

# 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.**

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

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.

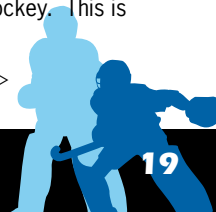
## Responding to concerns

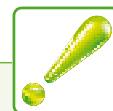
There are a number of reasons a person might need to report a concern:

- ▶ 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 and Behaviour\*
- ▶ observation of inappropriate behaviour
- ▶ in response to anything which makes a young person 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 (pages 6–7) and procedures (Section 2).

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.

\*Document available online at [www.englishockey.co.uk/safe](http://www.englishockey.co.uk/safe)





## 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 11).

## 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. 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 both for the person receiving the concern, and amongst 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?
- ▶ hw 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.*

## Remember:

- ▶ 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 22 and 23 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 11.

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 e-mail [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 online at [www.englishockey.co.uk/safe](http://www.englishockey.co.uk/safe).

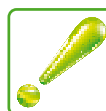
At all times England Hockey will support and communicate with the Club Welfare Officer where required in the management of the situation.

**In some circumstances it may be most appropriate for the matter to be handled at local level e.g. on matters relating to minor poor practice or bullying. If this is appropriate, suitable guidance will be given by the England Hockey Lead Child Welfare Officer.**

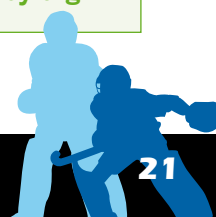
#### References:

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)

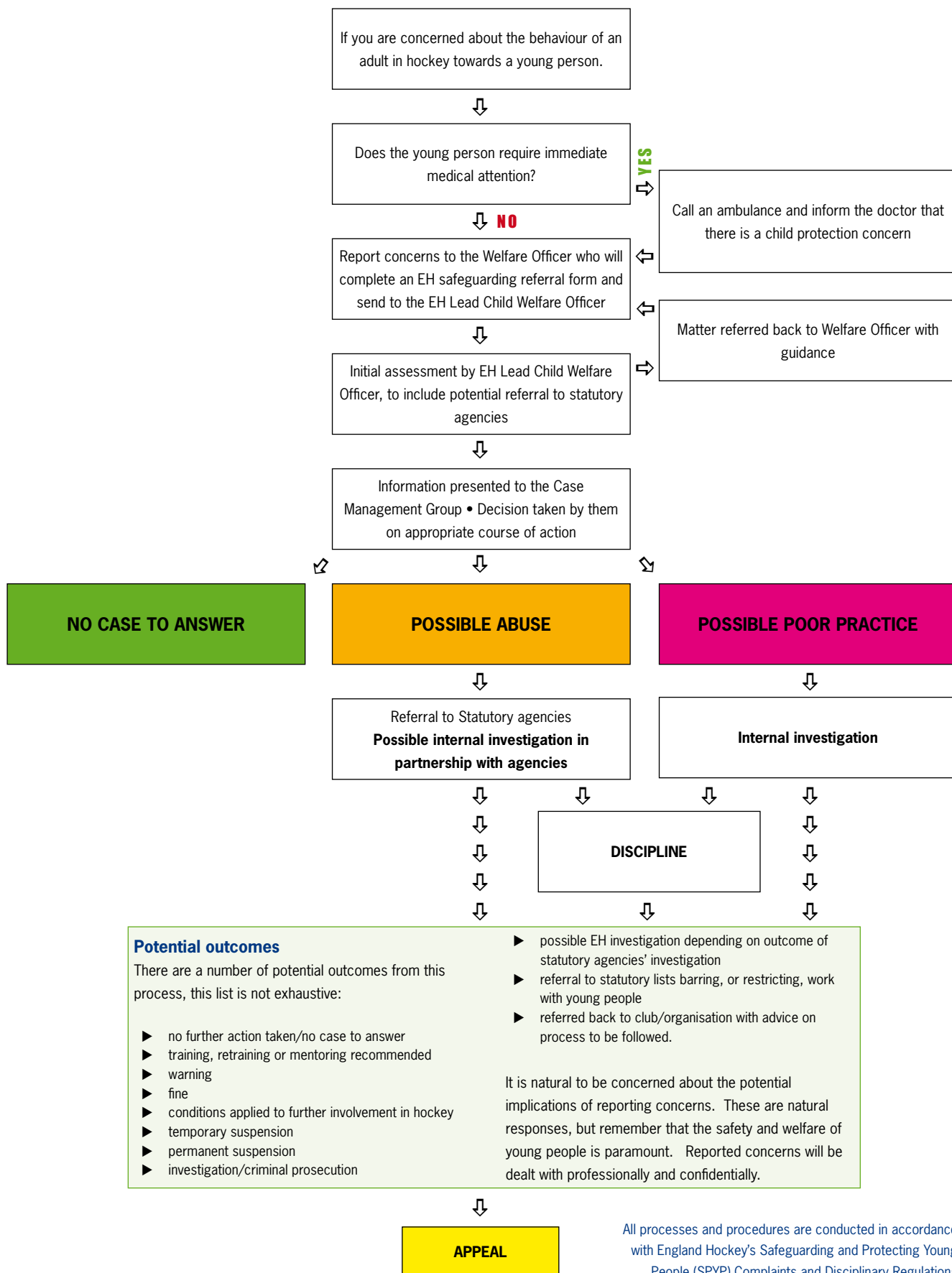


**As soon as possible after concerns have been reported to you, complete the safeguarding referral form and contact your Club Welfare Officer. In their absence, contact England Hockey's Lead Child Welfare Officer on 0870 126 2308 or e-mail [childwelfare@englishockey.org](mailto:childwelfare@englishockey.org)**



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

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



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

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

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



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



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



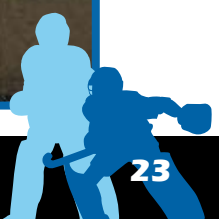
If the Welfare Officer/EH Lead Child Welfare Officer is not available, refer the matter to LA Children's Social Care Department (Social Services) or Police without delay.



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



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



## 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
- ▶ the likelihood of confirming the allegation from attributable sources or factual records.

\*Document available online at [www.englishockey.co.uk/safe](http://www.englishockey.co.uk/safe)

### 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 e-mail: [childwelfare@englishockey.org](mailto:childwelfare@englishockey.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 England Hockey 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 England Hockey Lead Child Welfare Officer that there are sufficient grounds for their concern.

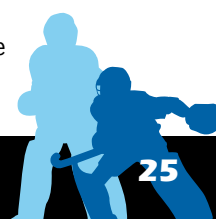
If your concern is about the England Hockey Lead Child Welfare Officer, you should refer the matter to England Hockey's Finance and Administration Director.

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 page 27.

### 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 ▶



the clarity of the information provided. If necessary, further information will be sought from the whistleblower as part of the investigation process.

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

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

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

### **How can the matter be taken further?**

This policy is intended to provide individuals with a way in which

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

- ▶ 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\*.

\*Document available online 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	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>
England Hockey Lead Child Welfare Officer	T: 0870 126 2308, E: <a href="mailto:childwelfare@englandhockey.org">childwelfare@englandhockey.org</a> Bisham Abbey National Sports Centre, Near Marlow, Buckinghamshire, SL7 1RR	<a href="http://www.englandhockey.co.uk">www.englandhockey.co.uk</a>
Your Club Welfare Officer *		
Local Authority Children's Social Care Dept (Social Services) – ask for Duty Manager		<a href="http://www.everychildmatters.gov.uk/socialcare/safeguarding/lscb/">www.everychildmatters.gov.uk/socialcare/safeguarding/lscb/</a>
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	<a href="http://www.samaritans.org">www.samaritans.org</a>

\* 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: <a href="mailto:cpsu@nspcc.org.uk">cpsu@nspcc.org.uk</a>	<a href="http://www.thecpsu.org.uk">www.thecpsu.org.uk</a>	Sport specific advice on safeguarding and protecting young people
NSPCC – 24hr helpline	0808 800 5000	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>	National Society for the Protection of Children
Victim Support	Helpline: 0845 3030 900	<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>	Provide emotional support, information and practical advice for victims and witnesses
The British Association of Counselling and Psychotherapy	0870 443 5252	<a href="http://www.bacp.co.uk">www.bacp.co.uk</a>	
Local Safeguarding Children's Board		<a href="http://www.everychildmatters.gov.uk/socialcare/safeguarding/lscb/">www.everychildmatters.gov.uk/socialcare/safeguarding/lscb/</a>	Education and training opportunity
Government Guidance		<a href="http://www.everychildmatters.gov.uk">www.everychildmatters.gov.uk</a>	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	<a href="http://www.thereforeme.com">www.thereforeme.com</a>	Support and advice for 12-16-year-olds via the website
Don't hide it		<a href="http://www.donthideit.com">www.donthideit.com</a>	Aimed at young people to find out more about abuse and what to do about it
Childline	0800 1111	<a href="http://www.childline.org.uk">www.childline.org.uk</a>	Free helpline for children and young people
Kidscape	0207 730 3300	<a href="http://www.kidscape.org.uk">www.kidscape.org.uk</a> <a href="http://www.bullying.co.uk">www.bullying.co.uk</a>	Support on bullying

