



# **Child Protection Policy and Procedures**

*keeping children safe*

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# FOREWORD

The **BISHA**hockey Management Committee are delighted to present the **BISHA** Child Protection Policy. This policy in conjunction with the Child Protection Procedures Handbook & Codes of Conduct & Best Practice will endorse the commitment to develop a culture in which children and young people can participate in the sport of Inline hockey in a safe and enjoyable environment.

Throughout the United Kingdom many people are involved in the provision of facilities for the sport, both from a recreational point of view and those dedicated to aspire to an elite level, representing the nation in the World Championships.

The provision of a successful Child Protection Policy will go a long way to achieving the aims of **BISHA** and will show the intention to join with so many other sports' national governing bodies, and the NSPCC, in ending all cruelty to children and young people.

I would like to thank FARS and BIPHA for sharing their knowledge and hard work in their Child Protection Policy and Procedures for without them it would have taken much longer to bring our policy and procedures up to the required standard by the NSPCC/CPSU.

Judith Bousquet – BISHA Child Protection Officer  
**BISHA**hockey Ltd

Acknowledgments:

For their assistance in achieving recognition of this Child Protection Policy and Procedures

Ann Tiivas – CPSU

FARS Child Protection Unit

BIPHA Child Protection Unit

## **BISHA Child Protection Policy & Procedures**

*For clubs, regional associations and any affiliated clubs or associations*

This policy document has been written on behalf of **BISHA**hockey Ltd to fall in line with legislation covering the working with children whether in paid or voluntary work.

Further information contact Judith Bousquet via email: [DBS@bishase.co.uk](mailto:DBS@bishase.co.uk)

# Introduction

The introduction of this Child Protection Policy should be seen as a clear signal by the **BISHA** and its members & volunteers that it is determined to ensure all necessary steps are taken to protect from harm those children and young people who participate and are under the control and supervision of **BISHA** and its members & volunteers.

## **Protecting children from inappropriate behaviour**

**BISHA** recognises the fact that child abuse is an emotive issue and will require its regions and clubs to adopt the Child Protection Policy. **BISHA** recognises the fact that although it may be difficult, the need to educate all its members & volunteers who have contact with or who are working with young people and therefore must make all its members aware of child protection issues.

In addition many funding bodies will require you to have a working Child Protection Policy and Procedures in place. The Lottery Sports Fund has required this since April 2001.

Therefore **BISHA** has taken the following 3 steps

- 1. A policy statement.** This will state our commitment to providing a safe place for children to take part and/or learn, and to preventing the abuse of children. Each region/club must adopt the **BISHA** Child Protection Policy on the following pages.
- 2. A simple code of practice and procedures** governing how the organisation runs. Each region/club must adopt the **BISHA** procedures as these have been checked and ratified.
- 3. Codes of Conduct & Best Practice** which lay down **BISHA**'s expectations for all of its members and non-members

# Child Protection Policy

The introduction of this Child Protection Policy should be seen as a clear signal by **BISHA** that it is determined to ensure all necessary steps are taken to protect from harm, those children and young people who participate in Inline Hockey.

The policy establishes **BISHA's** position, its role and responsibilities and together with the procedure handbook clarifies what is expected of affiliated clubs, associated organisations, referees and coaches and all individuals connected with the sport.

This policy gives a very high priority to the protection of children and young people.

## **NO ACTION IS NOT AN OPTION IN CHILD PROTECTION**

Every child and young person who becomes involved in the Inline Hockey should be able to participate in an enjoyable and safe environment and be protected from abuse. This is the responsibility of every adult involved in and connected with the sport.

It is recognised that child abuse is also an emotive and difficult subject. It is important to understand the feelings involved but not to allow them to interfere with judgment about any action that must be taken.

**BISHA** recognises its obligation to ensure the safety and welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying.

**BISHA** is determined to meet its obligation to ensure that all Clubs and organisations providing facilities for Inline Hockey do so whilst providing the highest possible standard of care.

Clear practices and procedures, in addition to some appropriate training will ensure that everyone knows exactly what is expected of them in relation to the sport.

It is essential that those children and young people attracted to and participating in Inline Hockey are able to do so in a safe and enjoyable environment. In striving to attain this, **BISHA** sets out the following objectives.

### **Objectives**

- A requirement that all affiliated clubs include within their rules the policy statement concerning Child Protection

- A requirement that all Inline Hockey Clubs working with children and young people up to the age of eighteen include within their terms of reference a statement concerning child protection
- Ensure that the appropriate training is provided for all coaches, team managers, volunteers, officials and club personnel to ensure a clear understanding of the liabilities and requirements of the child protection policy
- All coaches will be required to undertake and obtain a first aid qualification to a required standard as an integral part of their training activities or be accompanied by a suitably qualified person during all active participation in Inline Hockey to ensure the absolute safety for children or young persons.
- Ensure that all coaches, referees & officials are trained to the highest standard and are proactive in maintaining these standards where ever possible
- **BISHA** requires all clubs to adopt all policies and procedures

**The aims of the Child Protection Policy are: -**

- To develop a positive and pro-active position in order to best protect all children and young people who participate in Inline Hockey, enabling them to enjoy the sport in a safe environment
- To deliver quality assured child protection training and build a network of tutors to facilitate this delivery, in conjunction with and supported by the NSPCC/CPSU
- To demonstrate best practice in the area of child protection
- To promote ethics and high standards throughout the sport

**The key principles underpinning this policy are that:**

- The child's welfare is, and must always be the paramount consideration
- All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately working in partnership with children and young people and their parents/carers is essential. Social Services Departments have a statutory responsibility to ensure the welfare of children and young people. The **BISHA** is committed to working together with Social Services, Local Safeguarding Children Board and Police in accordance with their procedures

- Working in partnership with parents/carers is essential

**BISHA now sets out its rules and regulations relevant to child protection as set down herewith: -**

1. Any act, statement, conduct or other matter which harms a child or children, or poses or suggests a risk of significant harm to a child or children, shall constitute behaviour which is improper and brings the sport into disrepute and therefore unacceptable to **BISHA** resulting in penalties
2. Within the set out regulations the expression offence shall mean any one or more of the offences contained in section 1 to the Children and Young Persons Act 1989 and any other criminal offence which reasonably causes **BISHA** to believe that the person accused of the offence poses or may pose a risk of harm to a child or children
3. Upon receipt of
  - notification that an individual has been charged with an offence; or
  - notification that an individual is subject to investigation by the Police, social services or any other authority relating to an Offence; or
  - Any information which causes **BISHA** reasonably to believe that a person poses or may pose a risk of harm to a child or children. Then **BISHA** shall have the power to order that individual be suspended from all or any Inline Hockey activities for such a period and on such terms it thinks fit.
4. In reaching its determination as to whether an order under section 3 above should be made **BISHA** shall give consideration, among other things, to the following factors:-
  - Whether a child is or children are or may be at risk
  - Whether the matters are of a serious nature;
  - Whether an order is necessary or desirable to allow the conduct of any investigation by **BISHA** or any other authority or body to proceed unimpeded.
5. The period of the order referred to above shall not exceed the period under section 3 above and shall not be capable of lasting beyond the date upon which any charge under the rules of **BISHA** or any Offence is decided or brought to an end.
6. Where an order is imposed on an individual under the rules of **BISHA**, **BISHA** shall bring and conclude any proceedings as soon as reasonably practicable.
7. Where a person is convicted or is made the subject of a caution in respect of an offence that shall constitute a breach of the rules of **BISHA**, **BISHA** shall have the power to order the suspension of the person on such terms as it thinks fit.

- 8 For the purpose of child protection matters **BISHA** Management Committee shall appoint a Child Protection Officer to act on behalf of **BISHA**.
- 9 Notification in writing of an order referred to above shall be given to the person concerned and/or any club with which he/she is associated with as soon as reasonably practicable.

### **Conclusion**

**BISHA** through confirming this policy document has indicated its determination to ensure that children and young people can participate in all the forms of inline hockey and do so with their safety being of paramount importance.

It is essential that this document is representative of a process of continual improvement in the matter of child protection. It is for all adults engaged in the sport of inline hockey to promote good practice and procedures, whilst being ever vigilant and aware of their responsibilities towards the children and young people in their care.

It must be remembered that this and all documents pertaining to child protection are to be considered live documents and may change to reflect changes in Legislation, Policy and Rules of the Game.





# Procedures

## Introduction

**BISHA** accepts a moral and legal responsibility to implement procedures to provide a duty of care for young people, to safeguard the well-being of young people and protect them from physical, sexual or emotional harm and from neglect or bullying.

**BISHA** has set down a clear policy which in conjunction with the details herein set out; the mandatory requirements of any clubs before joining or renewing their affiliation to **BISHA**, and organisations or individuals providing services to **BISHA** or any event authorised or functioning under the sanction of **BISHA** together with any members charged with duties on behalf of, or acting in the interest of **BISHA**. The policies set down shall be binding, the practices and procedures adhered to in every aspect thereby ensuring that the sport of inline hockey provides a safe environment for participants.

**A young person or child is classified as being under the age of 18 years.**

The practices and procedures shall comply with the principles contained within the U.K. any international legislation and government agencies and utilities advice and take the following into account.

- The Children act 1989
- The Protection of Children Act 1999
- Working Together to Safeguard Children
- Caring for the young and vulnerable
- Home Office Guidance for preventing the abuse of trust 1999
- The UN Convention on the Right of The Child
- Human Rights Act 2000
- NSPCC coupled with the Sport Agencies of England, Scotland, Wales and N. Ireland guidelines

## Objectives

- Any Club affiliating to **BISHA** must include within its rules the recognition of the **BISHA** Policy Statement on Child Abuse and adopt the **BISHA** approved Child Protection Policy.
- To ensure that members of **BISHA** uphold the policies and procedures set down and that the procedures form part of the working relationships within the sport.

- All coaches must promote good practice and undertake and obtain a first aid qualification (or be accompanied by a suitably qualified person).
- All persons in contact with children and young persons in whatever capacity whether they are employed or volunteers, but associated in any way with **BISHA**, its Affiliated Clubs or Events, shall have a sound clearance and be registered with **BISHA**.
- **BISHA** shall afford training opportunities appropriate to Child Protection to all Members and affiliated clubs connected with the sport.

## Action Plans

The following actions should be taken by anyone who has concerns about the welfare of a child or young person. **Non-action is not an option in Child Protection.**

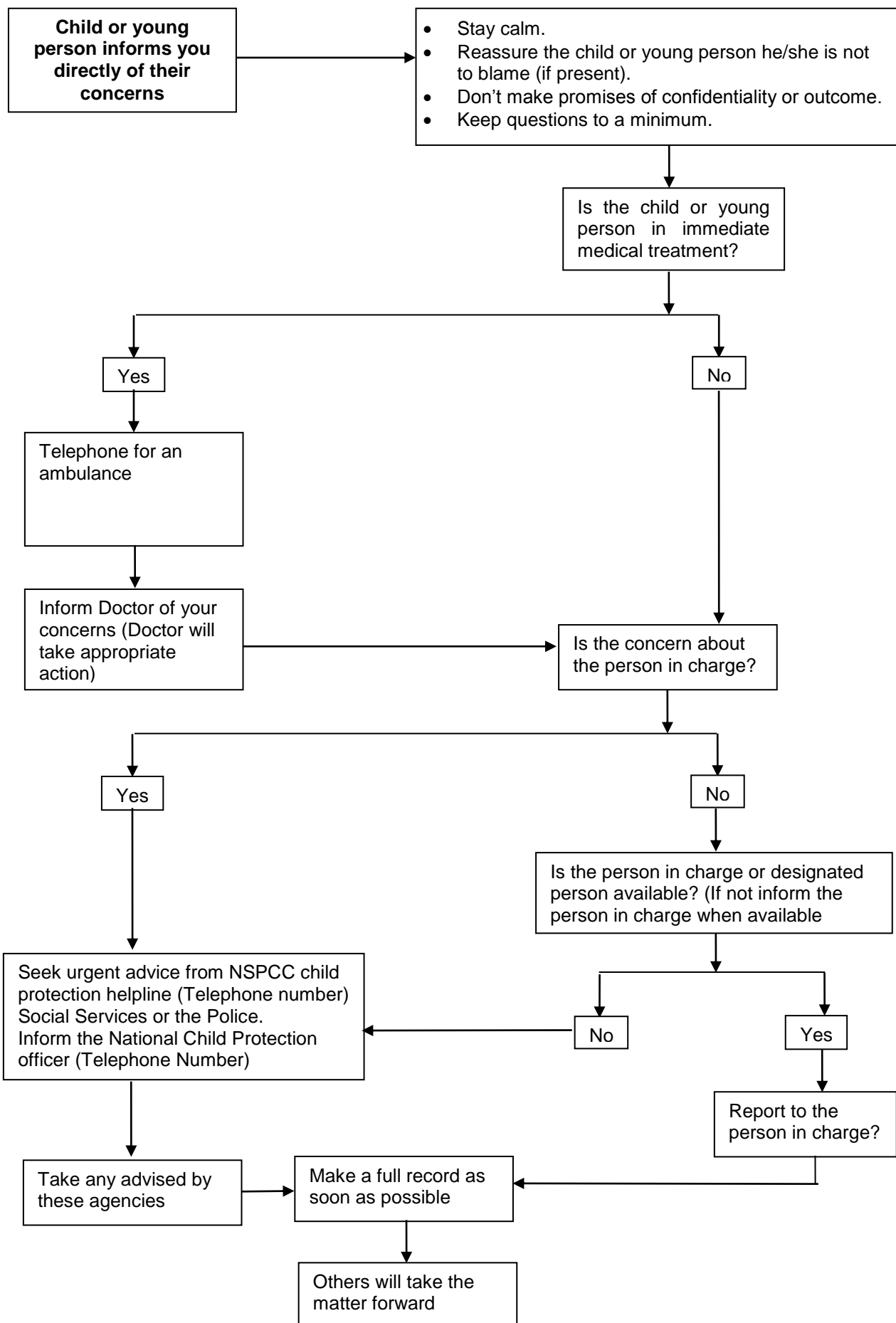
### Concerns about poor practice and possible abuse

Child abuse can be and does occur outside the family setting. It is a difficult and a sensitive issue and child abuse may occur within the sport or within other settings connected with the sport such as social functions and so on. It is likely that abuse that takes place within a public setting is rarely a one-off event. It is crucial that those involved in Inline Hockey are aware of this possibility and that all allegations are treated seriously and that the appropriate action is taken.

The following page detail what action must be taken in the following situations

1. Action to be taken if a child or young person informs you directly that he or she is concerned about someone's behaviour towards them
2. Action to take if you become aware, through your own observations or through a third party of possible abuse within an Inline Hockey setting
3. Action to take if a child or young person informs you directly that he or she is being abused at home or within some setting outside of hockey
4. Action to take if you become aware, through your own observations or through a third party, of possible abuse occurring at a child's or young person's home or in some other setting outside hockey
5. Guidance for Child Protection Officers and designated persons.
6. Guidance for **BISHA** affiliated bodies, providers of services, those appointed organisers of Inline Hockey including affiliated clubs and schools
7. The **BISHA** Child Protection Officer or administrator will in accordance with the terms of reference decide and advise on contact with any media communications
8. Allegations of historical abuse

**1) Action to be taken if a child or young person informs you directly that he or she is concerned about someone's behaviour towards them.**



**1) Action to take if a child or young person informs you directly that he/she is concerned about someone's behaviour towards them.**

- If this happens you should react calmly so as not to frighten the child or young person
- Tell the child or young person he/she is not to blame and that he/she was right to inform you
- Take what the child or young person tells you very seriously
- Ensure the safety of the child or young person. For example; if the child or young person needs immediate medical treatment call an ambulance. Advise doctors of concern and ensure that they are aware that the call may be a Child Protection issue
- Avoid asking leading questions of the child or young person and keep the questioning to the absolute minimum necessary to ensure a clear understanding of what has been said.
- Write down as soon as possible exactly what the child has said and do not correct or alter the child's statement in any way
- Re-assure the child or young person but do not make promises of confidentiality or outcome which might not be feasible in the light of subsequent developments
- Parents, Guardians or Carers should only be contacted after advice from Social Services. Police or the NSPCC
- Ensure the safety of the Child or young person (if present). If the child or young person needs medical attention call an ambulance. Inform doctors of concerns and ensure that they are aware that this is a Child Protection issue.

**1.1) you must continue to follow the *BISHA*, procedures set out below**

- Make a full dated and timed record of what has been said, heard and/or seen as soon as is possible. (Use the form provided in this pack)
- Report the concerns to the person in charge or the designated person immediately, unless the concern is about the person in charge.
- The person in charge should be identified in every Inline Hockey setting. It may be a senior coach or a Child Welfare Officer. If the person in charge is not available then report your concerns directly to the NSPCC or the Police. These agencies will advise you whether a formal referral to Social Services is necessary and what further action you might need to take. If you are advised to make a formal referral make it clear to Social Services that this is a Child Protection referral.
- The designated person in charge should inform the Child Protection Officer of ***BISHA***
- Confidentiality must be maintained on a strictly "need to know" basis and relevant documents stored in a secure location

- Remember that it can be more difficult for some children to disclose abuse than others. Children from ethnic minorities may have regularly experienced racism which may make the disclosure more difficult
- Disabled children and vulnerable adults will have to overcome additional barriers before feeling they can disclose abuse. They may rely on the abuser for their daily care or residence. The abuse may be the only affection/attention they have experienced and there may be communication difficulties. Extra vigilance and concern must be given to such cases and special thought as to how we might respond is necessary.

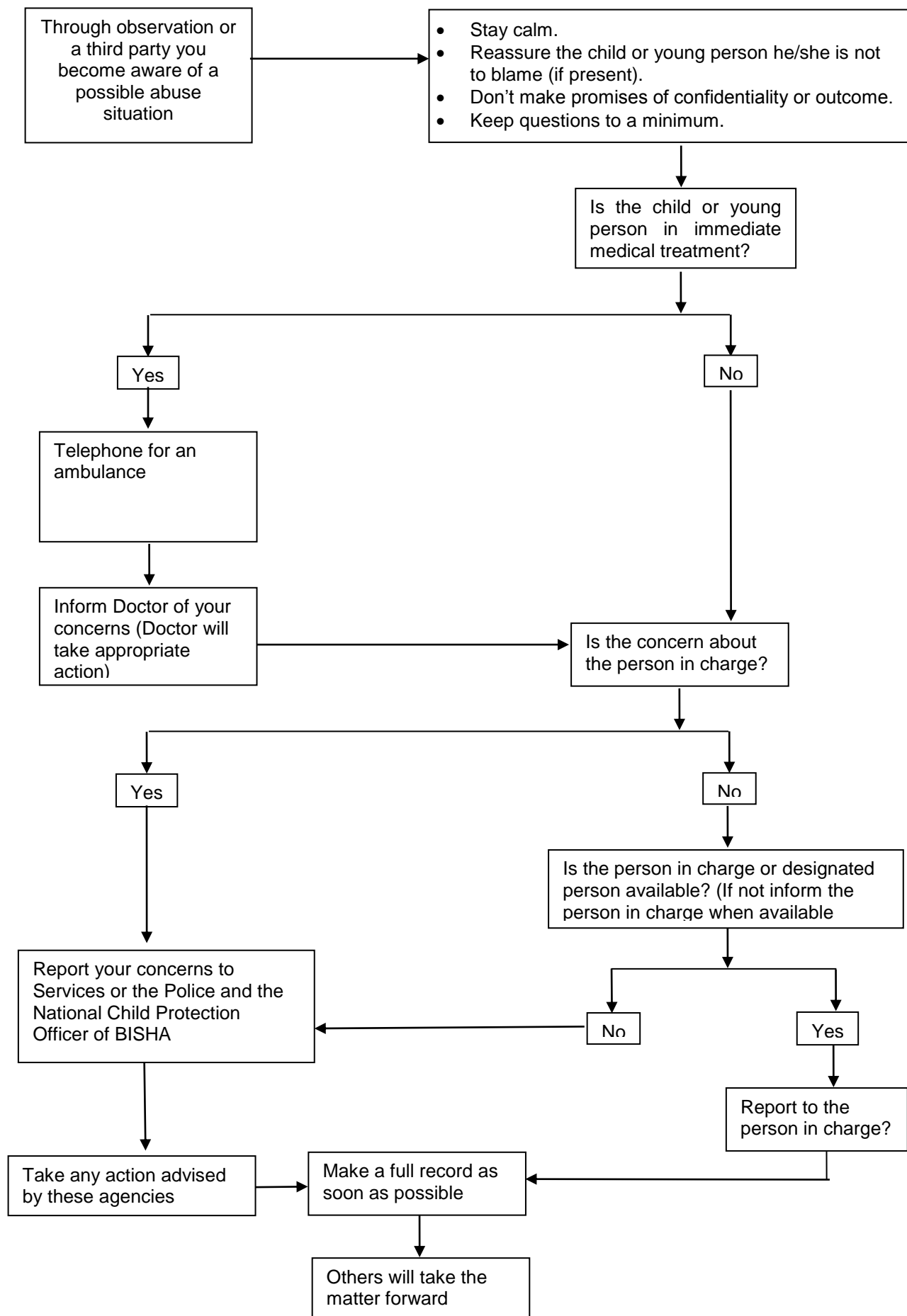
**1.2) *BISHA* will support any person who, in good faith, reports his or her concern that a colleague is, or maybe, abusing a young person.**

- Information passed to Social Services or the police must be as helpful as possible and it may be used in any subsequent legal action, hence the necessity for making a detailed record.

**The record must contain the following information:**

- The child's or young person's name address and date of birth.
- The nature of the allegations.
- A description of any visible bruising or other injuries.
- The child's or young person's account in their own words if possible and how any bruising or other injuries occurred.
- Any observations that have been made by you or to you.
- Any times, locations, dates or other relevant information
- A clear distinction between fact, opinion or hearsay.
- Your knowledge of and relationship to the child or young person.
- Referrals to Social Services Departments should be confirmed within 24 hours
- In case of any follow-up action keep a record of the name and designation of the Social Services member of staff or Police Officer to whom concerns were passed, recording the date and time of call or interview

**2) Action to take if you become aware, through your own observations or through a third party of possible abuse within an Inline Hockey setting.**



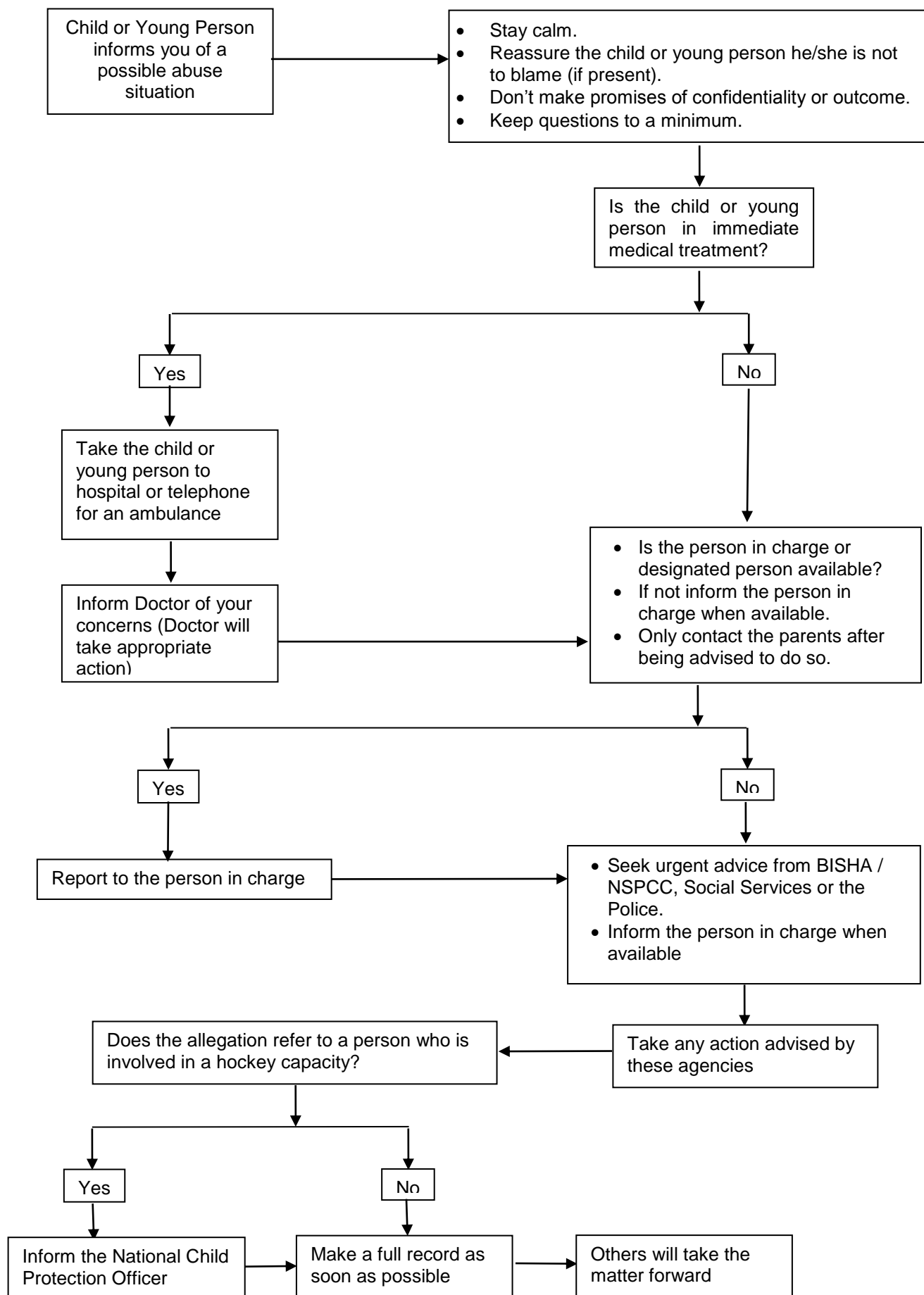
**2) Action to take if you become aware, through your own observation or through a third party, of possible abuse occurring within the hockey setting.**

In the event of such circumstances you should:

- Ensure the safety of the Child or young person (if present). If the child or young person needs medical attention. Take the child to hospital or call an ambulance, inform doctors of concerns and ensure that they are aware that this is a Child Protection issue.
- Make a full record of what has been said, heard and/or seen as soon as is possible.
- Report the Concerns to the person in charge or the designated person immediately, unless the concern is about the person in charge.
- The person in charge should be identified in every Inline Hockey setting. It may be a senior coach or a Child Protection Officer. If the person in charge is not available then report your concerns directly to the Social Services or the Police. These agencies will advise you whether a formal referral to Social Service is necessary and what further action you might need to take. If you are advised to make a formal referral make it clear to Social Services or the Police that this is a Child Protection referral.
- The designated person should also inform the National Child Protection of **BISHA**.
- Confidentiality must be maintained on a strict “need to know” basis and relevant documents stored in a secure location.
- Remember that it can be more difficult for some children to disclose abuse than others. Children born ethnic minorities may have regularly experienced racism that may make disclosure more difficult.



**3) Action to take if a child or young person informs you directly that he or she is being abused at home or within some setting outside of the hockey setting.**



**3) Abuse in the home or other settings (outside hockey). Action to be taken if a child or young person informs you directly that he/she is being abused at home or within some other setting.**

If this happens you should:

- Remain calm so as not to frighten the child or young person.
- Tell the child or young person he/she was right to inform you.
- Take what the child or young person says seriously.
- Avoid asking leading questions of the child or young person and keep any questions to the absolute minimum necessary to ensure a clear understanding of what has been said.
- Re-assure the child or young person but do not make promises of confidentiality or outcome which might not be feasible in the light of subsequent developments.
- Parents, Guardians and Carers should be contacted only after advice from the Social Services.
- Ensure the safety of the child or young person. If the child or young person requires medical treatment, take the child or young person to hospital or call an ambulance, inform doctors of concerns and ensure that they are aware that this may be a Child Protection issue.

Follow the **BISHA** procedures as set out on page 13 1.1

**Recording of information, suspicions or concerns**

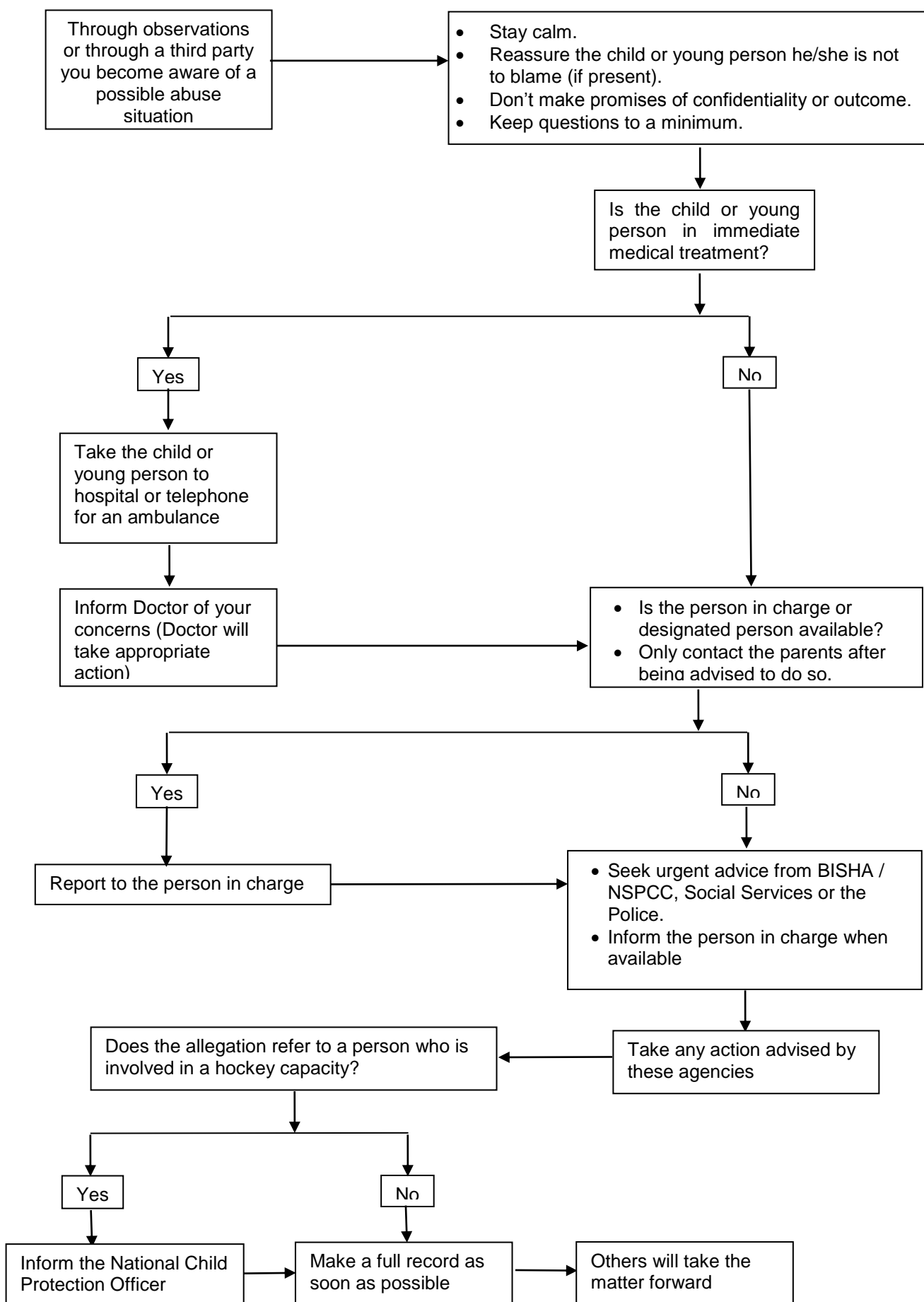
Information passed to the Social Services or the Police must be as helpful as possible and it may be used in any subsequent legal action, hence, the necessity for making a detailed record, the report should contain the following information.

- The child's or young person's name, address and date of birth.
- The nature of the allegation
- A description of any visible bruising or other injuries.
- The Child's or young person's account, in their own words if possible, of what happened and how the injuries occurred and/or observations that have been made by you or to you.
- Any times, locations dates or other relevant information.
- A clear distinction between what is fact, opinion and hearsay
- Your knowledge of or relationship to the child or young person.

Whenever possible referrals to Social Services should be confirmed within 24 hours

Be sure to record the name and designation of the Social Services member of staff or Police Officer to whom concerns were passed and record the time and date of the call, in case any follow-up is required.

**4) Action to take if you become aware, through your own observations or through a third party, of possible abuse occurring at a child's or young person's home or in some other setting outside hockey**



**4) Action to take if you become aware through your own observations or through a third party of possible abuse occurring at a child's or young person's home in some other setting (outside hockey).**

- Ensure the safety of the child or young person. If the child or young person requires medical treatment, take the child or young person to hospital or call an ambulance, inform doctors of concerns and ensure that they are aware that this may be a Child Protection issue.

Follow the **BISHA** procedures as set out below:

- Make a full dated and time record of what has been said, heard and/or seen as soon as is possible.
- Parents and Guardians should be contacted only after advice from the Social Services.
- Report the concerns to the person in charge or the designated person immediately, unless the concern is about the person in charge.
- The person in charge should be identified in every Inline Hockey setting. It may be a senior coach or a Child Protection Officer. If the person in charge is not available then report your concerns directly to the Social Services or the Police. These agencies will advise you whether a formal referral to Social Services is necessary and what further action you might need to take. If you are advised to make a formal referral make it clear to Social Services or the Police that this is a Child Protection referral.
- The designated person in charge should inform the National Child Protection Officer of **BISHA**.
- Confidentiality must be maintained on a strict "need to know basis and relevant documents stored in a secure location.
- Remember that it can be more difficult for some children to disclose abuse than others. Children from ethnic minorities may have regularly experienced racism which may make disclosure more difficult
- Disabled children and vulnerable adults will have to overcome additional barriers before feeling they can disclose abuse. They may rely on the abuser for their daily care or residence. The abuse may be the only affection/attention they have experienced and there may be communication difficulties, Extra vigilance and concern must be given to such cases and special thought as to how we might respond is necessary.

Follow the **BISHA** recording of information, suspicions or concerns as set out on **page 19**

**5) Guidance for Child Protection Officers and designated persons.**

- Any person in charge of an Inline Hockey activity should seek immediate advice to determine whether the issue is poor practice or possible child abuse. Advice should be sought from Social Services, the NSPCC or the Police. Confidentiality should be maintained on a strictly “need to know” basis and relevant documents stored in a secure location.
- If the issue is advised as bad practice then the person in charge should follow the **BISHA** procedure for a report of poor practice.
- The matter being referred to the **BISHA** Child Protection Officer. The matter to be reviewed as to whether the issue classified as bad practice is a continuation of previously reported practice or subsequent further poor practice issues.
- If the issue is advised as an abuse issue then the person in charge should report the case to the Social Services Department or the Police.

**6) Guidance for **BISHA** affiliated bodies anti providers of services and for those appointed organisers of Inline Hockey including affiliated clubs and schools.**

- On receipt of information about a possible abuse case, check guidance has been sought from one of the **BISHA**'s Appointed Child Protection personnel.
- Contact the Social Services immediately to make a child protection referral.
- Parents, (Guardian or Carers should be contacted only after advice from Social Services.
- Inform the **BISHA** National Child Protection Officer in writing.
- Confidentiality should be maintained on a strictly need to know basis and any relevant documents stored in a secure location.

**7) The **BISHA** Child Protection Officer or administrator will in accordance with the terms of reference decide and advise on contact with any media communications.**

- In accordance with the Child Protection Officer's terms of reference decide on action to be taken in respect of any allegations made in connection with Child abuse or improper practice.
- Give support to all Child Protection Officers appointed within the sport in all aspects. Particularly the need to obtain appropriate support for affected children and young people, parents, guardian's carers and members.
- Decisions about reinstatement may be difficult. **BISHA**, advised by the Police and Local Authorities and or Social Services and or the NSPCC and or Social Services, will reach a decision based upon the available information.

**8) Allegations of historical abuse.**

- Allegations of abuse may be made some time after the event. Where such an allegation is made you should inform the **BISHA** National Child Protection Officer. In such cases, **BISHA** will, following appropriate consultation, take appropriate action. This action being due because other children or young people either within Hockey or outside may be at risk from this person.
- This position is reinforced by U.K. legislation and guidance.

## **What is Child Abuse?**

Child abuse is a term used to describe ways in which children or young people are harmed, usually by adults and increasingly by peers. Often these are people they know and trust. It refers to the damage done to a child's or Young person's physical, mental or emotional health.

Children or young people can be abused within or outside their family, at school and within the hockey or sporting environment. Abuse situations arise when adults or peers misuse their power over children or young people.

There are five accepted main categories of abuse and although specified here in a singular form may be a combination of any described.

**Physical abuse** includes situations where adults:

- Physically hurt or injure children or young people (e.g. by hitting, shaking, squeezing, biting or burning).
- Give or encourage children or young people to take alcohol, cigarettes, inappropriate drugs or poison.
- Use excessive and inappropriate training methods.

In a hockey environment physical abuse might also occur when the nature and intensity of training exceeds the capacity of the child's or young person's immature and growing body (e.g. overtraining) and also when coaches encourage children or young people to take performance enhancing drugs or alcohol.

**Neglect** includes situations in which:

- A child's or young person's basic physical needs (e.g. food, warm clothing) are not met.
- Children or young people are constantly left alone and unsupervised not necessarily in or at home.

In a hockey environment, neglect might also occur if a coach, manager, parent or carer fails to ensure children or young people are safe, or allows them to become exposed to undue extremes of weather or risk of injury. (E.g. through the use of unsafe equipment, allow them to train in an unsafe environment).

**Sexual abuse** includes situations in which adults/peers use children or young people to meet their own sexual needs through:

- Full sexual intercourse, masturbation, oral sex, fondling or anal intercourse.
- Showing a child or young person pornographic books photographs or recordings or taking photographs for pornographic purposes.

In a hockey environment sexual abuse may also occur when inappropriate physical contact takes place (e.g. thorough inappropriate supporting, touching during demonstration and development of movements).

**Emotional abuse** includes situations in which:

- There is a persistent lack of love, affection or attention shown to the child or young person
- Children or young people are overprotected preventing them from socialising
- Children or young people are frequently shouted at or taunted

In the skating environment, emotional abuse might also include situations where parents or coaches subject children or young people to constant or regular and persistent criticism, bullying or unrealistic pressure to perform to high expectations or to attain standards they are clearly not able to reach.

Bullying is not easy to define can take many forms and is usually repeated over a period of time. The three main types are: physical (e.g. hitting, kicking), verbal (e.g. racist or homophobic remarks, threats, name calling), and emotional (e.g. isolating an individual from activities). They will all include:

- deliberate hostility and aggression towards the victim
- a victim who is weaker than the bully or bullies
- An outcome which is always painful and distressing for the victim.

Bullying behaviour may also include: —

- Other forms of violence.
- Sarcasm, spreading rumours, persistent teasing or theft.
- Tormenting, ridiculing, humiliation.
- Racial taunts, graffiti, gestures.
- Unwanted physical contact or abusive or offensive comments of a sexual nature.

Emotional and verbal bullying is more likely to be found in found than physical violence, it is also difficult to cope with or prove. It is of paramount importance that all clubs develop their own anti-bullying policy to which all its members, coaches, players, staffing volunteers and parents subscribe to and accept.



In order to establish an anti-bullying policy **BISHA** regions and clubs, must be prepared to:

- take the problem seriously
- investigate any incidents
- talk to the bullies and victims separately

Decide on appropriate action such as:

- obtain an apology from the bully(ies) to the victim
- inform parents of the bully(ies)
- insist on the return of items borrowed or stolen
- insist bullies compensate the victim
- hold club or training session discussions about bullying
- provide support for the coach of the victim

### **Recognition of abuse**

It is possible that even those experienced in working with children and young people may not always recognise a situation where abuse may be occurring or where it has already taken place. Most volunteers working with children and young people are not experts at such recognition. Any concern about the welfare of a child or young person should be reported as outlined in the **BISHA** procedures and practices.

### **Indications that a child or young person may be abused include:**

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- any injury for which the explanation seems inconsistent
- the child or young person describing what appears to be an abusive act involving him/her
- someone else; a child or adult, expressing concern about the welfare of another child or young person
- unexplained changes **in** behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of tears or temper).
- sexual awareness inappropriate to age
- engaging in sexually explicit behaviour in games
- being mistrustful of adults, particularly those with whom a close relationship would normally be expected
- having difficulty making friends
- being prevented from socialising with other children and young people

- variations in eating patterns including overeating or loss of appetite
- loss of weight for no apparent reason
- becoming increasingly dirty or unkempt

It must be clearly recognised that the above list is not exhaustive and the presence of one or more indicators is not proof that abuse is actually taking place. All children or young people will suffer cuts bruising and grazes from time to time, and their behaviour may sometimes give cause for concern. There may well be reasons for these factors other than abuse. If however you are concerned about the welfare of child or young person **YOU MUST ACT!** Do not assume somebody else will or it may be too late.

## **Protecting disabled young people and vulnerable adults**

**BISHA** is aware that some disabled and special needs young people and adults may be more vulnerable to abuse for a number of reasons. It must be remembered that all children and adults regardless of impairment, may be vulnerable at certain times in their lives but for disabled people this vulnerability will be more frequent and they could therefore be at a high risk and more open to abuse.

It is likely that disabled people have been encouraged to comply with other people's wishes especially in residential homes and hospitals, this fact would make them easily forced, bribed and manipulated. Difficult life experiences and social contacts may mean that many disabled people have not had the same opportunities to acquire the decisive skills that non-disabled peers have had to assess the behaviour and attitudes of other people. This fact could lead them to being unable to understand what is; appropriate, inappropriate adult or inappropriate peer behaviour.

Individuals with dependency and support needs may have found it is easier to be pleasing and compliant than to challenge those caring for them because of the consequences. Any challenge or complaint could lead to a more abusive practice or retribution.

Some disabled people with sensory impairment may not have had the opportunity to learn about appropriate and inappropriate touching or guiding.

Communication difficulties may make it hard to complain or be understood. In this situation the individual is unable to speak to tell anyone or may not have the vocabulary to describe what has happened to them. Some visually impaired people may not be able to read facial expressions or body language of other people. There are also occasions when visually impaired people have to ask assistance from strangers for help, therefore this particular situation could potentially be an opportunity for a person to be abused. There is a general thought that disabled young people and adults are not abused and therefore this attitude can make it difficult for them to be believed if they report an incident.



# **Codes of Conduct**

## **BISHA Coaches codes of conduct**

Coaches particularly of children and young people hold a powerful and unique leadership role, often carrying considerable authority and status. Such a role is frequently accompanied by a closeness and mutual trust usually held only between parent or carer and child or young person. Coaches can often wittingly or unwittingly assume this power and authority and it is possible this influence can spill over into a child's or young person's private life. One of the challenges coaches repeatedly face is to manage this potential power and balance the responsible and safe boundary between coach and player/s.

Coaches of young players start by using their authority to build a strong relationship or bond. This can and often does result in the coach having a very positive influence over the child or young person. Sometimes this influence develops to become more powerful than even the influence of the parents or carers or schoolteachers. Over a period of time and from this strong bond the all-important trust normally develops.

With the development of this trust there is an increased vulnerability and the potential for a coach to misuse or even abuse this power. This could be as a result of thoughtlessness, negligence or deliberate action. Even a passive type of abuse of power by a coach such as questioning loyalty or commitment may enhance the child's or young persons need for belonging.

There is a close but potentially dangerous relationship between coach and player involving commitment and conformity, coaches must recognise this fact and avoid any negative consequences of power and therefore maintain and understand their responsibility.

All approved coaching members of **BISHA** must accept the following without contention:

### **Good practice guidelines:**

- always working in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment with no secrets).
- treating all children and young people with respect and dignity
- always putting the welfare of each child or young person first, before winning or achieving goals
- maintaining a safe and appropriate distance with a player(s) (e.g. it is not appropriate to have an intimate relationship with a child or share a room with them)
- building a balanced relationship based on mutual trust which empowers children and young persons to share in the decision making process
- try to make sport fun, enjoyable and promote fair play

- ensuring that if any form of manual/physical support or assistance is required, it should be provided openly. Attention of the players parent or carer should be drawn to any difficulties especially where maintaining hand positions during the development of shooting and passing may require physical contact to ensure correct stance or movement. Children and young people should be consulted prior to the instruction to gain their agreement of assistance. Parents are becoming increasingly sensitive about manual support and assistance in sport.
- keep up to date with the technical skills, qualifications and insurance in hockey
- involving parents/carers or assistants wherever possible (e.g. for the responsibility of their children or young people in the changing rooms, If groups have to be supervised in the changing rooms always ensure parents, carers, coaches, officials work in pairs.
- ensuring if mixed teams are taken away they should always be accompanied by a male and female official. (Do not overlook the possibility of same gender abuse),
- ensuring that while attending events involving residential accommodation that adults do not enter a child's or young person's room nor must the adults invite a child or young person into the adult's room
- being an excellent role model, this includes not smoking or drinking alcohol in any company of children or young people
- giving enthusiastic and constructive feedback rather than negative criticism
- recognising the development needs and capacity of children and young people and disabled adults avoiding excessive training or competition and not pushing them against their will
- securing parental consent in writing to act '*in loco parentis*' if the need arises to give permission for administration of emergency first aid and/or other medical treatment
- keeping a written record of any injury that occurs complete with the treatment given
- requesting written parental consent if club officials are required to transport children or young people in their cars

### **Practices to be avoided**

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable they should only happen with the full knowledge and consent of an association officer and the child's or young person's parents or carer. (e.g. if a child or young person sustains an injury and needs to go to hospital or a parent fails to arrive to collect a child or young person at the end of training.

- avoid spending excessive amounts of time alone with a child or young person away from others
- avoid taking children or young persons to your home where they will be alone with you
- avoid transporting one child or young person regularly on his or her own in your car

- raise concerns if it is felt the behaviour of another adult towards a child or young person is unacceptable

**Practices never to be sanctioned:**

The following must **never** be sanctioned, as a coach you must never;

- engage in rough, physical or sexually provocative games. including horseplay
- share a room with a child
- allow or engage in any form of inappropriate touching
- allow children or young people to use inappropriate language unchallenged
- make sexually suggestive comments to a child or Young person, even in fun
- reduce a child to tears as a form control for implementation of a better performance
- allow allegations made by a child or young person to go unchallenged, unrecorded or not acted upon
- do things of a personal nature for a child, young person or disabled adult, that they can do for themselves
- invite or allow children or Young persons to stay with you at your home unsupervised
- never enter the room of a child or young person without an accompanying adult
- invite a child or young person to your room

## **BISHA Referees and officials code of conduct**

Referees or officials of **BISHA** have an obligation towards the sport to support the implementation of the **BISHA** Child Protection Policy

Officials in whatever position within the sport must respect the rights, dignity and worth of every person within the sport. In particular to be aware of the needs of children and young people, including difficulties or possible abuse they may experience from participation in Inline Hockey activities.

Officials have a duty to ensure that every child or young person involved in the sport is able to participate in an enjoyable and safe environment and be protected from abuse.

Officials especially referees can hold considerable authority over players, coaches, parent and carers. That authority often spills over into an emotional or misunderstood interpretation of rules which can challenge coach's directives and teaching.

Some players will feel vulnerable when approach by many officials and such approaches should be a positive indication of support by **BISHA** although the sentiments may appear negative in terms of such areas of being assessed a penalty or non-selection for a team or squad.

### **Good practice guidelines:**

- always conduct discussions in an open environment
- always involve the coach in any discussions with regard to the players ability or presence
- keep up to date with the technical skills and latest rule changes of the sport
- display an excellent role model, this point to include not smoking, drinking alcohol or swearing in the company of children or young people
- whilst acting on behalf of **BISHA** dress accordingly and referees in the correct uniform when officiating games
- give only enthusiastic and constructive comments on performances or situations avoiding negative feedback statements

### **Practices to be avoided**

The following should be avoided except in emergencies. If the case arises where these situations are unavoidable make sure that it is with the full knowledge of the appropriate **BISHA** official

- avoid spending an excessive amount of time with one player, coach or carer



- avoid traveling in the same vehicle or mode of transport with any coach or manager to an event
- do not accept presents, entertainment, provisions of meals, refreshments or any services which may imply a favourable result or decision
- always declare any personal interest in circumstances that might be construed as giving another child or young person an advantage over another
- allow a situation that might imply a compromised situation

**Practices never to be sanctioned:**

- allow or engage in any inappropriate touching
- make sexually suggestive comments to a child or young person even in fun
- invite a child or young person to a private meeting to further their knowledge or to offer help or guidance on their own
- engage in rough, physical or sexually provocative games including horseplay
- never share a room with a child
- never enter a child or young person's room without another adult in attendance
- never publicly embarrass a child or young person either before, after or during a game
- never embrace a child or young person without due care and attention to the circumstances and implication that might be applied
- never discuss the child or young person's physical appearance in front of the child or young person

### **BISHA Spectator code of Conduct**

A spectator at a Match or otherwise involved in any activity sanctioned or staged by, or held under the umbrella of **BISHA** must:

- respect the decisions of Match Officials and teach children to do the same;
- never ridicule or unduly scold a child for making a mistake;
- respect the rights, dignity and worth of every person regardless of their gender, ability, race, colour, religion, language, politics, national or ethnic origin;
- not use violence in any form, whether it is against other spectators, team officials (including coaches), Match Officials or Players;
- not engage in discrimination, harassment or abuse in any form, including the use of obscene or offensive language or gestures, the incitement of hatred or violence or partaking in indecent or racist chanting against other spectators, Team Official (including coaches), Match Officials or Players;
- comply with any terms of entry of a venue, including bag inspections, prohibited and restricted items such as missiles, dangerous articles and items that have the potential to cause injury or public nuisance;
- not, and must not attempt to, bring into a venue national or political flags or emblems (except for the recognised national flags of any of the competing teams) or offensive or inappropriate banners, whether written in English or a foreign language;
- not throw missiles (including on to the field of play or at other spectators) and must not enter the field of play or its surrounds without lawful authority; and conduct themselves in a manner that enhances, rather than injures, the reputation and goodwill of **BISHA** and Inline Hockey generally.

**Any person who does not comply with this Spectator Code of Behaviour or who otherwise causes a disturbance will fall under the **BISHA** disciplinary procedures. The result of these procedures may be eviction from a venue and banned from attending future Matches.**

## **BISHA volunteers code of practice**

The duty of a volunteer covers many aspect of the sport and covers an enormous number of areas depending on the event, it may cover international event duties along with club and Association organised activities.

Any volunteer has an obligation to the sport to support the implementation of the **BISHA** Child Protection Policy.

Volunteers must respect the rights, dignity and worth of every person within the Sport in particular the needs of children and young persons.

The volunteer will during the course of their duties be in contact with children and young people and it is incumbent of those person responsible for appointing volunteers or assistants either paid or unpaid to carefully select the person(s) most suitable for the task. The criteria being that at no time within the likely contact any of the concerns or directive set out within these documents are violated in any way.

All volunteers must be under the direction of an appointed official or duly who should oversee the aspects of Child Protection. An appropriate briefing to be mandatory in all appointments and those longer term appointments or positions must carry within their brief terms of reference and include a clear directive with regard to child protection.

All Interpretation of the legislation within the **BISHA** Child Protection Policy, the **BISHA** Child Protection Procedures and Practices shall apply irrespective of any individual being or not being a member of **BISHA**. All person connected with Inline Hockey are bound by the conditions set down.

All volunteers who are to have significant contact with young people have to undergo a DBS check the same as all designated officials.

## Photographic Images of children and Young People

Children and young people can be at risk directly or indirectly as a result of the use of photographs on sports web sites and other publications. Photographs can be used as a means of identifying children and young people when they are accompanied with personal information. This information can make a child or young person vulnerable to an individual who may wish to exploit a connection for child abuse. It should be remembered that the content of a photo or recording could be used or adapted for inappropriate use.

**BISHA** sets down its policy in respect to all clubs, coaches and officials of sanctioned events and providers of services as follows: -

- if the player is named avoid using their photograph
- if the photograph is used avoid naming the player
- a parent or carer must be consulted and subsequently give permission for an image to be used. This ensures that the parents are aware of the way the image of their child or young person is used
- the images of players must be restricted to appropriate dress to reduce the risk of inappropriate use
- the content of any image should focus on the activity and not on a particular child or young person
- full face and body shots should be avoided

All events sanctioned or organised by **BISHA** must follow the guidelines with regard to images of children and young people.

These guidelines are as follows:

- if professional photographers or the press are invited to an event a clear brief as to expectation of **BISHA** with regard to images and child protection
- photographers authorised to take photographs or recordings must be identified at all times and must display an identification key at all times
- all players parents and carers should be advised that a photographer(s) is(are) present and an indication of their approval advised
- there must be no unsupervised access to players on one to one photo sessions at events
- photo sessions outside the event or at a skater's home should only be allowed if approved by **BISHA**

- all person and spectators attending an event wishing to take photographs or recordings must be register with the event officials
- players, parents, carers and coaches must be diligent and inform the officials if they have any concerns about the activities of any photographers or recording operators

Concerns regarding inappropriate or intrusive photography or recordings should be reported to the match day officials or to the **BISHA** Child Protection Officer.

## **Promoting good Practice**

All children have a right to be safe and to be treated with dignity and respect. False allegations of abuse are rare, but have happened, so the following basic guidelines will help safeguard children, staff, volunteers and the organisation concerned.

## **Recruitment and selecting staff/volunteers**

Anyone may have the potential to abuse children in same way and it is important that all reasonable steps are taken to ensure unsuitable people are prevented from working with children. It is essential the same procedure is used consistently whether they are paid or unpaid. When undertaking pre-selection checks the following should be included:

- All volunteers/staff working for a club should complete the **BISHA** membership form
- Consent should be obtained from applicants for permission to make police and social services checks as necessary.
- At least two references should be taken up, including at least one regarding previous work with children.
- For positions of responsibility all applicants should be interviewed
- There should be a Disclosure Barring Service (DBS) Check
- All coaches/referees must have a minimum of a recognised qualification. If the applicant has taken the position of coach without a recognised qualification then he or she must gain one within 12months

Regions and clubs should have effective measures in place to ensure confidentiality of information received in relation to applicants (E.g. only named people have access to the information) that meet the requirements of data protection legislation

## **Policy and procedure**

To help prevent abuse of children, the club or organisation should have a policy that ensures that children are protected and kept safe from harm. Everyone involved in the care of children should know what to do if there are concerns about abuse and where procedures are kept.

## **Training**

It should be clearly recognised that checks are only part of the process to protect children from possible abuse. The checks must be operated in conjunction with appropriate training of staff/volunteers so they are aware and sensitive to potentially abusive situations.

## **Supervision**

Managers/Coaches/Helpers should be sensitive to any concerns about abuse and act on them at an early stage. They should also offer appropriate support to those who report concerns.

## **Complaints**

The Management Committee of all regions and clubs should ensure there is an established complaints procedure in line with the **BISHA** procedures in operation and ensure that parents and children have all relevant information to allow easy access to this procedure and know who their designated person is.

## **Good practice in the care of children**

It is possible to reduce situations for the abuse of children and help to protect coaches, volunteers and helpers by promoting good practice. The following are specific examples of care, which should be taken when working within a sports context:

- Always be publicly open when working with children. Avoid situations where a manager, coach or helper and individual child are completely unobserved.
- If you are giving a team talk then leave open the door
- If any form of manual support is required, it should be provided openly and according to normal first aid procedures. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Some parents are becoming increasingly sensitive about manual support and their views should always be carefully considered.
- Where possible, parents should take on the responsibility for their child in the changing room. If groups have to be supervised in the changing rooms, always ensure managers, coaches or helpers work in pairs. Encourage an open environment (i.e. no secrets).
- Where there are mixed teams away from home, a male and female member of your club must always accompany the team.
- Where it is an all-female team and the coach is male. The team must have a female manager. The manager can then check that all the players are suitably dressed before any team talk
- Don't spend excessive amounts of time alone with children away from others
- Don't take children alone on car journeys, however short
- Don't take children to your home where they will be alone with you.

If cases arise where these situations are unavoidable, they should only occur with the full knowledge and consent of someone in charge in the organisation and the child's parents.

### **You must never:**

- Use foul, sexually explicit or abusive language in the company of children whatever the situation (lead by example)
- Engage in rough, physical or sexually provocative games, including horseplay
- Share a room with a child
- Allow or engage in any form of inappropriate touching
- Allow children to use inappropriate language unchallenged, If in a game situation refer to the rule book
- Make sexually suggestive comments to a child, even in fun
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for children they can do for themselves
- Invite or allow children to stay with you at your home unsupervised.



It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young, have disabilities or the parents are unavailable. These tasks should only be carried out with the full understanding and consent of parents and the children involved. There is a need to be responsive to a child's reactions — if a child is fully dependent upon you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing or where there is physical contact or lifting or assisting a child to carry out particular activities.

If you accidentally hurt a child and he/she 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 full record of it. Ensure parents or carers are informed of the incident.

## **Good Practices in Health and Safety**

- Always check the facility floor for damage or possible wetness
- Check the facility walls/boards for protrusions if you find any ask the facility to deal with them
- Check the goals for damage and any sharp corners or protrusions
- Arrange with the facility to temporarily cover fire alarm buttons to avoid accidental triggering (if required)
- Ensure everyone is aware of the fire drill
- If in a strange facility find out about fire escapes and collection points
- If you have a registered first aider within your club ensure they have a first aid kit available
- If you do not have a first aider then ensure the facility has one
- Never leave kit bags in accesses or in front of fire escapes
- Ensure that all players/coaches/referees are wearing the desired level of protective equipment. (It good practice for all coaches to wear a minimum of helmet, elbow pads, gloves, box, shin guards, covers and skates if a skater)
- All safety netting if available is in place

# Useful Information

<p><b>Disclosure and Barring Service</b>          PO Box 91          Liverpool          L69 2UH          Tel: 0870 90 90 811</p>	<p><b>Sports Coach UK</b>          114 Cardigan Road          Headingley          Leeds          L56 3BJ          Tel: 0113 274 4802</p>
<p><b>The NSPCC</b>          Weston House,          42 Curtain Road          London EC2A 3NH          Tel: 0171 825 2500          Help line: 0900 900500</p>	<p><b>Childline UK</b>          Freepost 1111          London          N1 OBR          Tel: 0800 1111</p>
<p><b>NSPCC Child Protection in Sport Unit</b>          NSPCC National Training Centre          3 Gilmour Close          Beaumont Leys          Leicester          LE4 1EZ          Tel: 0116 234 7278/7280</p>	<p><b>Disclosure Scotland</b>          Disclosure Bureau          1 Pacific Quay          Glasgow          G51 1EA          Tel: 0141 585 8495</p>
<p><b>NSPCC Helpline</b>          Tel: 0808 800 5000</p>	
<p><b>NSPCC National Development Office</b>          Children in sport unit WALES          Unit 1          Cowbridge Court          60 Cowbridge Road West          Cardiff          CF5 5BS          Tel: 02920 838086</p>	<p><b>Children 1<sup>st</sup></b>          Kathleen McNulty          Room 142          Learning &amp; Teaching Scotland          74 Victoria Park          Present Road          Glasgow          G1 29JN          Tel: 0141 339 4005</p>

# Concern/Allegation Form

Your Name:						
Your Position:				Date and Time:		
Name of person reporting the concern or allegation:						
Address of person reporting the concern or allegation:						
Is the person a child?	YES	NO	If a child give D.O.B		Child's age	
Sex of the Child (M/F)		Club to which the child is registered				
Parent/Carers name and address:				Child's address if different		
<p>Exactly what was said to you and what you said (if dialogue took place) or what was reported to you: (Remember do not lead the person making the report – record actual details) <i>Continue on a separate sheet if necessary.</i></p> <p><b>DATE AND TIME OF INCIDENT:</b> _____</p>						
Is the Concern/allegation about a member?					YES	NO
Has the person who the concern/allegation is about been suspended from their duties?					YES	NO
Action take so far ( <i>continue on separate sheet if necessary</i> )						
<p>Internal Notice (date and time)</p> <p>Did you report the concern/allegation to the Regional/National CPO? [ YES] [NO]</p> <p>Name of CPO: _____ Date reported: _____</p>						
<p>External Agencies contacted (date and time)</p> <p>Police [YES] [NO]</p> <p>Name and number: .....</p> <p>Social Services [YES] [NO]</p> <p>Name and number: .....</p>						

# Accident/Incident Report

Date ..... Time ..... Place .....

Name of Child .....

Address .....

.....

.....Telephone .....

How did the accident/ incident happen?

Where there any injuries sustained YES/NO

Was first aid given? YES/NO

Was the injured party sent to hospital? YES/NO

Name of hospital .....

Where the parents present? YES/NO

Where the parents informed if no? YES/NO

When were the parents informed?

Date ..... Time .....