



Norfolk Hockey Association

CHILD PROTECTION POLICY

1st September 2007



This policy is endorsed by Active Norfolk

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Definition of terms used in this policy

Child Protection refers to the systems, procedures and cultures that are put in place to ensure Norfolk Hockey provides in such a way as to protect children from harm and abuse, in order that they may feel safe, enjoy themselves, and fully receive the benefits of an involvement in sport and physical activity. This is also referred to as **safeguarding**.

In this policy the terms **child, children, young person and young people** are used interchangeably to represent anyone under the age of 18.

A **vulnerable adult** is defined as an adult, aged 18 or over, who is or may be in need of community care services by reason of learning or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

The term **parent** is used throughout this document to represent parents, carers and guardians.

In this document **Norfolk Hockey personnel** refers to any person working for or on behalf of Norfolk Hockey, in a paid or voluntary capacity.

This Policy covers **children and vulnerable adults**. Although it is acknowledged that there are differences in providing services for these two groups, the principles around protecting them are the same. Therefore this policy does not differentiate between them.

The **Designated Child Protection Officer (DCPO)** will lead on both child and vulnerable adult protection matters.

Social Services now referred as **Social Care**

Section 1: Introduction.

This policy has been formally adopted by the Norfolk Hockey Association in conjunction with and approval of Active Norfolk. [Active Norfolk, launched on 1st November 2006, is one of 49 County Sports Partnerships created by Sport England and tasked with increasing the levels of participation in sport and physical activity across the county. It's role is to provide a coherent and structured approach to the development of sport and physical activity in Norfolk through a strong and unified partnership. Integral to the partnership are all those involved in sport and physical activity but, principally, the local authorities, School Sports Partnerships and National Governing Bodies of Sport. It's vision is

'To make Norfolk an active, healthy and successful sporting county.'

1.1 Background to Norfolk Hockey Association

The Norfolk Hockey Association aims to represent and promote the interests of all hockey in the county; to develop plans to ensure the game of hockey prospers at all levels; to develop players, umpires and coaches, so that, where appropriate, they can achieve representative status; to manage and organise competitions, as required.

1.2 Why have a Policy?

Sport plays an invaluable part in the personal development of any young person, through the enjoyment and achievement that can and is achieved through sport. For these positive effects to take place it is the responsibility of the organising body to ensure that a safe and effective environment is sustained for sport to take place in (throughout this policy the organising body is the Norfolk Hockey Association [NHA]).

All children and young people have a right to enjoy sport, free from all forms of abuse and exploitation. The welfare of children, young people and vulnerable adults is paramount. The NHA through the delivery of activity has an obligation to ensure that when given the responsibility for young players, that coaches and volunteers provide them with the highest possible standards of care.

The reality is that abuse has and does take place within sport and as deliverers and organisers we need to ensure that preventative steps are taken and that clear processes for reporting concerns are established. The close relationships that are formed between coaches and young players engaged in hockey activities also provide opportunities for abuse occurring outside sport to be recognised and acted upon. It is the responsibility of the Norfolk HA to support volunteers and ensure they are confident in the appropriate steps to take in the event of a child abuse incident.

Norfolk Hockey is committed to providing and promoting safe activity for young people. In accordance with this principle, the following individuals are required to commit to the policy which follows:

- Coaches (both paid and voluntary)

- Norfolk Hockey Clubs (players and Officials)
- Officials of NHA

This policy and the procedures within it are mandatory for Norfolk Hockey.

The Norfolk Hockey policy will be reviewed every three years, or following a significant change in the organisation, changes in relevant legislation or in light of a significant incident.

1.3 Responsibilities

The Norfolk Hockey Association will:

- Accept the moral and legal responsibility to implement procedures to provide a duty of care for children, safeguard their well-being and protect them from abuse.
- Respect and promote the rights, wishes and feelings of children.
- Recruit, train and supervise staff to be properly equipped to adopt, follow and uphold this policy and the procedures within it, in order to protect children from harm, and to protect themselves from false accusations.
- Respond to any concerns, disclosures and allegations promptly, and in line with the procedures set out in this policy.
- Review this policy in three years time (2010), and whenever appropriate before then in line with new guidance or legislation, changes in the organisation's role, or significant incidents.

1.4 Principles

This policy is guided by the following principles:

- The welfare of children is the primary concern.
- All children have the right to protection from abuse, regardless of their age, culture, disability, gender, language, ethnic origin, religious belief, sexual orientation, or any other factors.
- Anyone in Norfolk Hockey has the responsibility to report concerns of suspected abuse or poor practice to a Designated Officer, other appropriate individual or organisation (see appendix G).
- All actual or suspected incidents of poor practice or abuse shall be taken seriously and responded to swiftly and appropriately.
- Confidentiality shall be upheld in line with current data protection and human rights legislation.

Section 2: Abuse, poor practice and bullying.

2.1 Abuse, poor practice and bullying

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. The staff and volunteers in sport, whether in a paid or voluntary capacity, are not experts at such recognition. However, they do have a responsibility to act if they have any concerns about the behaviour of someone (an adult or another child) towards a young person. In many cases it is difficult to differentiate between what could be deemed as poor practice and possible child abuse. The NHA expects any concerns there may be about the welfare of a young person to be reported immediately to the designated officer or deputy.

2.2 Recognition of abuse

Abuse can happen on any occasion or in any place where children and young people are present. Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and represents an abuse of power or a breach of trust. Abuse can happen to a child regardless of their age, gender, race or ability.

2.3 Types of abuse

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. Children can be abused by adults either male or female, or other children. The four types of abuse are:

- **Neglect** – where adults fail 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 (e.g. failure to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.) It may also include refusal to give love, affection and attention. ***Neglect in sport could include a teacher or coach not ensuring children were safe, exposing them to undue cold, heat or to unnecessary risk of injury.***
- **Physical abuse** – where someone physically hurts or injures children by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after e.g. fictitious illness by proxy or Munchausen’s syndrome by proxy. ***Examples of physical abuse in sport may be when the nature and intensity of training and competition exceeds the capacity of the child’s immature and growing body; where drugs are used to enhance performance or delay puberty.***
- **Sexual abuse** – where girls, boys or vulnerable adults are abused by adults (both male and female) or other children who use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling.

Showing children pornographic material (books, videos, pictures) or taking pornographic images of them are also forms of sexual abuse. ***In sport, coaching techniques which involve physical contact with children could potentially create situations where sexual abuse may go unnoticed. The power of the coach over young performers, if misused, may also lead to abusive situations developing.***

- **Emotional abuse** – is the persistent emotional ill-treatment 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 or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children or even the over protection of a child. It may involve causing children to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make the child very nervous and withdrawn. Some level of emotional abuse is involved in all types of ill-treatment of a child. ***Emotional abuse in sport may occur if children are subjected to constant criticism, name-calling, sarcasm, bullying, racism or pressure to perform to unrealistically high expectations.***

These definitions are taken from the Department of Health (1999) *Working Together to Safeguard Children – A guide to inter-agency working to safeguard and promote the welfare of children.*

2.4 Signs of abuse

Signs and indications that an individual may be suffering abuse may come directly from the individual in question, from a friend or family member, or from a third party. Some physical and behavioural signs are shown in Appendix C. Please note that the presence of one or more signs is not confirmation that abuse is taking place as there may be other, more innocuous reasons behind them. However, if you have any doubts or concerns then you have the responsibility to report them.

2.5 Distinction between abuse, poor practice and bullying

Poor practice includes any behaviour that contravenes the Norfolk HA Code of Ethics and Conduct which is centred on the following:

- **Rights** – for example of the player, the parent, the coach, the official etc.
 - **Responsibilities** – for example responsibility for the welfare of the players, the sport, the profession of coaching, their own development.
 - **Respect** – for example of other players, officials and their decisions, coaches, the rules.
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- **Poor practice** - is behaviour of an individual in a position of responsibility which falls below the organisation's required standard. In this case, if the behaviour of a Norfolk HA representative is outside the Code of Conduct then it is likely to constitute poor practice. Poor practice may not be immediately dangerous or intentionally harmful to a child, but is likely to set a poor example. Poor practice is potentially damaging to the individual, the organisation, and to children who

experience it. For example, coaching with alcohol on the breath, smoking or swearing in front of children, or not paying due care and attention to participants.

Poor practice can sometimes lead to, or create, an environment conducive to more serious abuse. It may also lead to suspicions about the individual's motivation, even where no harm is intended. For example, if a coach is giving one child too much attention, regularly transports children in their car, or encourages physical contact with children without obvious justification.

Poor practice should be reported in the same way as abuse in order that it can be investigated, assessed and dealt with. Low-level poor practice can often be dealt with internally and relatively informally, for example by advising, educating or training the individual about expected good practice. Repeated or more serious poor practice however, will lead to formal, firmer action being taken. External agencies such as the Police and Social Care will only be contacted if there is a risk that the poor practice may also constitute abuse.

2.6 Practice never to be sanctioned

The following should **never** be sanctioned. You should never:

- Spend excessive amounts of time alone with a child
- Take a child home to your house and be alone with them
- 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
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for children, that they can do for themselves

Please note:

It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and written consent of parents and the performers involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is of paramount importance if you are involved in any dressing/undressing of outer clothing, where there is physical contact, or lifting/assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

2.7 Indicators of Abuse

Indications that a child may be being abused include the following:

- 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.

- An injury for which the explanation seems inconsistent.
- The child describes what appears to be an abusive act involving him/her.
- Someone else (a child or adult) expresses concern about the welfare of another child.
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- Inappropriate sexual awareness.
- Engaging in sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Has difficulty in making friends.
- Is prevented from socialising with other children.
- Displays variations in eating patterns including overeating or loss of appetite.
- Loses weight for no apparent reason.
- Becomes increasingly dirty or unkempt.

It should be recognised that this list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place. It is **not** the responsibility of those working in sport to decide that child abuse is occurring but it is their responsibility to act on any concerns, by ensuring that the designated officer is informed.

2.8 Bullying

It is important to recognise that in some cases of abuse, it may not always be an adult abusing a young person. It can occur that the abuser may be a young person, for example in the case of bullying.

Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture.

Girls and boys can be bullies although it seems to be more conspicuous in boys. Although bullying often takes place in schools, research shows it can and does occur anywhere where there is inadequate supervision e.g. on the way to and from school, at a sporting event, in the playground and changing rooms. Young people who are the victim of bullies can become isolated and an easier target for other types of abuse.

Bullies come from all walks of life, they bully for a variety of different reasons and may even have been abused. Typically, bullies can have low self-esteem, be excitable, aggressive and jealous. Crucially, they have learned how to gain power over others and there is increasing evidence to suggest that this abuse of power can lead to crime.

The competitive nature of sport makes it an ideal environment for the bully. The bully in sport can be:

- A parent who pushes too hard
- A coach who adopts a win-at-all costs philosophy
- A player who intimidates inappropriately
- An official who places unfair pressure on a person.

Bullying can include:

- Physical: e.g. hitting, kicking and theft.
- Verbal: e.g. name-calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures or being excluded by their peers
- Emotional: e.g. tormenting, ridiculing, humiliating and ignoring.
- Sexual: e.g. unwanted physical contact or abusive comments.

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children and disabled adults, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm). There are a number of signs that may indicate that a young person or disabled adult is being bullied:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go to school, training or sports club.
- A drop off in performance at school or standard of play.
- Physical signs such as stomach-aches, headaches, difficulty in sleeping, bed-wetting, scratching and bruising, damaged clothes and bingeing for example on food, cigarettes or alcohol.
- A shortage of money or frequent loss of possessions.

Section 3: Promoting good practice with young people.

3.1 Introduction

Sport can play a positive part in identifying cases of child abuse occurring outside of its direct arena (e.g. at home/school). It is equally important to respond to cases that arise within sport, and make staff, coaches and volunteers aware of the procedures that must be followed.

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to try to understand these feelings and not allow them to interfere with your judgment about any action to take. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, official or volunteer may have regular contact with young people and be an important link in identifying cases where a young person needs protection. There will also be occasions where the person to whom a disclosure of abuse is made relates to matters outside of sport. All cases of serious poor practice or abuse involving staff, coaches or volunteers should be reported to the Norfolk HA Designated Officer (Contact details can be found in Appendix H).

3.2 Good practice guidelines

All personnel in sport will be encouraged to demonstrate exemplary behaviour in order to promote the welfare of young people and reduce the likelihood of allegations being made. The following are 'common sense' examples of how to create a positive culture and climate within sport:

All employers and employees (paid or voluntary) will ensure good practice by:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment i.e. no secrets)
- Treating all young people equally, and with respect and dignity
- Always putting the welfare of each young person first, before winning or achieving goals
- Maintaining a safe and appropriate distance with performers (e.g. it is not appropriate to have an intimate relationship with a child or to share a room with them)
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process
- Making sport fun, enjoyable and promoting fair play
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the NGB. Care is needed as it is difficult to maintain hand positions when the child is constantly moving.
- Keeping up to date with the technical skills, qualifications and insurance in sport
- Involving parents/carers wherever possible (e.g. for the responsibility of their children in the changing rooms). If groups have to be supervised in the changing rooms, always ensure parents/teachers/coaches/officials work in pairs
- Ensuring that if mixed teams are taken away, they should always be accompanied by a male and female member of staff. (NB However, same gender abuse can also occur.)

- Ensuring that at tournaments or residentials, adults will not enter children's rooms (other than in the role of a guardian) or invite children into their rooms
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people
- Giving enthusiastic and constructive feedback rather than negative criticism
- Recognising the developmental needs and capacity of young people – avoiding excessive training or competition and not pushing them against their will
- Securing parental consent in writing to acting *in loco parentis*, if the need arises to give permission for the administration of emergency first aid and/or other medical treatment (this will only be carried out by a person/s qualified to do so)
- Awareness of any medicines being taken by participants, or existing injuries or other health issues
- Keeping a written record of any injury that occurs, along with the details of any treatment given
- Requesting written parental consent if club officials are required to transport young people in their cars, never alone.

3.3 Code of ethics and conduct

All officials and volunteers must sign up to and adopt this guidance document. Officials, paid and voluntary will be expected to sign up to the Norfolk HA Code of Ethics and Conduct (Appendix E).

The code encourages:

- The development of an open and positive climate in sport
- Poor practice to be identified
- Investigations to be carried out
- Disciplinary action to be taken if appropriate.

3.4 Guidelines for use of photographic filming equipment at sporting events

Norfolk HA is keen to promote positive images of young people participating in sport and is not banning the use of photographic or videoing equipment. However, there is evidence that certain individuals will visit sporting events to take inappropriate photographs or video footage of young and disabled sports people in vulnerable positions. All clubs and coaches should be vigilant about this possibility. Any concerns during an event should be reported to the lead coach or Organiser and the designated officer of Norfolk HA

Norfolk HA requires parental consent forms before photographic or video images are taken or used. Parents, carers and young people understand what the photographs will be used for, who will be taking them, where they will be stored and for how long they will be kept on record.

3.5 Guidelines for the transportation of children to and from events

Although Norfolk HA do not transport children to or from any events they may be linked with, the organisation recognises its responsibility to develop clear guidelines on this topic in order to support and influence organisations/individuals in need of guidance.

Appendix J offers an example of guidelines that an organisation may adopt when transporting children.

Section 4: Recruitment, employment and deployment of staff and volunteers.

4.1 Introduction

The Norfolk Hockey Association will take the following steps to ensure unsuitable people are prevented from working with young people and vulnerable adults. The same procedures will be adopted whether employees are paid, unpaid, full or part-time.

4.2 Pre-recruitment Checks

The following pre-recruitment checks will always be carried out:

Advertising - If any form of advertising is used to recruit staff, it will reflect the:

- Open and positive stance on child protection
- Responsibilities of the role
- Level of experience or qualifications required (e.g. experience of working with children and level of NGB qualification required)
- Appropriate equal opportunities statement.

Pre-Application Information - Pre-application information sent to interested or potential applicants will contain:

- A job description including roles and responsibilities
- A person specification (e.g. stating qualifications or experience required)
- An application form.

Applications - All applicants whether for paid, voluntary, full or part-time positions will complete an application and Criminal Record Bureau (CRB) form which will elicit the following information:

- Name, address and National Insurance Number (to confirm identity and right to work).
- Relevant experience, qualifications and training undertaken.
- Vocational history (to confirm experience and identify any training needs).
- Any criminal record (to include all convictions, cautions and formal warnings)
- Whether the applicant is known to any social services department as being an actual or potential risk to children or young people.
- A self-disclosure question to establish whether they have ever had action taken against them in relation to child abuse, sexual offences or violence, and to make the commitment to inform Norfolk HA if within the time of working for us they come under investigation at any time
- 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 children and young people (previous employer).
- Any former involvement with the sport.
- The applicant's consent to abide by this Child Protection Policy and the Code of Conduct and Ethics and that in the result of failing to disclose information or subsequent failure to inform us of any investigation will result in disciplinary action or prosecution.

4.3 Checks and References

All coaches, officials or volunteers will be required to undergo an enhanced CRB check.

A minimum of two written references will be taken up and at least one should be associated with former work with children/young people. If an applicant has no experience of working with children, safeguarding and protecting young people training must be attended within 6 months of commencing their employment. Written references will always be followed up and confirmed by telephone.

Norfolk HA will ensure all staff, coaches and volunteers will undertake a CRB check and also complete a Self Declaration form, as well as providing proof of identity (passport, driving licence or similar).

All coaches, officials and volunteers must be appropriately qualified to a level stated by either the NGB's guidelines or Norfolk HA. Original documents proving such qualifications will be requested as proof and a photocopy will be kept on the Coaches/Helpers Register.

4.4 Interview and Induction

All staff, paid or voluntary, will undergo an induction process in which:

- Child protection procedures are explained and training needs around this established.
- They **sign** an agreement to abide by the organisation's Code of Ethics and Conduct and Child Protection Policy
- Their qualifications as a coach/official are substantiated
- The expectations, roles and responsibilities of the job are clarified and discussed at the induction

4.5 Training

Everyone must accept and be able to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice/concerns of possible abuse. Everyone with access to young people must have recognised and up-to-date training which may be arranged by NHA or other recognised body (ie Active Norfolk) at individual's expense. These will include:

- Safeguarding and protecting children (within 3 months of employment or volunteering)
- First Aid (within 1 year)

Where the above courses have already been attended prior to employment with Norfolk HA [or Club], certificates of attendance must be produced. All coaches will be required to attend refresher courses every 3 years.

4.6 Monitoring and Appraisal

All staff and volunteers will be given the opportunity to receive and give feedback on their performance regularly. Identification of training needs will be ascertained through the annual workforce development planning process. Managers will be sensitive to any concerns about poor practice or abuse and

act on them at an early stage. They should also offer appropriate support to those who report concerns/complaints.

4.7 Complaints Procedures

Norfolk Hockey Association will embrace any policy of its NGB [England Hockey] to deal with any formal complaint and/or appeals.

Section 5: Responding to disclosure, suspicions and allegations.

5.1 Introduction

All staff, coaches and volunteers working within Norfolk HA have the responsibility to respond immediately if a young person says or indicates that he/she is being abused, or information is obtained which gives concern that a young person is being abused. Also, suspicions of poor practice should be reported to the Norfolk HA designated officer. [Contact details in NHA handbook].

5.2 Actions to take

The person receiving information concerning disclosure should:

- Act calmly so as not to frighten the child
- Ensure the immediate safety of the young person, this may include seeking medical attention
- Tell the child he/she is not to blame and that he/she was right to tell
- Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language
- Keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said DO NOT INVESTIGATE
- Reassure the child but do not make promises of confidentiality which might not be feasible in the light of subsequent developments
- Make a written record of what had been said, heard or seen as soon as possible USING THE CHILDS LANGUAGE
- Contact the Norfolk HA designated officer immediately to report this form

Please note:

It may not be that all young or disabled performers are able to express themselves verbally. Communication difficulties may mean that it is hard for them to complain or be understood. Sometimes it is difficult to distinguish the signs of abuse from the symptoms of some disabilities or conditions, in relation to the nature of an individual's impairment. However, where there are concerns about the safety of a young performer, record what has been observed in detail and follow the NGB's procedures and report these concerns to the designated person or deputy.

5.3 Actions to Avoid

The person receiving the disclosure should not:

- panic
- allow their shock or distaste to show
- probe for more information than is offered
- speculate or make assumptions
- make negative comments about the alleged abuser
- approach the alleged abuser
- make promises or agree to keep secrets
- do not investigate

5.4 Responding to suspicions or allegations from third parties

Whilst it is not the responsibility of anyone working within Norfolk HA to make the decision as to whether or not child abuse is taking place, it is their responsibility to report concerns to the designated officer or deputy (or in their absence directly to social services) in order that the appropriate agencies can then make enquiries and take any necessary action to protect the young person.

5.5 Sharing Concerns

Sharing Concerns with Parents

Norfolk HA advocates working in partnership with parents or carers where there are concerns about their children. Therefore, in most situations it would be important to talk to parents or carers to help clarify any initial concerns. For example, if a child seems withdrawn, there may be a reasonable explanation. He/she may have experienced an upset in the family, such as a parental separation, divorce or bereavement.

When it is not appropriate to Share Concerns with Parents

There are circumstances in which a young person might be placed at even greater risk if concerns are shared (e.g. where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately). In these situations or where concerns persist, any suspicion, allegation or incident of abuse must be reported to the designated officer or deputy as soon as possible and recorded.

Designated Officer

Norfolk HA has an appointed designated officer to handle child protection issues and oversee the policy's implementation plan, along with a deputising person, if the Designated Officer is unavailable or the concerns relate to the Designated Officer. These officers will work closely with clubs and coaches to support and enhance training to ensure that every coach or volunteer understands the referral process and has access to the relevant contact's name and number.

The designated officer or their deputy if not available, will always be the initial point of contact for all staff, coaches and volunteers with concerns (unless the concern relates the designated officer or deputy). This officer will then take the necessary steps to ensure the safety of the young person. Please refer to Appendix A for the guide to procedures.

It is the role of the Designated Officer to:

- Make the decision whether or not the concern is bad practice
- Consult or refer the concern wider
- Initiate any disciplinary action
- Establish and maintain the link with statutory agencies during the investigation
- Keep the information on file
- Act as the point of contact for any consultation over concerns

Records and Information

Information passed to the social services or the police must be valuable, hence the necessity for making a detailed record as soon as possible.

Information to be provided will include the following:

- The nature of the allegation.
- A description of any visible bruising or other injuries and child's demeanor
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Witnesses to the incident(s).
- Any times, dates or other relevant information.
- A clear distinction between what is fact, opinion or hearsay.
- Information about the alleged or suspected abuser

A copy of this form will be given immediately to the Designated Officer who will then take the appropriate actions, by reporting this to either Social Services or the Police and initiating disciplinary procedures to deal with the incident. **DO NOT WAIT TO MAKE NOTES THEY NEED TO BE COMPLETED AS SOON AS POSSIBLE, date and sign.**

5.6 Allegations against staff or volunteers

In the case of the allegation being against a fellow coach, official or volunteer it is of equal importance to act immediately on the allegation, by following the above procedure of completing the incident form and informing the Designated Officer immediately. If the session is ongoing when the incident is reported then it is the responsibility of the other coaches or volunteers to ensure the immediate safety of that young person by taking the necessary steps. (See Appendix A)

Seek Advice

If a coach, volunteer, parent or young person is uncertain about whether a concern constitutes abuse they are encouraged to contact the Designated Officer for an informal discussion. On occasion the Designated Officer may be informed of situations where there is uncertainty about whether the allegation constitutes abuse or poor practice. It is the Designated Officers responsibility (in consultation with Social Services where necessary) to decide whether the incident will be treated as poor practice or will be referred out to statutory agencies.

Support for the reporter of suspected abuse

It is acknowledged that feelings generated by the discovery that a member of staff or volunteer is, or may be, abusing a child, will raise concerns among other staff or volunteers. This includes the difficulties inherent in reporting such matters.

Norfolk HA assures all staff/volunteers that they will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or the possibility that a child maybe being abused. A copy of the Norfolk HA's Whistle blowing Policy can be found in Appendix F.

Types of Investigation

Where there is a complaint of abuse against a member of staff or volunteer, there may be three types of investigation carried out by different agencies:

- Criminal - Police

- Child protection - Social Services Department / Police
- Disciplinary or misconduct - National Governing Body or Norfolk HA

Civil proceedings may also be initiated by the person or family of the person who alleged the abuse. The results of the police and social services investigation may well influence the Norfolk HA's disciplinary investigation, but not necessarily.

The following action will be taken by Norfolk HA if there are concerns:

Poor Practice

- If, following consideration, the allegation is clearly about poor practice rather than abuse, Norfolk HA's Designated Officer will deal with it as a misconduct issue, under the guidance of the Norfolk County Council's Standards of Conduct and Behaviour.
- If anybody involved is unhappy with the way an allegation has been handled they can contact the Designated Officer's direct Line Manager. (appendix G)

Suspected Abuse

- Any suspicion that a child has been abused by either a member of staff or a volunteer must be reported to the Designated Officer or deputy (if immediate action is required the Police / Social Services should be contacted immediately) who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The designated officer will refer the allegation to the Social Services department who may involve the police.
- The parents or carers of the child will be contacted as soon as possible following advice from the social services department. Social services may lead on this

Notification to Social Services

The Designated Officer has the responsibility to pass on the information to social services. An incident report form must be sent in writing to the Duty Manager, Social Services, in the area in which that young person lives. Within 24 hours Social Services will consider the available evidence and decide how and when to proceed in consultation with the police if necessary. Witnesses may be asked to be involved in their enquiries. If social services decide to take no further action, feedback will be provided to the referrer. This information will be done in a manner consistent with respecting the confidentiality of the child and family.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only. This includes the following people:

- The Designated Officer or deputy
- The parents of the person who is alleged to have been abused (**unless they are the alleged abusers**)
- The person making the allegation.
- Social Services/police.

- Designated Officers within the governing body of sport e.g. Legal Adviser; Lead Child Protection Officer, County Sports Partnership Designated Child Protection Officer.

Note:

Seek Social Services advice on who should approach the alleged abuser or the parents if the alleged abuser is a young person, the police are likely to lead on any enquiry in respect of this.

It will be the Designated Officer's responsibility to ensure that information will be stored securely with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Internal Enquiries and Suspension

- Norfolk HA Management will make an immediate decision about whether any individual accused of abuse should be temporarily suspended (in line with constitutional powers) pending further police and social services inquiries.
- Irrespective of the findings of the social services or police inquiries, Norfolk HA must assess all individual cases under the appropriate misconduct/disciplinary procedure to completion, to decide whether a member of staff or volunteer should be reinstated and how this can be sensitively handled with other staff or volunteers. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, Norfolk HA must reach a decision based on the balance of probabilities in relation to continued risk, and all available information. **The welfare of children will always remain paramount.**

Support to deal with the after-effects

- Consideration should be given about what support may be appropriate to children, parents and members of staff. Social Services will advise on this
- Consideration should be given about what support may be appropriate to the alleged perpetrator of the abuse.

5.7 Allegations of previous abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children). Where such an allegation is made, the procedures as detailed above will be followed and the matter reported to Social Services or the police. This is because other children, either within or outside sport, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999 which states that it is an offence for an individual to apply for, or for an employer to offer, employment with children and young people.

5.8 Action if bullying is suspected

Those responsible for bullying as well as those who are bullied need prompt and effective intervention from adults.

Action to help the victim and prevent bullying in sport:

- Take all signs of bullying seriously.
- To discuss openly with the whole group at sessions that this kind of behaviour is not and will not be tolerated.
- Encourage all children to speak and share their concerns. Help the victim to speak out and tell the person in charge or someone in authority. Create an open environment.
- Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately, ask open questions
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else, there may be more substance to the allegation that comes out later
- Keep records of what is said (what happened? By whom? When?).
- Report any concerns to the person in charge at the session who will then contact the designated officer.

Action towards the Bully (ies):

The coach or person in charge should:

- Talk with the bully (ies), explain the situation, attempt to help the bully (ies) to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents.
- Insist on the return of 'borrowed' items and that the bully(ies) compensate the victim.
- Provide support for the coach of the victim.
- Impose sanctions as necessary.
- Encourage and support the bully (ies) to change behaviour.
- Hold meetings with the families to report on progress.
- Inform all organisation members of action taken.
- Keep a written record of action taken.

If the bullying is considered to be serious or is not sufficiently dealt with then it must be referred to the Designated Officer.

Section 6: Confidentiality and record-keeping

6.1 Confidentiality

All information relating to concerns will be treated on a strictly 'need-to-know' basis. This may include the following people:

- The DCPO
- The Deputy DCPO
- Parents or relatives of the person who is alleged to have been abused
- The person reporting the concern
- Social Care (formerly Social Services)
- The Police
- The President/Chair of Norfolk HA (where the concern relates to a member of staff/volunteer)

If it is deemed appropriate to do so we may also seek to share information with partners such as Governing Bodies of sport, County Sports Partnerships and Local Authorities. This will only happen if sharing the information may help prevent further instances of abuse. For example, if the alleged abuser is known to coach for a Local Authority as well as for Norfolk HA. We will always seek guidance from Social Care and / or the Police before sharing information in this manner.

In the case of abuse (not poor practice) we will only contact the alleged abuser (or the parents if the alleged abuser is a child) following advice from Social Care or the Police.

6.2 Confidentiality – Self Disclosures

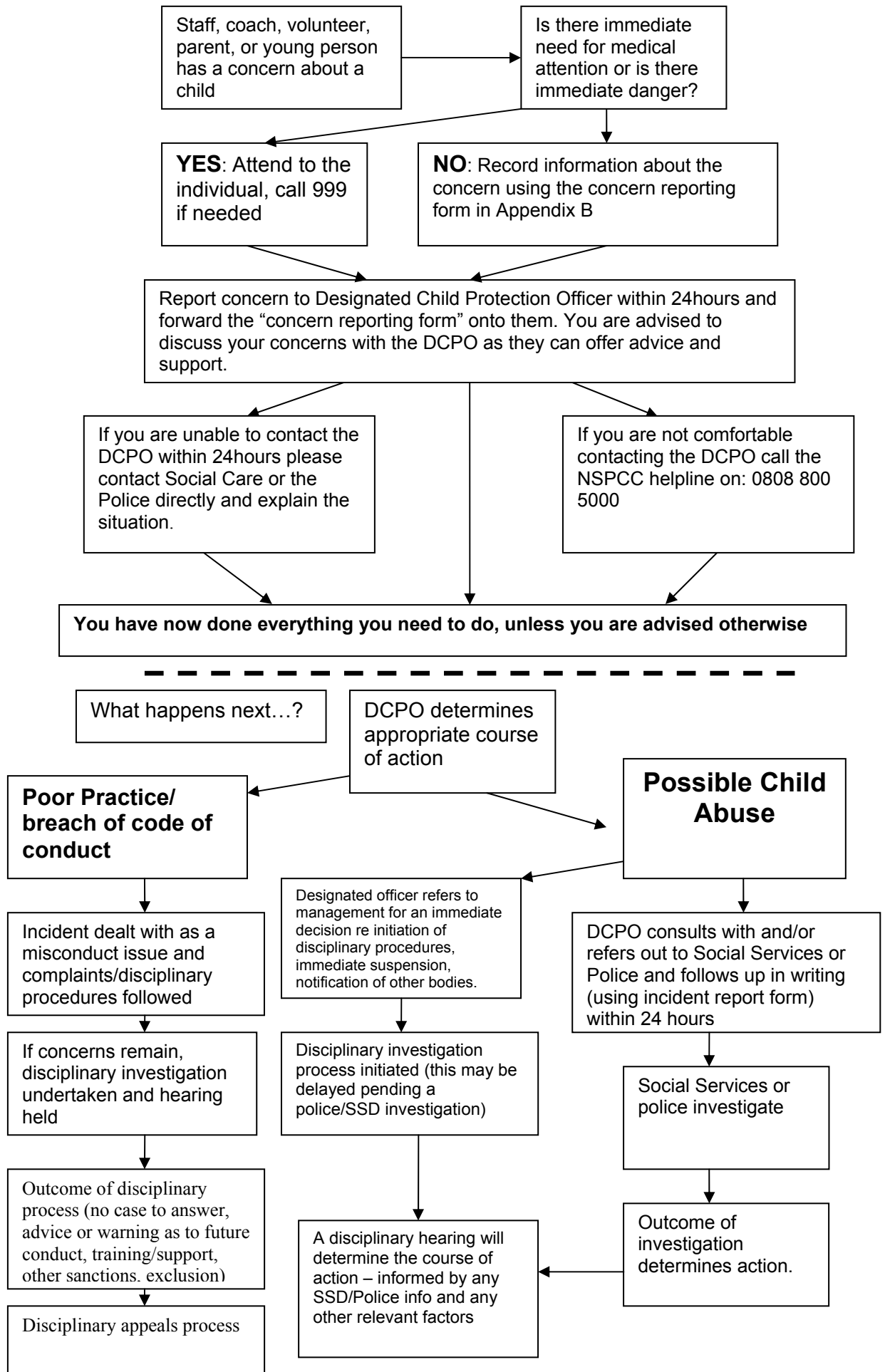
Information on a self-disclosure form must only be disclosed to those who are involved in the assessment of the information. The information will only be used for the specific reason it was collected, and not passed on to any other organisations/individuals.

All self-disclosure forms will be stored securely by the DCPO in lockable storage with access strictly limited to those who are entitled to see it (see previous paragraph). As with CRB forms, copies of self-disclosure forms will not be made, and originals will be securely destroyed (shredded) no longer than six months after a decision has been made as the suitability of an individual for a role within Norfolk HA. However, a record will be kept of the names of people who have completed self-disclosures, the date they completed the form and the decision made about the suitability for a role (but no details of any convictions etc.).

6.3 Record-keeping

All records and information relating to concerns will be stored securely, in line with Data Protection laws.

Appendix A - Procedures for Reporting a Concern.



Appendix B - Concern Reporting Form

Please give as much information as possible, using extra sheets if necessary. Once completed please pass this form to the Designated Child Protection Officer.

<i>Your Details</i>		
Name:	Contact Number:	
Position:		
<i>Details of the individual at risk</i>		
Name:	Age:	Gender:
Home address:	Home phone number:	
	Name of parent(s) / carer(s):	
Are there any special factors relating to this individual (e.g. ethnicity, religion, language difficulties, disability)? Please give details:		
<i>Details of your concern</i>		
What is your concern? If you are reporting the concerns of someone else please include their details.		
Please describe what has prompted your concern. Include times, dates, and details of any specific incidents, and names of any people involved.		
Please give details of the person(s) allegedly responsible for abuse/poor practice:		
Have you spoken to the individual at risk? If so, what was said?		
Have you spoken to anybody else about your concern? If so, please give details, including any further actions agreed:		
Is there any other information you feel is relevant to this incident?		
Your signature:	Date:	

Thank you. Please now pass this form to the Designated Child Protection Officer.

Appendix C - Signs of Abuse

Please note:

- These lists are a guide and are not exhaustive or definitive.
- The presence of one or more of these signs is not confirmation that abuse is taking place. There may be other, more innocuous reason behind them. However, if you have any doubts or concerns then you have the responsibility to report them.

Type of abuse	Physical Signs	Behavioural Signs
Physical	<ul style="list-style-type: none"> • 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. • Bruises that reflect hand marks or fingertips (from slapping or pinching). • Cigarette burns. • Bite marks. • Broken bones. • An injury for which the explanation seems inconsistent. 	<ul style="list-style-type: none"> • Fear of parent being approached for an explanation. • Aggressive behaviour or severe temper outbursts. • Flinching when approached or touched. • Reluctance to get changed, or covering up (e.g. wearing long sleeves in hot weather). • Depression. • Withdrawn behaviour. • Running away from home. • Distrust of adults, particularly those where a close relationship would normally be expected.
Emotional	<ul style="list-style-type: none"> • A failure to thrive. • Sudden speech disorders. • Developmental delay, either in terms of physical or emotional progress. • Self harm. 	<ul style="list-style-type: none"> • Neurotic behaviour, such as hair twisting or rocking. • Prevented from socialising with other children. • Fear of making mistakes. • Fear of parent being approached regarding their behaviour.
Sexual	<ul style="list-style-type: none"> • Pain or itching in private areas of the body. • Bruising or bleeding in private areas of the body. • Sexually transmitted disease. • Vaginal discharge or infection. • Stomach pains. • Discomfort when walking or sitting down. • Pregnancy. • Bedwetting. 	<ul style="list-style-type: none"> • Sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn. • Fear of being left with a specific person or group of people. • Having nightmares. • Running away from home. • Sexual knowledge beyond their age or their natural development. • Sexual drawings or language. • Saying they have secrets they cannot tell anyone about. • Self-harm or mutilation, sometimes leading to suicide attempts. • Eating problems such as overeating or anorexia.
Neglect	<ul style="list-style-type: none"> • Constant hunger, sometimes stealing food from others. • Constantly dirty or smelly. • Loss of weight, or being constantly underweight. • Inappropriate dress for the conditions. 	<ul style="list-style-type: none"> • Complaining of being tired all the time. • Not requesting medical assistance and/or failing to attend appointments. • Having few friends. • Mentioning their being left alone or unsupervised.

Appendix D - Self-Disclosure Form

CONFIDENTIAL

We ask you to complete this form so that we are confident of your suitability to work with and around children. For more information read our Child Protection Policy.

Have you ever been convicted of a criminal offence or been the subject of a Caution or Bound Over Order?

YES NO (please tick)

If YES, please state the nature and date(s) of this offence(s):

You are advised that under the provisions of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended by the Rehabilitation of Offenders Act 1974 (Amendment) 1986, you should declare all convictions, including spent convictions.

Have you ever been subject to any disciplinary action or sanctions relating to child abuse?

YES NO (please tick)

If YES, please give details:

You are required to sign below to certify that:

- You are not known to any Social Services / Social Care department as being an actual or potential risk to children;
- You have not been disqualified or prohibited from fostering children or had any rights or powers in respect of any child vested in you assumed by a local authority;
- No child has been ordered to be removed from your care;
- You will inform Norfolk HA within 24 hours if you are arrested or investigated in connection with concerns about your behaviour towards children.

Signed: _____ Date: _____

Name (please print): _____

Any surname you were previously known by: _____

Address: _____

Date of Birth: _____ Place of Birth: _____

We reserve the right to carry out checks to verify the information given on this form. You may be subject to disciplinary action if any information is found to be false.

Appendix E - Code of Ethics and Conduct

Sports coaching helps the development of individuals through improving their performance.

This is achieved by:

- identifying and meeting the needs of individuals
- improving performance through a progressive programme of safe, guided practice, measured performance and/or competition
- creating an environment in which individuals are motivated to maintain participation and improve performance.

Coaches must comply with the principles of good ethical practice listed below.

- 1 Coaches must respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
- 2 Coaches must place the well-being and safety of the performer above the development of performance. They should follow all guidelines laid down by the sports governing body and hold appropriate insurance cover.
- 3 Coaches must ensure that they follow the procedures within the Norfolk HA Child Protection Policy, and respond to any allegations or suspicions
- 4 Coaches must encourage and guide performers to accept responsibility for their own behaviour and performance.
- 5 Coaches will hold up-to-date and nationally recognised governing body coaching qualifications.
- 6 Coaches must ensure the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the individual.
- 7 Coaches should, at the outset, clarify with performers (and where appropriate with their parents) exactly what is expected of them and what performers are entitled to expect from their coach. A contract may sometimes be appropriate.
- 8 Coaches should cooperate fully with other specialists (eg other coaches, officials) in the best interests of the performer.
- 9 Coaches should always promote the positive aspects of their sport (eg fair play) and never condone rule violations or the use of prohibited substances.
- 10 Coaches must consistently display high standards of behaviour and appearance.
- 11 Coaches must develop an appropriate working relationship with performers (especially children), based on mutual trust and respect. Coaches must not exert undue influence to obtain personal benefit or reward.

I have read the above and agree to abide by the points made:

Signed:

Print name:

Date:

Appendix F – Whistle-blowing Policy

Section 1: Introduction –

1.1 As a person working for Norfolk HA you may be the first to realise that there could be something seriously wrong within the activity that we are delivering. However, you may feel that speaking up would be disloyal to your colleagues or to your sport. You may also fear harassment or victimisation. In these circumstances it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

1.2 The Norfolk HA is committed to the highest possible standards of openness, integrity and accountability. We expect volunteers, and others that we deal with, who have serious concerns about any aspect of Norfolk HA work to come forward and voice those concerns.

1.3 The purpose of this Policy and the accompanying Whistle-blowing Procedure is to make it clear that you can raise your concerns in confidence without fear of victimisation, subsequent discrimination or disadvantage. The Norfolk HA encourages you to raise serious concerns in the first instance **within** hockey rather than overlooking a problem or 'blowing the whistle' outside, and we would rather that you raised the matter when it is just a concern rather than waiting for proof.

1.4 You should raise appropriate concerns with the Designated Officer at Norfolk HA, or consequently if the matter concerns them, their senior.

1.5 The Norfolk HA recognizes volunteers may wish to seek advice and be represented.

Section 2: Aims and scope of the policy.

This policy aims to:

- encourage you to feel confident in raising serious concerns and to question and act upon concerns;
- provide avenues for you to raise those concerns and receive feedback on any action taken;
- ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied;
- reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have raised any concern in good faith.

Section 3: The Norfolk HA's promise to you.

3.1 The Norfolk HA is committed to good practice and high standards and wants to be supportive of employees and others who work within hockey.

3.2 The HA recognises that the decision to report a concern can be a difficult one to make. If you raise your concern based on reasonable belief and in good faith, you have nothing to fear because you will be doing your duty. If your concern is not confirmed by the investigation, no action will be taken against you.

3.3 The Norfolk HA will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith, even if you are genuinely mistaken in your concerns. Any harassment or victimisation of a whistleblower may result in disciplinary action against the person responsible for the harassment or victimisation.

3.4 Any investigations into allegations arising from your whistle blowing will not influence or be influenced by any other personnel procedures to which you may be subject.

Section 4: Confidentiality.

4.1 All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. If we are not able to resolve your concern without revealing your identity (e.g. because your evidence may be needed in Court), we will discuss this with you.

Section 5: Anonymous allegations.

5.1 This policy encourages you to put your name to your allegation whenever possible.

5.2 Concerns expressed anonymously are much less powerful but may be considered by the Council taking into account:

- the seriousness of the issues raised;
- the credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources.

Appendix G – Sample Incident Record Form

Referrers name:
Referrers phone number:
Referrers position:
Child's name:
Child's address:
CONTACTED YES <input type="checkbox"/> NO <input type="checkbox"/>
Parents/carers names, address and phone number:
Child's date of birth:
Date and time of any incident:
Your observations KEEP FACTUAL:
Exactly what the child said (using the child's language) and what you said: (Remember: do not lead the child – record actual details. Continue on separate sheet if necessary)
Sign Date Time
DO NOT DELAY IN THE SUBMISSION OF THIS FORM BECAUSE YOU ARE UNABLE TO COMPLETE ALL OF THE DETAILS, PLEASE CONTINUE TO NEXT PAGE

Details of alleged / suspected abuser:

Name:

Their position:

Address:

Any other details that you feel will be important:

External agencies contacted in an emergency or when the Designated Officer was not contactable:

Police:

Name and number of contact:

Action Agreed:

Social Services:

Name and number of contact:

Action Agreed:

I can confirm that to the best of my knowledge the information provided above is correct, and that I will be available to answer any further questions on this matter.

Referrers Signature:

Print name:

Date:

ANY INCIDENT MUST BE REPORTED IMMEDIATELY TO THE DESIGNATED OFFICER.

Sheila George
Norfolk Hockey Association
England Farm House
1 George Lane, Acle
Norwich
NR13 3DR
TEL: 01493 752189

Appendix G: Other contact details

Norfolk Hockey Designated Child Protection Officer – Sheila George 01493 752189
 Deputy CPO – Ian Parkin – 01263 515916 (m) 07770770571

The NSPCC (National Society for the Prevention of Cruelty to Children)	0207 825 2500 Helpline: 0808 800 5000	www.nspcc.org.uk
The CPSU (Child Protection in Sport Unit)	0116 234 7278 / 7280	www.thecpsu.org.uk
Childline UK	0800 1111	www.childline.org
CRB (Criminal Records Bureau)	0870 909 0811	www.crb.gov.uk
British Association for Counselling and Psychotherapy	0870 443 5252	www.bacp.co.uk
Sports Coach UK	0113 274 4802	www.sportscoachuk.org
Police hotline: CDAIU – Child and Domestic Abuse Investigation Unit	01480 428080 (8am – 6pm), 0845 4564567 (other times) 07786 200777 (text only)	N/A
Local Social Care (previously known as Social Services):	0844 800 8014 (for social care issues relating to a child or young person) 24 Hour Duty Social Worker - 01603 614022 Police Child Protection: 01603 276313 (family protection unit) MAIN NUMBER CHILD PROTECTION 24 HOURS 0844 800 8014	N/A
England Hockey:	01908 544644	

Appendix H - Role Description of Designated Child Protection Officer

Norfolk HA has a Designated Child Protection Officer. This role is referred to throughout this policy. The person in this role is responsible for:

- Receiving and acting upon any reported concerns.
- Ensuring all volunteers and clubs are familiar with, and adhere to the Child Protection Policy.
- Ensuring the Policy is implemented and promoted.
- Promoting best safeguarding practice across the wider partnership network.
- Acting as a first point of contact for Norfolk HA on issues of Child Protection, both internally, and for members of the public and other external contacts.
- Representing the key link to statutory agencies (Social Care or Police) during and following formal investigations.
- Maintaining and updating the policy.
- Keeping an up-to-date knowledge and understanding of the area of child protection, including attending appropriate training.
- Ensuring all relevant information around Child Protection is communicated to those in Norfolk Hockey.
- Providing guidance on relevant matters to those within Norfolk hockey and to other volunteers as appropriate.
- Securely storing records of any concerns.
- Advocating the importance of Child Protection to those within Norfolk Hockey.
- Ensuring that when on leave or absent from work for any significant period, that the role of DCPO is suitably covered by another member of staff.

The current Designated Child Protection Officer for Norfolk Hockey Association is:

Sheila George
England Farm House
1 George Lane
Acle, Norwich
NR13 3DR
01493 752189

Appendix I - Code of conduct for those within Norfolk HA relating to when working with young people and vulnerable adults

As a member of Norfolk HA, you should:

1. Recognise that the safety, well-being and enjoyment of participants is of greater importance than their performance.
2. Treat everyone with dignity and respect.
3. Ensure everyone has equal opportunity to take part and contribute.
4. Show consistently high standards of professional behaviour and appearance, acting as a positive role model for Norfolk Hockey.
5. Avoid using inappropriate language in front of, about, or to a child.
6. Avoid showing favouritism to any individual.
7. Avoid physical contact unless it is justified in the context of the activity, explained to the individual, and with their permission.
8. Avoid being alone with a child in any situation.
9. Avoid doing things of a personal nature that a child can do for themselves.
10. Challenge any form of abuse, bullying, discrimination, bad language, violence or any other offensive or inappropriate behaviour.
11. Report any concerns using the process in this policy.
12. Promote the positive aspects of sport such as fair play, team-work and self-respect. Challenge anyone who goes against this.
13. Establish with participants at the start of any session, the behaviour expected of them.
14. Maintain a safe environment.
15. Ensure all participants are adequately supervised at all times, in line with recommended supervision ratios for the activity / sport.
16. Have access to a phone and a first aid kit, or a first aid trained person.
17. Be aware of all necessary procedures and information relevant to your position. This will include emergency procedures, risk assessments, registration procedures, medical information, parental consent, guidance on photography and filming etc
18. Conduct all dealings with children in a public environment in full view of others.
19. Not place yourself in a situation where you may be open to suspicion or allegation, or where your actions may be misinterpreted.
20. Ensure that due care is given to the weather and the environment, with respect of clothing, equipment, health and safety, and activities.
21. Seek guidance if they are unsure of anything relating to their conduct.

Notes:

In some unavoidable situations you may find yourself unable to follow certain of these guidelines. As a rule of thumb: if by following one of these guidelines you are putting an individual at greater risk, then take alternative action. If this is the case then common sense should dictate your response, with the safety and well-being of the child in mind. For example:

- A distressed child may require physical contact, such as an arm round the shoulders, to comfort or reassure them. Try to ensure you are with, or in sight of, a colleague, and ensure the purpose of your actions is clear.
- A child who has not been collected after a session should be offered a lift home after a reasonable amount of time, and if the parents cannot be contacted. In this case take a colleague with you, or if this is not possible, let a colleague know what you are doing, and have the child sit in the back seat.
- Physical restraint may be needed to manage certain situations, such as if a fight breaks out. Again, ensure the purpose of your actions is clear, and keep any physical intervention to the minimum required to prevent harm to any young people or others.

Appendix J - Transporting children

Norfolk HA has set out the following guidelines for good practice when it is necessary to transport children.

Car journeys

The first key points are:

- When parents make the travel arrangements to and from an activity without the knowledge of the organising body it is the responsibility of the parents to ensure the arrangements are both safe and appropriate.
- When an organisation makes the arrangements for travel there must be a risk assessment undertaken by members of staff and volunteers. The risk assessment will need to cover the following areas:
 - Ensure all vehicles are correctly insured
 - Ensure all drivers have a valid and appropriate license
 - Ensure all safety measures are available i.e. seatbelts and booster seats
 - Ensure an appropriate child-adult ratio
 - Ensure all drivers have adequate breaks
- It is also important that wherever possible children are in the back seat of a car. The legal requirements also state that there are seatbelts and booster seats; this is for health and safety reasons.
- Where a journey is planned, written parental consent is necessary if a volunteer or member of staff is to be transporting children.

Along with safeguarding the children it is also important that any members of staff or volunteers are aware of good-practice that is required to protect themselves:

- A collection policy needs to be agreed with parents which will ensure a clear understanding of collection arrangements between all involved
- Always tell another hockey colleague that you are transporting a child, giving details of routes, length of journey and arrival times
- Take all reasonable safety measures (seat belts, booster seats)
- Take another colleague with you where possible
- Call the child's parents to inform them you are transporting their child advising them of when you expect to arrive

Trips away from home including overnight stays.

The key points in this situation are outlined below:

- **Designate a Child Protection Officer for the trip.** This will ensure that a group leader is responsible for the safety and well-being of all children. The Child Protection officer will be responsible for all practical arrangements and act as the main contact for any concerns that may arise. They are also recommended to produce a detailed itinerary.
- **Conduct a Risk Assessment.** Any potential risk areas should be identified at the planning stages. A risk assessment is a legal requirement which must be presented in writing. It is also important that this is an on-going process so that throughout the trip any unexpected situation is able to be dealt with.
- **Travel Arrangements.** It is paramount that there is adequate and relevant travel insurance. If a trip involves travel abroad organisers must ensure they are aware of local procedures and the emergency services details.
- **Adult to Child Ratios.** Any trip away, abroad or at home must be planned to involve at least two adults. It is preferable to have one male and one female although it is understood that this is not always possible. The adults that are selected to be involved should be recruited in accordance with the policy's procedures for selection and

recruitment. All group leaders should also be familiar with, and abide by Norfolk HA's policy, procedures and code of conduct.

- **Accommodation.** Organisers should find out as much as possible about the accommodation and conduct an initial visit if this is feasible. These checks should be carried out in advance of the trip to allow time for identification of practical issues that may need discussing with children and parents. Below is a short list of proposed considerations to be made concerning accommodation arrangements:
 - Location
 - Sleeping arrangements
 - Appropriate safeguards
 - Special access or adaptive aids
 - Environmental factors
 - Personal safety issues
- **Accommodation cont.** Exchange Visits and Hosting – there must be a shared understanding or standards expected from both parties. These must include arrangements for supervision, CRB checks, references, and emergency contact numbers.
- **Accommodation cont.** Residential at a Facility or Centre – organisers must ensure that the facility is appropriately licensed with adequate insurance. There must be a child protection policy and complete Health and Safety documents. All staff must be CRB checked and fully qualified and trained.
- **Involving Parents.** If possible a meeting should be held with parents before departure so that there is an opportunity for information sharing. This will also mean that questions can be answered and joint decisions be made. A code of conduct must be agreed in advance of the trip so that all involved are aware of unacceptable behaviour. It is also recommended that parents complete a consent form and provide emergency contact details.
- **During the Trip.** Children must not be allowed to wander alone in unfamiliar places and arrangements must be made for supervision and risk assessments during all free time. All group leaders must have clear roles and responsibilities and must not be over familiar with the children. The use of alcohol, drugs or engaging in sexual relationships (between two young people) must not be condoned throughout the trip.
- **After the trip.** If appropriate, a debrief will take place with all involved in the trip looking at what went well, not so well and what could have been done differently.