



Welfare Incident Reporting Guidance



ENGLAND
HOCKEY

Policy No AFHC CP2021v1

AFHC WELFARE INCIDENT REPORTING GUIDANCE

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 members know how to respond, and who will do this. Your organisation’s Welfare Officer should be your first point of contact. The Club Welfare Officer is:

CONTACT NUMBERS – ALSO SEE INCIDENT FORM

Club Welfare Officer David James	Djames0912@gmail.com 07555 338045
Club Deputy Welfare Officer Sarah Oates	Sarah_oates@hotmail.co.uk 07720 812381
England Hockey Ethics and Compliance Manager	01628 897 500
Surrey Social Services	0300 470 9100
Hampshire County Council	0333 370 4000
Police – Non Emergency	101

- If your concern is regarding the Welfare Officer, report directly to the England Hockey Ethics and Compliance Manager.
- Welfare Officers should not deal with issues in isolation, they should receive support in dealing with issues by other trusted people (will vary according to organisation)
- Minimise the number of people that you share a concern with, only share information on a need to know basis
- If in doubt – ask for advice from your organisation’s Welfare Officer or England Hockey (Ethics and Compliance Team)
- Deal with incidents and concerns quickly – problems escalate when they don’t get addressed

Responding to concerns

Concerns may be raised in response to the following: There are a number of reasons a person might need to report a concern:

- something a young person has said to you – a disclosure
- signs or suspicions of abuse



Welfare Incident Reporting Guidance



ENGLAND
HOCKEY

Policy No AFHC CP2021v1

- allegations made against a member of staff or a volunteer
- allegations made about a parent, carer or someone not working within the sport
- bullying
- a breach of the Code of Ethics and Behaviour
- observation of inappropriate behaviour
- anything which makes them uncomfortable based on inappropriate behaviour of an adult or changes in behaviour of a young person
- behaviour being contrary to England Hockey's Safeguarding and Protecting Young People in Hockey Policy and Procedures and Code of Ethics and Behaviour.

It is important to note that even if an incident occurs outside 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.

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.

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 tell me about, explain to me, describe.
- Tell them what you will do next and with whom the information will be shared
- Report the incident to your Welfare Officer or England Hockey Ethics and Compliance Manager



Welfare Incident Reporting Guidance



ENGLAND
HOCKEY

Policy No AFHC CP2021v1

- 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 2).

NEVER

- Panic
- Make promises you cannot keep, including promises to keep secrets
- Make a young person repeat the information unnecessarily
- Question the detail of what the young person has shared
- Delay in reporting to your Welfare Officer or England Hockey Ethics and Compliance Manager
- Make assumptions
- Approach the alleged abuser
- Take sole responsibility.

It is acknowledged that taking appropriate action is never easy and the discovery that a member of a club or colleague may be acting inappropriately, bullying or abusing a child will raise concerns and emotional feelings for the person receiving the concern, and among other colleagues. These emotions may evolve around feelings of:

- Doubt: Is it true?
- Guilt: Should I have known?
- Did I miss something?
- Did I have any suspicions?
- Should I have said something?
- Fear: Will others or I be suspected?
- What actions should be taken?
- Confusion: What will happen?
- What will be the effect?
- Concerns: What can I do to support all those people who may need support?
- How will it affect further relationships or contact with children?
- Are there systems in place to expose future situations?

These are natural responses, but remember that the safety and welfare of young people is paramount.

It is NOT the club's responsibility to decide if a child is being abused or poor practice has occurred. Any concerns or allegations will be managed by England Hockey, with the club's cooperation and assistance.



Welfare Incident Reporting Guidance



ENGLAND
HOCKEY

Policy No AFHC CP2021v1

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 Welfare Officer or England Hockey Ethics and Compliance Manager who will:

- support you
- listen to you
- take all concerns seriously
- act immediately within hockey's policies, procedures and systems
- advise you what actions you need to take (if required).

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 reporting process depends 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. As soon as possible after concerns have been reported to you, complete the safeguarding referral form and contact your Welfare Officer. This form can be found here. [afhccp12v4welfareincidentform.docx.pdf](#) ([afhockey.com](#))

Club Welfare Officer David James	Djames0912@gmail.com 07555 338045
Club Deputy Welfare Officer Sarah Oates	Sarah_oates@hotmail.co.uk 07720 812381

In their absence, contact England Hockey's Ethics and Compliance Manager on 01628 897500 or email: safeguarding@englandhockey.co.uk.



Welfare Incident Reporting Guidance



ENGLAND
HOCKEY

Policy No AFHC CP2021v1

Good Practice in Sharing Information

Some information that may need to be shared regarding a concern for the well-being of a young person may be personal and/or sensitive.

GOLDEN RULES OF SHARING SENSITIVE INFORMATION

1. The Data Protection Act is not a barrier to sharing information, it provides a framework to ensure personal information is shared appropriately.
2. Be open and honest with the young person (and / or their family where appropriate) about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice if you are in any doubt. Advice could come from England Hockey Ethics and Compliance Manager, NSPCC, Local Authority Children's Social Care Dept (Social Services) or the Police. It may be possible to gain the advice without disclosing the identity of the young person.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgment, that lack of consent can be overridden in the interest of the young person. You will need to base your decision on the facts of the situation.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the young person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, share only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it - whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose. (Inform the England Hockey Ethics and Compliance Manager of your actions).

Confidentiality

Every effort must be made to ensure that confidentiality is maintained when an allegation has been made and is being investigated.



Welfare Incident Reporting Guidance



**ENGLAND
HOCKEY**

Policy No AFHC CP2021v1

- 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 young person is put in danger either by further inappropriate action of any adult involved or 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.

Under no circumstances should concerns be discussed with the Club Committee or other Club member unless otherwise advised. Inappropriate discussion may jeopardise a Police/Social Services investigation and place a child at risk.

**IN THE EVENT YOU CANNOT CONTACT THE CHILD WELFARE OFFICER/DEPUTY
AND YOU BELIEVE A YOUNG PERSON IS AT RISK DO NOT HESITATE TO
CONTACT THE AUTHORITIES DIRECTLY.**