a Welfare Officer. Ask to speak with them and explain your concerns
- ▶ All concerns will be taken seriously and investigated
- ▶ All concerns will be treated in the strictest confidence, with only the people who can help the situation becoming involved if required
- ▶ See England Hockey guidance on "Dealing with the concerns of children, young people and parents"

# Safeguarding and Protecting Young People Action Plan

## Your club/organisation's name

The Club will ensure that:	Standard met Y/N	Date of Completion	How is it monitored and reviewed?	Action
The Club has adopted England Hockey's Safeguarding and Protecting Young People in Hockey Policies				
The club has recruited a Welfare Officer				
The club has registered with England Hockey Criminal Records Bureau (CRB) checking service				
The club has identified individuals who are working with young people and who require a CRB check and have a plan in place for these to be checked through England Hockey				
The club has sent relevant people on a scUK "Safeguarding and Protecting Young People in Sport (previously Good Practice and Child Protection) Workshop"				
The club agrees to seek appropriate consents from players involved in the programme				
All coaches, players, staff and volunteers are aware of how to report a concern				
The policies and procedures are available to parents and young people upon request				

Please use the blank rows to add your own actions



# Club Policy Template

## Use Of Criminal Records Bureau (CRB) Disclosures

### Introduction:

England Hockey is committed to creating and maintaining a safe and positive environment for all young people to participate in hockey. It is important that people with a history of relevant and significant offending are prevented from contact with/responsibility for young people and do not have the opportunity to influence policies or practice in relation to them.

The use of Criminal Records Bureau (CRB) checks can assist with safeguarding young people in hockey at the point of recruitment. CRB checks can also be used retrospectively, where necessary, to assist with ensuring a safe and positive environment in hockey. Use of CRB checks will therefore form part of the assessment of a person's suitability to work with young people in hockey.

This policy should be read in conjunction with England Hockey's Recruitment and Retention Policy, England Hockey's Recruitment Policy for Ex-offenders and England Hockey's Policy on Secure Storage, Handling, Use, Retention and Disposal of CRB information.

### Enhanced checks:

An Enhanced disclosure will contain information about criminal offences including convictions, cautions, reprimands and warnings. It will detail ALL previous convictions etc. including those usually regarded as "spent" under the Rehabilitation of Offenders Act 1974 and 'Barring List' decisions.

### Obligations:

Everyone within [CLUB/ORGANISATION NAME] must act in accordance with the general principles in England Hockey's general Safeguarding and Protecting Young People Policy and the principles set out in this policy for use of CRB checks.

In addition, [CLUB/ORGANISATION NAME] adopts and implements a policy on:

- ▶ Use of CRB checks in accordance with the general principles in England Hockey's Safeguarding and Protecting Young People Policy, and in accordance with this Policy on the Use of CRB checks and supporting good practice guidance
- ▶ England Hockey Policy on the recruitment of ex-offenders
- ▶ England Hockey Policy on the secure storage, handling, use, retention and disposal of CRB information

### How England Hockey Can Help:

England Hockey is committed to supporting its affiliated clubs and associations to implement policies through the provision of

appropriate access to education and training, and supporting documentation.

England Hockey is an Umbrella Body for CRB checks. This means that England Hockey will facilitate CRB checks for all affiliated clubs and associations through the England Hockey CRB Service. England Hockey will provide advice to clubs where the CRB check reveals disclosed information, and this must be followed. Clubs and associations should note that they will remain responsible for all other aspects of the recruitment process.

England Hockey is also committed to ensuring that concerns relating to the use of CRB checks in hockey are taken seriously and acted upon swiftly and appropriately. To achieve this, England Hockey has developed procedures for reporting concerns. England Hockey may refer concerns to the relevant statutory agencies, instigate proceedings under its own Safeguarding and Protecting Young People Complaints and Disciplinary Regulations or refer the matter to a club or association for resolution as appropriate.

England Hockey may instigate proceedings under its Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations where affiliated clubs and associations fail to adopt, implement or act in accordance with relevant policies. England Hockey may also require an individual against whom an investigation is proceeding under the Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations, to undergo a CRB check as part of the investigation.

### Principles:

- ▶ [CLUB/ORGANISATION NAME] has an understanding of the use of CRB Checks in hockey and its relation to good practice in recruitment and retention of staff and volunteers, and know what England Hockey's policy is on CRB checks.
- ▶ In accordance with England Hockey's policy on recruitment, selection and retention of persons with access to young people, when recruiting to a position involving access to young people an Enhanced CRB check must be undertaken through England Hockey's CRB Service. [CLUB/ORGANISATION NAME] will refer to the good practice guidance on recruitment for roles requiring a CRB check.
- ▶ In line with CRB policy and sports industry standard practice, [CLUB/ORGANISATION NAME] will not recognise CRB Checks obtained through organisations other than England Hockey.
- ▶ [CLUB/ORGANISATION NAME] will comply with the CRB Code of Practice. England Hockey will assist clubs in compliance

through relevant documentation and good practice guidance. Copies of the CRB Code of Practice will be made available to clubs and associations.

- ▶ For a position where a CRB check will be required, all application forms, job adverts and related documents issued by affiliated clubs and associations must contain a statement that a check will be requested in the event of the individual being offered the position.
- ▶ Given the potentially sensitive nature of information contained on CRB checks, all those involved in the process must maintain confidentiality in accordance with the CRB Code of Practice. Breach of this condition may result in disciplinary action being taken in accordance with England Hockey's Safeguarding and Protecting of Young People Complaints and Disciplinary Regulations.
- ▶ Should a CRB disclosure reveal any history of offending, England Hockey will assess whether the offences are relevant and significant. All decisions taken will be in the best interests of young people and will balance the relevance and significance of the offence and rehabilitation of the offender in relation to the role they are undertaking. England Hockey will advise the individual and the club or organisation of the outcome of this assessment process. This advice MUST BE followed.
- ▶ England Hockey will ensure that all those involved in the process of decision making regarding the relevance of CRB disclosed information will be trained to identify and assess the relevance and circumstances of offences. They should also have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- ▶ **Having a criminal record will not necessarily bar an individual from working or volunteering in hockey.** This will depend on the nature of the position and the circumstances and background of their offences. Factors that may be taken into account would include:

- ▷ Whether the information received is relevant to the position they are applying for in relation to working with young people
- ▷ The seriousness of any offence or other matter
- ▷ The age of the person at the time of the offence
- ▷ The age of the victim involved and whether the offence was violent or sexual in nature
- ▷ The length of time since the offence or other matter occurred
- ▷ Whether the applicant has a pattern of offending behaviour or other relevant matters
- ▷ Whether the offences involved a breach of trust
- ▷ Whether the applicant's circumstances have changed since the offending behaviour or other relevant matters
- ▷ The circumstances surrounding the offence and the explanations offered
- ▷ All decisions will be made in good faith whilst recognising that the welfare of young people remains paramount.
- ▶ England Hockey will work with other relevant organisations to ensure that decisions are made according to best practice in the use of evidence and research in this field.
- ▶ On receipt of CRB information regarding significant and relevant offending or other matters, England Hockey may initiate proceedings under its Safeguarding Young People Complaints and Disciplinary Regulations.
- ▶ Any information provided to England Hockey by the CRB will be accepted as correct. Any dispute regarding information contained on a CRB check should be referred by the individual directly to the CRB.

Further information on the CRB and their services can be obtained from the CRB website at [www.crb.gov.uk](http://www.crb.gov.uk)

**[CLUB/ORGANISATION NAME] will make this policy available in other formats on request.**





