



England Handball Safeguarding

Guidance & Good Practice

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1. Safe recruitment of staff and volunteers

All reasonable steps must be taken to ensure unsuitable people are prevented from working with young people in handball. Whilst there may be some reservations that volunteers could be put off by having to go through a recruitment process, it is important to ensure reasonable steps have been taken to identify unsuitable individuals. The guide below offers advice on the elements that an ideal safe recruitment practise would follow.

The following steps should be carried out:

- Planning
- Advertising
- Application Form and Self Disclosure
- Interview
- References
- DBS disclosure where appropriate
- Induction
- Monitoring and Appraisal

Planning

Pre-application information should be written before the role is advertised and should contain:

- a job description, including roles and responsibilities;
- a person specification (e.g. stating qualifications or experience required);
- a self disclosure form (for applicants to declare prior convictions or other potentially relevant information) – see Templates and Forms section.

Advertising

Advertising should reflect the:

- aims of the particular programme involved;
- key responsibilities of the role;
- level of experience or qualifications required (e.g. experience of working with young people, level two Coach qualification required);
- the club's open and positive stance on Safeguarding and equal opportunities;
- need for a satisfactory reference/background checks (e.g. enhanced DBS disclosure).

Applications

All applicants who will work with young people, whether for paid or voluntary, should complete an Application form and Self-disclosure form (see Templates and Forms section). If the role meets the eligibility criteria for 'regulated activity', then the form should ask if they are barred from working (including volunteering) with children.

Interview, references and disclosure

An interview (which does not have to be overly formal) should take place for positions involving working with young people. This also provides an ideal opportunity to view certificates to confirm qualifications held and photographic identification documents.

Once a successful candidate is chosen, they should be offered the role subject to satisfactory references and vetting checks. A minimum of two references should be requested; ideally at least one should be associated with former work with young people (see Templates and Forms section for Reference request form)

If the role is in 'regulated activity' then an enhanced DBS disclosure with barring check must be completed. See Disclosure and Barring Service Guidance on page 4.



The same emphasis should be placed on ensuring that volunteers are vetted as for paid employees.

Induction

All staff (paid or voluntary) should undergo an induction which should include:

- Information about the safeguarding policy and procedures;
- That their qualifications are substantiated (if not already completed);
- That they complete a profile to identify training needs/aspirations;
- That they are reminded that they have agreed to abide by all England Handball policies and procedures and they may face disciplinary action if they are broken;
- the expectations, roles and responsibilities of the job are clarified
- Mentoring where appropriate.

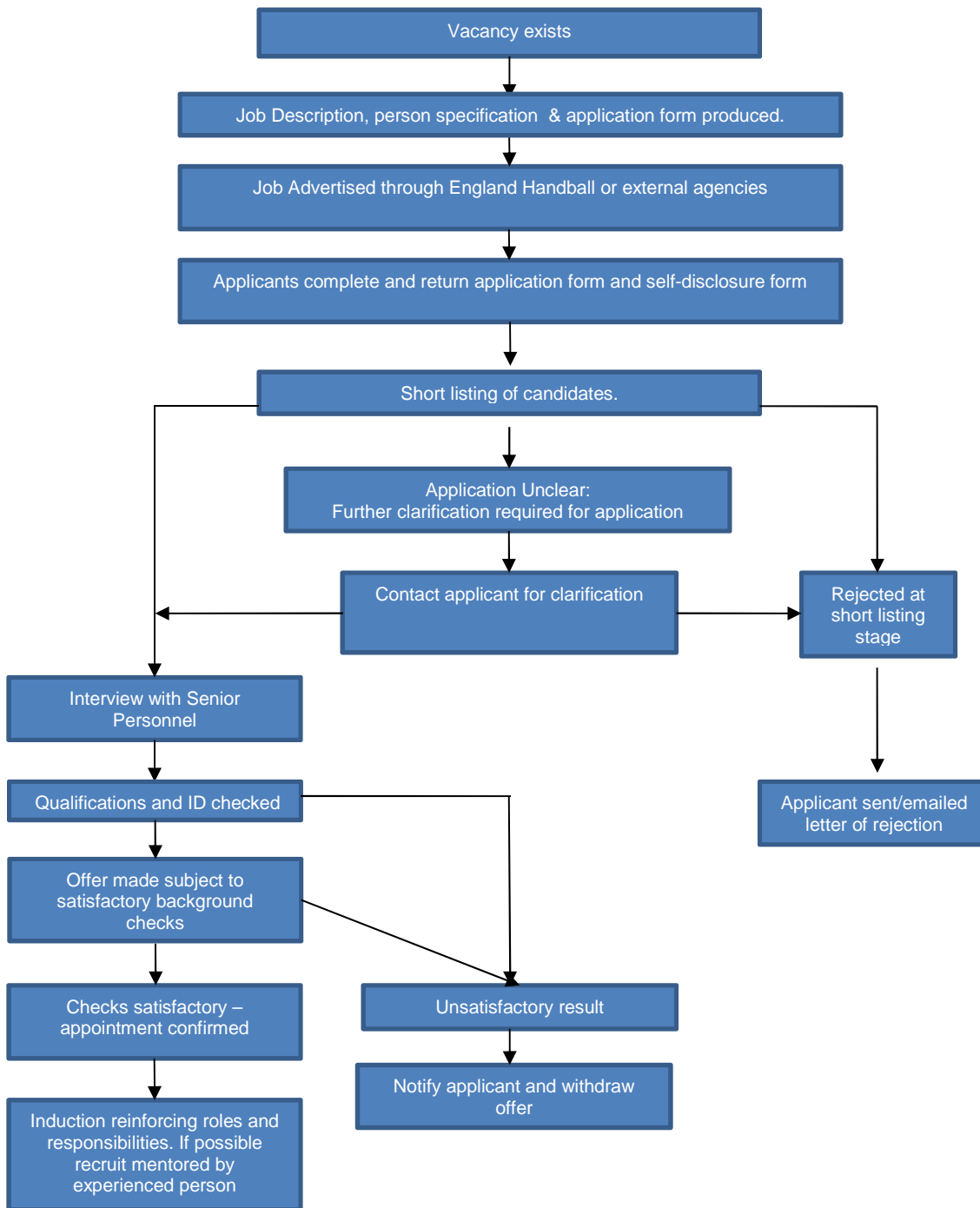
Checks are only part of the process to protect young people from possible abuse. Appropriate training will enable individuals to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice/concerns of possible abuse. See Templates and Forms section for Induction checklist.

Monitoring and appraisal

At regular intervals (or following a particular programme), employees/volunteers working with young people should be given the opportunity to receive feedback or an appraisal to identify training needs and set new goals.



Sample recruitment flowchart:





2. DBS Disclosures and Risk Assessment

In December 2012, the Criminal Records Bureau (CRB) merged with the Independent Safeguarding Authority to become the Disclosure and Barring Service (DBS) – see also <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. This has led to a number of changes in terminology such as an 'enhanced CRB' becoming known as an 'enhanced DBS'. There are also a number of other changes to process to note.

This guidance covers:

- Eligibility to request a DBS
- New definition of 'regulated activity'
- Barred Lists
- Filtering
- Requirement to include the relevant 'Workforce'
- Single disclosure being sent to individuals only
- Update Service

Eligibility

The DBS is an executive agency of the Home Office and can help organisations by providing access to criminal record information to be used as part of a safe recruitment process.

To request information on spent convictions, the position held must be an exempted occupation for the purpose of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198. Under the current DBS guidance this means that positions in sport fall under eligibility code 06 and are:

'Any position which otherwise involves regularly caring for, training, supervising or being solely in charge of children'

Therefore it would generally be expected that roles such as a Coach, Team Manager and Club Welfare Officer at a club with a junior section would be eligible for a DBS, whereas administrative roles such Club Secretary, Chairperson and Treasurer would not be eligible, unless the person undertook additional responsibilities involving contact with children.

The Protection of Freedoms Act has also introduced 16 years old as the minimum age at which someone can apply for a DBS disclosure.

Regulated Activity

Regulated activity is the term used to describe a paid or voluntary role that a person must not do if they are barred from working or volunteering with children or vulnerable adults.

One of the most significant changes introduced by the Protection of Freedoms Act 2012 is the new definition of 'regulated activity' which now takes into consideration whether an individual working or volunteering with children or vulnerable adults is adequately supervised.

The new definition of regulated activity is any role which is:

Of a specified nature e.g. teaching, training, care, supervision, advice, treatment or transport

AND

Frequently (once a week or more) or Intensively (four times or more in a single month) or Overnight (between 2-6am)

AND

The individual carrying out the activity is unsupervised



When deciding if a person is 'supervised' in their role, it needs to be considered if the supervision is:

- Carried out by someone who is in regulated activity
- Regular and day to day
- Reasonable in all the circumstances for the purpose of protecting children. Factors to be considered to help decide if the supervision is reasonable may include the ages and number of children involved as well as how vulnerable the children are.

For example, it is expected that all coaches of under 18s would be in regulated activity.

It is important to note that it is not possible for two individuals to be classified as supervising each other, as the supervisor must be in 'regulated activity' for the supervision to be valid.

Barred lists

The Bichard Inquiry (see http://www.napta.org.uk/resources/bichard_inquiry.pdf) found responsibility for deciding if a person is suitable to work with children or vulnerable adults should be managed centrally, leading to the creation of two barred lists – the Children's Barred List and the Adult's Barred List.

An individual might be placed on a barred list because of a conviction or caution, or because they have harmed or pose a risk of harm to a child or vulnerable adult. These decisions are legally binding and a barred person must not undertake regulated activity with the group they are barred from working/volunteering with.

It is now also possible to complete an enhanced DBS check without checking the Barred Lists for a role which is not regulated activity (for example because the role is always supervised). The different disclosure options suitable for people working and volunteering in Handball and the information they check are:

Enhanced DBS check	Regulated activity with children	Regulated activity with adults at risk	Regulated activity with children and adults at risk
<ul style="list-style-type: none"> ▪ Police national computer ▪ Local police records 	<ul style="list-style-type: none"> ▪ Police national computer ▪ Local police records ▪ Children's barred list 	<ul style="list-style-type: none"> ▪ Police national computer ▪ Local police records ▪ Adult's barred list 	<ul style="list-style-type: none"> ▪ Police national computer ▪ Local police records ▪ Children's barred list ▪ Adult's barred list

The Police National Computer stores information on cautions, reprimands, warnings and convictions.

Subject to a relevancy test, the Police may also release information which is considered appropriate for disclosure such as details of a serious allegation or previous charges.

Please note the following legal requirements:

- A person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups.
- An organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.
- If your club dismisses a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left, you must complete a referral to the DBS.

If you need any advice on the Barred Lists or DBS referrals, please get in touch with England Handball Lead Safeguarding Officer.



Filtering

Following a judgment from the Court of Appeal, the DBS will now be removing certain specified old and minor information from DBS checks in a process known as 'filtering'. If a person has more than one conviction or caution, then all details will always be included and filtering will also not remove information relating to sexual, violent or safeguarding offences. More information on filtering is available on www.gov.uk/government/publications/dbs-filtering-guidance

Please note that rather than ask about all prior offences, self-disclosure forms (which are recommended for use as part of a good recruitment process for eligible positions) should be amended to now take account of filtering and ask:

Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance? If you are not certain again please refer to www.gov.uk/government/publications/dbs-filtering-guidance

Workforce

It is now mandatory to include the relevant 'workforce' when applying for a DBS check. This change is to give the police the information they need for their relevancy test and is used if they join the Update Service.

The relevant workforces are:

- Child Workforce
- Adult Workforce
- Child and Adult Workforce
- Other Workforce (this should not apply in Handball as it is intended for positions that do not involve working/volunteering with children or adults e.g. security guard)

DBS applications through the online application system used by England Handball have the default settings of enhanced with Children's Barred List for roles in the Child Workforce. DBS Verifiers can alter these settings if required.

Single DBS Disclosures

From the 17th June 2013, organisations will no longer be automatically sent copies of completed DBS disclosures. This means that through the online system, England Handball will be notified when a disclosure is issued and whether it is clear of information or not. When there is content on the disclosure, England Handball will need to see the original disclosure to make a risk assessment on the information and decide if the individual is suitable to take up their role. The individual will be requested to supply their disclosure and advised that they may be temporarily suspended if they fail to send their disclosure, under normal circumstances, within two weeks.

DBS Update Service

The DBS 'Update Service' is a facility where an individual can register (within 14 days of their disclosure being issued) so that employers can go online, with the individual's consent, to carry out a free and instant check to find out if the information released on the DBS certificate is still current and up-to-date. The service is free to volunteers but has an annual subscription cost of £13 for employees.

The intention with this is to help portability of a DBS check to other roles, but please note these roles must be within the same workforce (e.g. children's) and require the same level of check (e.g. enhanced).

England Handball will not require subscription to this update service at this time, although any person who is required to undergo a DBS check through the EHA can choose to register. The EHA will require employees to sign a self-declaration form as an alternative method of updating.



Accessing DBS checks

Please see the dedicated DBS pages on the Safeguarding section of the England Handball website www.EnglandHandball.com for the latest information on accessing DBS checks.

More information on DBS checks is available on the DBS website: www.gov.uk/dbs and from the Sport & Recreation Alliance: www.sportandrecreation.org.uk

Risk Assessment

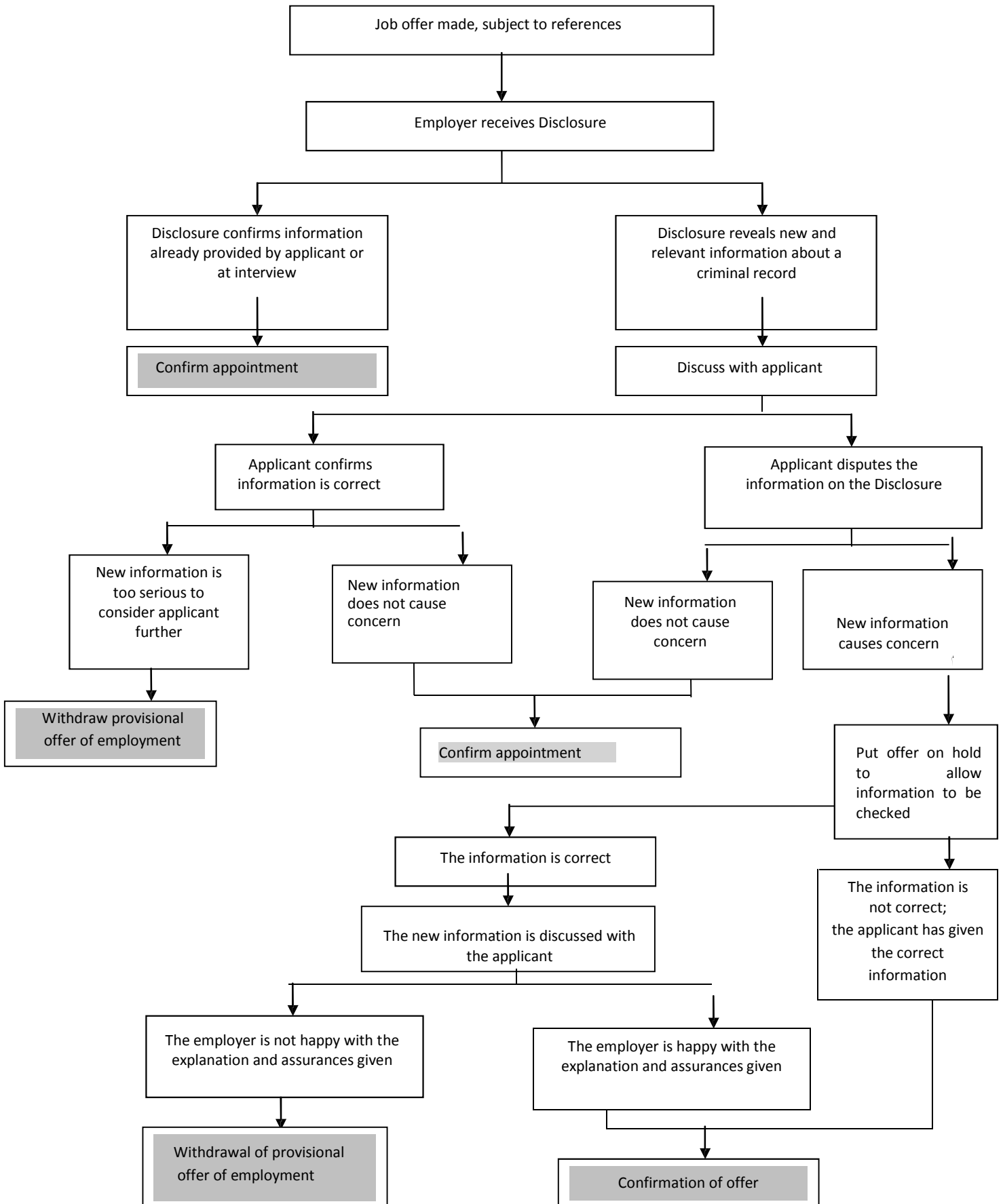
In the event that any relevant pre-employment checks come back with any information on previous offences/convictions or areas of concern, it is important to review the information in order to determine the correct course of action and to make a defensible decision on the recruitment process.

The CPSU have published guidelines on Risk Assessment in recruitment but a summary flowchart is attached below (copyright CPSU) to show how to deal with disclosures at the point of recruitment.

Please note also, the Risk Assessment should take into account the role that the applicant will be fulfilling, and an assessment of the risks associated to the job should also be performed. The CPSU provides resources for this in the Risk Assessment in Recruitment training hand-outs.



Dealing with Disclosures at the Point of a Job Offer





3. Retention and Storage of records.

Refer to the CPSU Guidance document on the retention and storage of Child Protection records, last updated November 2012

<https://thecpsu.org.uk/resource-library/2013/guidance-of-child-protection-records-retention-and-storage/>

Guidance contained within *Data Protection Act 1998: Guidance to Social Services (2000)* is a useful point of reference for organisations to consider as it represents what can be regarded as best practice. This guidance states that:

“Where no legal requirement to retain information beyond the closure of the record exists, the authority will need to establish its own retention periods. Normally personal information should not be held for longer than 6 years after the subject’s last contact with the authority. Exceptions to the 6 year period will occur when records:

- Need to be retained because the information in them is relevant to legal action that has been started.
- Are required to be kept longer by law
- Are archived for historical purposes (e.g. where the organisation was party to legal proceedings or involved in proceedings brought by a local authority). Where there are legal proceedings it is best to seek legal advice about the retention period of your records.
- Consist of a sample of records maintained for the purposes of research.
- Relate to individuals and providers of services who have, or whose staff, have been judged unsatisfactory.
- Are held in order to provide, for the subject, aspects of his/her personal history (e.g. where the child might seek access to the file at a later date and the information would not be available elsewhere).”

When records are being kept for more than the 6-year period, files need to be clearly marked and the reasons for the extension period clearly identified.

Note: Some records are subject to statutory requirements, i.e. there is a defined retention period. Examples include: records relating to children who have been „looked after“ by the local authority or adopted, records relating to registered foster carers, records in children’s homes, residential homes and registered nursing homes. Disclosure and Barring Service (DBS) Certificates (formerly Criminal Records Bureau disclosure certificates) should not be stored for more than 6 months unless specific consent has been given to store them for longer (for example permission has been given to do this by the body that regulates your organisation).

Whilst the disclosure certificate should normally be destroyed after 6 months, it is permissible to keep a record of the date the check was completed, the reference number of the disclosure certificate and the decision made as to whether the person was employed.



4. Use of photography and video

England Handball is committed to providing a safe environment for children to participate in. Essential to this commitment is to ensure that all necessary steps are taken to prevent inappropriate images being taken or innocent images being adapted for inappropriate use.

Please note the term 'images' refers to photographs and videos captured by any device. If all clubs, coaches and individuals are aware of the potential risks, and take appropriate steps, the potential for misuse of images can be reduced. The key principles are:

- The interests and welfare of children taking part in Handball are paramount;
- Parents/guardians and children have a right to decide if their images are to be taken, and how those images may be used;
- Parents/guardians and children should consent for images to be taken and used;
- Images should convey the best principles and aspects of Handball, such as fairness and fun;
- Care should be taken to ensure that images are appropriate and not open to obvious misinterpretation or misuse;
- Excessive personal information accompanying images could place a child at risk.
- Images should never be taken in changing rooms;
- Images should only be taken by authorised persons, as agreed in the protocol for a particular event;
- Unsupervised access to children or one to one photo sessions should not be approved.
- All images of children should be securely stored;
- In the case of images used on websites, particular care must be taken to ensure that no identifying details facilitate contact with a child by a potential abuser.

By adopting the points highlighted in these guidelines, you will be putting into place the best possible practice to protect children wherever and whenever images are taken and stored.

These guidelines focus on the following key areas:

- The use of photographic and recording equipment at Handball events;
- The publishing of images of young people and vulnerable adults;
- The use of video equipment as a coaching aid.

Taking images at Handball Events

Whilst England Handball does not want to prevent family, friends or other spectators being able to take images at Handball events for legitimate reasons, there is evidence that certain individuals will visit sporting events to take inappropriate images of children. Anyone involved in any England Handball activity should inform children and parents that a photographer will be in attendance at an session/event and ensure they consent to both the taking and publication of films or photographs which feature and clearly identify individuals (e.g. close ups, small group and team photos). Any concerns should be reported to England Handball.

At all sessions/events organised by England Handball they will:

- Display signs informing people how to register and informing them they must adhere to guidelines;
- Have the photography guidelines available for viewing;



- Obtain consent for images to be taken from young people and parents/guardians;
- Inform players and their parents/guardians that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs;
- Ensure that a system is introduced to ensure that press photographers are made aware of those children without consent for images to be taken;
- Provide a clear brief about what is considered appropriate in terms of content and behaviour;
- Do not allow unsupervised access to players or one to one photo sessions at events;
- Do not approve/allow photo sessions outside the events or at a player's home.

England Handball recommends the use of a registration scheme for professional, amateur, student or video operators wishing to take images of children at a session or event. The following suggested wording is for displaying on signs at England Handball sessions/events:

In line with the recommendations in the England Handball Safeguarding Policy, England Handball requests that anyone wishing to engage in any video, zoom or close range photography should register their details before carrying out any such photography.

If parents have any particular concerns about their child being photographed or filmed they should notify the England Handball session/event organiser.

England Handball reserves the right to decline entry to any person unable to meet or abide by the conditions. If you are concerned about any photography taking place at this event, please contact England Handball.

Publishing Images guidance:

- Ensure that when obtaining permission from the child and their parents/guardians to record images, they are aware of how the images may be used;
- **NEVER** publish personal details (email address, telephone number, address etc) of a child with their photograph;
- Only use images of players in suitable Handball clothing;
- Try to focus on the activity rather than a particular child and where possible use images that represent all those involved in Handball. This might include:
 - Boys and girls
 - Ethnic minority communities
 - People with disabilities
- Ensure that images reflect positive aspects of children's involvement in Handball (enjoyment/competition etc);
- If the young people/their parents request an image is removed from a website or not used in any future publications, this request must be respected.

Videoing as a Coaching Aid

Video can be a legitimate coaching aid, however if it is to be used, make sure that children and their parents/guardians have given written consent, and understand the purpose of the video. Permission should be requested from the opposition prior to filming. Make sure that the footage is then stored safely. This could be integrated into the consent section on the registration form.



Use of Photographic and Recorded Images When Teams are Abroad

When age group teams play in other countries, there may not be restrictions on photography/filming. Many countries allow widespread use of cameras / video equipment in Handball halls. Parents should be made aware of this possibility and decide whether they are content for their child to play in these circumstances



5. Parent-Coach relationship.

Parents undoubtedly play a vital role for most young people's involvement and enjoyment in Handball. Unfortunately issues will arise between some parents and coaches, and many coaches will encounter a conflict at some point in their coaching career. Coaches need to be able to deal effectively with any problems to ensure the coach-parent relationship remains positive. Below is some guidance for clubs and coaches on how to deal with such issues.

A key aspect in effectively dealing with parents is good communication. At the start of the season, a Parent Letter and/or Parent Meeting are a good method to outline England Handball's coaching philosophy, the goals and rules for the team, codes of conduct for players and parents, practice and game schedule information, etc. Parents should be reminded that a positive, encouraging and non-critical approach will increase their child's enjoyment in Handball.

The benefits of positive reinforcement as a coaching technique are well known. Positive, constructive feedback in a helpful manner is extremely important in developing young players and improving their confidence. Coaches also need to ensure that positive parental involvement takes place. Coaches should explain the importance of positive support for the team at games and explain how some actions such as criticising the coach or referees won't set a good example or help their child enjoy the game. Parents will naturally be ambitious for their child and so may need help to understand where their child fits into the team. This creates one of the most common problems: dealing with parental expectations. Dealing effectively with any issues can stop small problems from escalating and a parent becoming disgruntled. If a conflict does arise, it is essential that England Handball and its appointed coach take this seriously and some tips to help deal with conflicts include:

- **Don't discuss any problem at a session or an event.** If a parent wants to talk about a problem during or immediately after a game, ask them to wait until a more convenient and suitable time. It isn't appropriate for children or other parents to witness any argument and the coach needs to focus on the team. This should allow time for one or both parties to cool off and compose themselves.
- **The problem.** Where possible, a face to face meeting could be the best course of action. Try to avoid an email exchange as people may say things they wouldn't in person and sometimes meaning can be lost.
- **Listen to the parent.** Listen to their opinions even if you do not agree. Try to avoid losing your temper even if they do and remain calm. Don't raise your voice, show empathy with statements such as 'I'm sorry you feel like that' but if they are too emotional, it could be best to terminate the meeting until a later date.
- **Clarify the issue.** Make sure you are clear on what the problem is, the possible solutions and next course of action but take care not to make promises you cannot keep.
- **Reflect.** If the problem is a criticism of your coaching, reflect on the problem and if you need to change. If necessary, ask another coach for their opinion.
- **Closure.** Take any necessary actions and make sure you update the parent. Ensure they know they can still talk to you and raise any further issues.
- **Refer.** If you can't resolve the problem, make sure that you follow England Handball's complaints procedure and advise the parent that this is the course of action to be followed.
- **Take note.** Make a note of the relevant events and meetings for your reference.



6. Transport

England Handball activity involves travelling to training or away fixtures. Trips may involve long distances within England, possible travel abroad and occasional overnight stays. Even the most straightforward of trips will require some level of planning and the following outlines a number of issues that organisers need to consider when travelling with children.

Parents should be made aware that their child will be required to travel to games, training or other events either using public transport or private vehicles.

If the club has arranged transport, then it is essential the following is communicated:

- Ñ **Players:** they should be aware of the travel plans, venue and time for collection, time of return and any costs. Children must know what sports kit they need to bring with them as well as any items they must/must not bring with them such as packed lunch or a fizzy drink. Children should also have a clear understanding of what standard of behaviour is expected of them.
- Ñ **Parents:** should be made aware of the above and must have completed a consent form detailing any medical issues that the club should be aware of. Parents should also have the name and contact details of an adult on the trip which could be used in the event of an emergency.
- Ñ **Other coaches / volunteers:** need to be made aware of what their responsibilities are in advance of the trip.

England Handball is aware that if they arrange minibuses or organise lifts for players amongst officials/parents, the driver could be deemed to be undertaking an official role with England Handball. This would mean the driver could be required to comply with the appropriate vetting scheme. As England Handball is involved in organising the lifts they will also ensure that the driver is appropriately licenced and insured, as well as the vehicle suitable and adequately maintained.

Transporting guidelines

Best practice advice is to avoid transporting a child alone, but we recognise that in some circumstances it is an essential part of a child's participation in training and competition. The vast majority of volunteers will offer to transport children through their genuine desire to help, but unfortunately the reality is that a tiny minority will use it as a method to gain access to children and create an air of acceptability about spending time alone with a child and gain their trust. It is therefore essential to follow good practice guidelines to avoid this situation and protect volunteers from placing themselves in a vulnerable position.

The following are guidelines for transporting children:

- Ñ England Handball will ensure that they have the necessary consent from parents for transporting young people to training or games.
- Parents should be informed of the person who will be transporting their child, the reasons why and how long the journey will take.
- A person other than the planned driver should talk to the child about transport arrangements to check they are comfortable about the plans.
- The driver, like all volunteers who have regular contact with children through Handball should agree to complete a vetting check (e.g. DBS)
- The driver must ensure that they have insurance to carry others and that their vehicle is adequately maintained, particularly if they are in a paid position or claiming expenses.



- The driver should attempt to have more than one child in the vehicle. When dropping children off after a game or training session, volunteers should alternate which child is dropped off last. Ideally two children would be left at an agreed point i.e. one of their family homes.
- The person who takes children home should be alternated as this reduces the risk of any one individual from always being alone with the child.
- The driver should try to alternate which child they drop off last (if not transporting their own child);
- The driver should have a point of contact with the child's family and mobile phone should they break down.
- England Handball will ensure that children are aware of their rights and they have someone to turn to or report any concerns they may have. If a culture of safety is created within England Handball then the child is more likely to talk to another person if they are feeling uncomfortable about a situation.
- Children must use an appropriate child restraint or seatbelt when travelling in a vehicle; older children should use an adult seatbelt.
- If the activity involves children under 14 the driver will be responsible for making sure that these children use their seatbelts.
- Passengers on minibuses and buses are required to wear seat belts where fitted.

Late collection

Late collections can present coaches with a difficult situation and England Handball has developed guidelines for parents outlining their responsibility and the consequences of late collections. England Handball should have parental contact details and request details of an alternative contact, as well as providing a contact number for parents to use during an activity to inform the local organiser of emergencies and possible late collections.

Clubs/teams affiliated to the EHA will provide a timetable of activities at the beginning of a season and notify parents/carers of any changes to this timetable in writing as soon as possible. England Handball has developed and publicised its guidelines for the late collection of young people and vulnerable adults.

Parents should be informed it is not the responsibility of the registered club/team to transport young people, in the event of them being delayed.

All staff/volunteers in a club should be informed they should:

- attempt to contact the parent in the event of late collection;
- check the club contact for the alternative number;
- attempt to get in touch with the alternative contact;
- wait with the young person or vulnerable adult at the sport facility with other staff/volunteers or parents if possible;
- remind parents of the policy relating to late collection.

Staff/volunteers should not:

- take the young person home or to any other location;
- ask the young person to wait in a vehicle or sport facility with you alone;
- send the young person home with another person without parental permission;
- leave the young person on their own.

Any decision should not be left to one club/team official; at least two should be involved in deciding the best course of action.



7. Overnight trips and/or travel abroad (including hosting)

The nature of the activity of some England Handball representative teams and/or registered clubs could mean overnight trips including travel abroad for training camps and competitions. The EHA will also host tournaments and competitions in Great Britain that will involve young athletes from overseas. Below is an essential safety checklist that the EHA will use for these purposes.

Purpose of the trip

- Competition
- Training
- Social
- Other (specify)
- Combination, please state: _____

Planning

- When
- Where
- Who (staff / volunteers / participants)
- Risk assessment of activity

Communication with parents

- Destination, sport and accommodation details (address / telephone)
- Name/number of lead club/school link or team manager
- Drop off/pick up time
- Transport arrangements
- Competition details
- Kit and equipment list
- Emergency procedures, home contact
- Consent form
- Information re medical conditions (including allergies) or impairments, and medication
- Code of conduct
- Safeguarding arrangements (reporting concerns, supervision etc.)
- Process for parent contacting coach or young person
- Process for young person contacting parent

Transport

- Drop off/pick up time
- Journey times and stopping point
- Supervision
- Suitability and accessibility
- Drivers checked
- Insurance

Accommodation

- Type (hotel, hostel, hosting, campsite etc.)



- Pre-event visit and risk assessment made
- Catering, special diets, food allergies
- Suitability for group, including accessibility
- Room lists
- Supervising adults' sleeping arrangements

Preparing Athletes

- Local culture, language
- Expectations on dress and behaviour
- Food and drink
- Currency
- Telephones
- Maps of area
- Safe sport away information

Supervision and staffing

- Ratio of staff to athlete
- Male/female
- Cover for all in-sport and free time periods
- Specialist carers
- Clear responsibilities

Documentation

- Travel ticket
- Passports, visas
- Check non EU national
- Accommodation and travel booking document

Insurance

- Liability
- Accident
- Medical

Hosting or being hosted

- Hosts vetted
- Hosts aware of any special requirements
- Language
- Transport arrangements
- Telephone contact
- Local map and information

Emergency procedures

- First aid
- Specific medical information available
- Access to and administration of medication



- Information on local emergency medical services, hospitals etc
- EHC European Health Insurance Card (replacement for E111) form completed (EU visits). Further information: www.nhs.uk/Healthcareabroad
- Details of England embassy/consulate

Costs and cash

- For travel
- Payment schedule – deposit, staged payment
- Extra meals, refreshments
- Spending money
- Security

Arrival

- Check rooms, meal times, phones, valuable:
- Check sporting venue:
- Collect in money, valuables
- Information on medications
- Arrange group meeting
- Confirm procedures with staff
- Rules (e.g. curfews)



8. Managing Challenging Behaviour

Staff/volunteers who deliver sports activities to children may, on occasions, be required to deal with a child's challenging behaviour. These guidelines aim to promote good practice and to encourage a proactive response to supporting children to manage their own behaviour. They suggest some strategies and sanctions which can be used and also identify unacceptable sanctions or interventions which must *never* be used by staff or volunteers.

These guidelines are based on the following principles:

- The welfare of the child is the paramount consideration.
- All those involved in activities (including children, coaches/volunteers and parents/carers) should be provided with clear guidelines about required standards of conduct, and the organisations process for responding to behaviour that is deemed unacceptable.
- Children must never be subject to any treatment that is harmful, abusive, humiliating or degrading.
- Some children exhibit challenging behaviour as a result of specific circumstances, e.g. a medical or psychological condition, and coaches may therefore require specific or additional guidance. These and any other specific needs the child may have should be discussed with parents/carers and the child in planning for the activity, to ensure that an appropriate approach is agreed and, where necessary, additional support provided e.g. from external agencies, Children's Social Care services.
- Sport can make a significant contribution to improving the life experience and outcomes for all children and young people¹. Every child should be supported to participate and, only in exceptional circumstances where the safety of a child or of other children cannot be maintained, should a child be excluded from club activities.

Planning Activities

Good coaching practice requires planning sessions around the group as a whole but also involves taking into consideration the needs of each individual athlete within that group. As part of session planning, coaches should consider whether any members of the group have presented in the past or are likely to present any difficulties in relation to the tasks involved, the other participants or the environment.

Where staff/volunteers identify potential risks, strategies to manage those risks should be agreed in advance of the session, event or activity. The planning should also identify the appropriate number of adults required to safely manage and support the session including being able to adequately respond to any challenging behaviour and to safeguard other members of the group and the staff/volunteers involved.

When children are identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this should be discussed with parents/carers and where appropriate young people. England Handball will seek to work in partnership with parents/carers, and where necessary external agencies, to ensure that a child or young person can be supported to participate safely.

Agreeing Acceptable and Unacceptable Behaviours

Staff, volunteers, children, young people and parents/carers should be involved in developing an agreed statement of what constitutes acceptable and unacceptable behaviour (code of conduct) and the range of sanctions which may be applied in response to unacceptable behaviour. This can be done at the start

¹ Go to www.everychildmatters.gov.uk for information on the government's strategy for achieving improved outcomes for children.



of the season, in advance of a trip away from home or as part of a welcome session at a residential camp.

Issues of behaviour and control should regularly be discussed with staff, volunteers, parents and children in the context of rights and responsibilities. When children are specifically asked, as a group, to draw up a code of conduct that will govern their participation in club activities, experience indicates that they tend to arrive at a very sensible and working set of 'rules' with greater 'buy-in' from participants than those simply imposed by adults within the club. If and when such a code is compiled, every member of the group can be asked to sign it, as can new members as they join.

Managing Challenging Behaviour

In responding to challenging behaviour the response should always be proportionate to the actions, be imposed as soon as is practicable and be fully explained to the child and their parents/carers. In dealing with children who display negative or challenging behaviours, staff and volunteers might consider the following options:

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking through with the child.
- Increased supervision by staff/volunteers.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Sanctions or consequences e.g. missing an outing.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's needs are met appropriately e.g. referral for support to Children's Social Care, discussion with the child's key worker if they have one, speaking to the child's school about management strategies (all require parental consent unless the child is felt to be 'at risk' or 'in need of protection').
- Temporary or permanent exclusion

The following should never be permitted as a means of managing a child's behaviour:

- Physical punishment or the threat of such.
- Refusal to speak to or interact with the child.
- Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

Staff and volunteers should review the needs of any child for whom sanctions are frequently necessary. This review should involve the child, parents/carers and in some cases others involved in supporting or providing services for the child and his/her family, to ensure an informed decision is made about the child's future or continued participation. As a last resort, if a child continues to present a high level of risk or danger to him or herself, or others, he or she may have to be suspended or barred from the group or club activities.

Physical Intervention

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a child injuring themselves or others, or causing serious damage to property. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour.



Physical contact to prevent something happening should always be the result of conscious decision-making and not a reaction. Before physically intervening, the member of staff or volunteer should ask themselves, 'Is this the only option in order to manage the situation and ensure safety?' It is good practice to ensure that if you have to physically intervene in a situation with a child/young person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted.. Studies have shown that, where this is the case, children and young people understand and accept the reasons for the intervention.

The following must always be considered:

- Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual.
- Any form of physical intervention should achieve an outcome that is in the best interests of the child whose behaviour is of immediate concern.
- Staff/ volunteers should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- All forms of physical intervention should be proportionate to the behaviour of the young person and the nature of harm/damage they might cause –i.e. the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time.
- Staff/volunteers should never employ physical interventions which are deemed to present an unreasonable risk to children or staff/volunteers.
- Staff/volunteers shall never use physical intervention as a form of punishment.
- Physical intervention should not involve inflicting pain.
- Where children are identified as having additional needs or behaviours that are likely to require physical intervention this should be discussed with parents/carers and where necessary the club will seek advice from or to work in partnership with external agencies (e.g. Children's Social Care) to ensure that a child or young person can be supported to participate safely. This may include asking for the provision of a suitably trained support worker/volunteer or accessing staff/volunteer training in physical intervention.

Any physical intervention used should be recorded as soon as possible after the incident by the staff/volunteers involved using the Incident Report Form and passed to the home country Welfare/Safeguarding Officer as soon as possible.

Views of the child

It is clear from the accounts of children and young people that physical intervention provokes strong feelings. Children may be left physically or emotionally hurt. Even a child who hasn't directly been involved in the situation may be fearful that it will happen to them in future or have been upset by seeing what has happened to others.

A timely debrief for staff/volunteers, the child and parents should always take place following an incident where physical intervention has been used. This should include ensuring that the physical and emotional well-being of those involved has been addressed and ongoing support offered where necessary. Staff/volunteers, children and parents should be given an opportunity to talk about what happened in a calm and safe environment.

There should also be a discussion with the child and parents about the child's needs and continued safe participation in the group or activity. It is important that staff and volunteers are made aware of and understand the organisation/club's guidance about managing challenging behaviour to ensure that they



are aware of ways in which they may need to intervene and are clear about the practice guidance in this area.

Discipline and Sanctions

When discipline is used it should be with the clear intention of teaching or reinforcing appropriate behaviour. It must not be used impulsively, to gain power, or to embarrass or humiliate a young person.

Discipline should be used only to:

- develop a sense of responsibility for behaviour
- develop respect for others and their property
- reinforce the rules or values of Handball
- reinforce positive behaviour or attitudes
- reinforce awareness of health and safety aspects of the activity.

The use of sanctions is an important element in the maintenance of discipline. The age and developmental stage of the child should be taken into consideration when using sanctions. Sanctions should be fair and consistent and in the case of persistent offence, should be progressively applied. They should never be used to retaliate or to make a coach feel better. The following steps are suggested and should always be used in conjunction with the Code of Ethics and Conduct:

- rules should be stated clearly and agreed
- a warning should be given if a rule is broken
- a sanction (for example, removal from the activity for a short time) should be applied if a rule is broken for a second time.
- if a rule is broken for the third time the child should be spoken to, and if necessary, the parents/guardians may be involved
- sanctions should not be applied if a coach is not comfortable with them. If an appropriate action cannot be devised right away, the child should be told that the matter will be dealt with later, at a specified time and as soon as possible
- a child should not be sanctioned for making mistakes in his or her game
- physical activity (e.g. running laps or doing push-ups) should not be used as a sanction. To do so only causes a child to resent physical activity, something that s/he should learn to enjoy throughout life
- sanctions should be used sparingly. Constant sanctioning and criticism can cause a child to turn away from sport
- once sanctions have been imposed, it is important to make the young person feel s/he is a valued member of the group again
- where relevant, some sanctions may need to be recorded and parents informed.



9. Anti-bullying

Every child has the right to participate in handball free from the fear 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.

Bullying has the potential to cause permanent harm (physical, emotional or psychological). Clubs should take steps to prevent bullying behaviour wherever possible and respond to incidents when they occur. A preventative approach means that sport is playing its part to create an environment and society in which people treat each other with respect.

Bullying can take the form of:

- **verbal:** name calling, teasing, threatening, spreading rumours, sarcasm, racist taunts, homophobic bullying, graffiti and gestures;
- **physical:** hitting, kicking, punching, spitting, taking/breaking belongings.
- **emotional:** ignoring, hurtful emails/text messages, excluding from activities, tormenting, ridiculing, humiliating.

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. Bullies come from all walks of life; they bully for a variety of different reasons and may even have been bullied or abused themselves. Typically, bullies can have low self-esteem, be excitable, aggressive or jealous. Crucially, they have learned how to gain power over others.

Identifying bullying

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

- a parent who pushes too hard;
- a coach who adopts a 'win-at-all costs' philosophy;
- a player who intimidates;
- an official who places unfair pressure on a person;
- a spectator who shouts abuse.

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children, young people and vulnerable adults, to the extent that it affects their health and development or, at the extreme, causes them significant harm including self-harm or in extreme cases, suicide.

There are a number of signs that may indicate a person is being bullied:

- sudden reluctance to go to activities such as training or games that they used to enjoy or a drop off in performance/attendance;
- regularly feeling ill before training or games
- physical signs such as stomach-aches, headaches, difficulty in sleeping, bedwetting, scratching and bruising, coming home with damaged equipment or clothes
- behavioural changes such as becoming withdrawn, anxious, clingy, depressed, tearful, aggressive, unreasonable;
- start bullying others; a shortage of money or frequent loss of possessions.
- In more extreme cases, they might stop eating, start stammering, cry themselves to sleep, have nightmares, run away or threaten/attempt suicide.



These signs may indicate other problems or be a reaction to other events in a child or young person's life but the possibility of bullying should be considered.

Homophobic bullying

Lesbian, gay and bisexual (LGB) people may face homophobic bullying. Homophobia is often driven by a lack of understanding which only serves to strengthen stereotypes and can lead to actions that cause LGB people to feel excluded, isolated or undervalued.

Adults bullying children or young people

Serious cases for example if the bullying included physical abuse or racist name calling, may be considered abuse and so may be referred to the Police or Children's Social Care.

The adult should receive clear guidance on how their behaviour needs to be modified and monitored to ensure this is achieved.

Support for the Victim and the bully

The bully will need support to help them realise why their behaviour is wrong and assistance to change their behaviour. England Handball should involve the bully's parents and the young person's school (if appropriate) in ensuring their behaviour is improving and any problems which may have caused them to bully are being addressed.

The victim's parents should be involved and they should be supported to ensure they feel able to remain in the programme.

Action to Help the Victim and Prevent Bullying

- take all signs of bullying very seriously;
- encourage all children to speak and share their concerns. Help the victim to speak out and tell the person in charge/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;
- reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else (if a young person, you should inform the bully(ies) parents);
- keep records of what is said (what happened, by whom, when);
- report any concerns to the England Handball Safeguarding Lead.

Action towards the Bully(ies):

- talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology to the victim(s);
- if the bully is a young person, inform the bully(ies) parents;
- insist on the return of borrowed items and that the bully(ies) compensate 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.

Useful websites:

www.bullying.co.uk

www.beatbullying.org



10. Appropriate communication

Below are good practice guidelines that England Handball will follow and encourage for communication with children and young people.

Emails

Emails can provide an excellent opportunity to quickly disseminate information to a group of people. However there are some risks and clubs should be aware of good practice which includes:

- Language should be appropriate and professional;
- Emails should come from the same person, i.e. programme manager or head coach;
- Emails should be about legitimate England Handball information and avoid over-familiarity
- Ideally emails should be sent to groups rather than individual children. If communication needs to be sent to an individual child, another adult such as their parent should be copied into the message;
- For group emails, consideration should be made as to if it is appropriate to allow others access to all the recipient's email addresses by using the 'to' field or if the 'blind carbon copy' (bcc) function should be used;
- People should be given the option to opt out of receiving further emails;
- For under 16's, parental consent must be gained before collecting email addresses and parents should also be copied into the email. Parents should be able to include their own email address instead of their child's;
- For young people aged 16-18, their permission should be gained to email them and parents should be made aware that the England Handball will be emailing their child and the reasons for this;
- If England Handball receives any emails of concern from a young person, the Safeguarding policy should be followed;
- If a England Handball official leaves their position, they should ensure they delete any England Handball email addresses from their computer;
- Email addresses should not be passed on or used for other purposes without permission.

Text messaging

The use of text messaging increases the vulnerability of both the young person and the person sending the message –typically an adult (e.g. the coach or manager). However it one of the most direct forms of communication with young people so England Handball may decide to use text messaging.

Good practice on how to reduce the risks include:

- It should be a England Handball decision to use text messaging, rather than a decision taken in isolation by one person;
- The content should relate solely to Handball and should reflect the professional relationship between coach and athlete;
- Text messages should be sent at appropriate times of the day (i.e. not overnight) and avoid language that is overly familiar or could be misinterpreted;
- England Handball officials with access to the young people's personal contact details should be kept to a practical minimum;
- England Handball officials should not allow anyone to use their phone to text a young person and they should not pass on young people's mobile phones numbers to other people ;



- Consent must be obtained from young people prior to sending them text messages. For under 16's, parental consent must also be obtained and parents should be given the option of also being sent the text message;
- For young people aged 16-18, their permission should be obtained before texting them and their parent's made aware;
- England Handball should ensure that people know how to sensitively deal with concerns if they receive messages from a young person that could be considered inappropriate or concerning;
- Young people should be given the opportunity to request not to receive further messages.

Websites/social networking

The internet provides an excellent opportunity to reach a wide audience at little cost. England Handball uses the internet to publicise themselves and keep in contact with those interested in the sport. However England Handball is mindful in how they present themselves online and the risks the internet can pose to young people if not used appropriately.

Good practice guidelines include:

- The website/profile should present a professional image, ensuring all language and content is appropriate;
- England Handball will plan how they will manage their website/social networking profile. There should be more than one person with 'moderator' responsibilities so content can be edited/removed quickly if necessary;
- The website/profile should be regularly monitored and links reviewed regularly to ensure they are appropriate and working;
- Procedures and contact details for reporting any problems/concerns should be easy to locate;
- Contact details for the England Handball Lead Safeguarding Officer is available and links available to Help organisations such as Childline;
- If England Handball decides to publish team/player profiles of under 18's, their and their parent's permission should be sought first;
- Permission to publish photos/videos of young people should be gained from them and their parents and follow photography guidelines in the Safeguarding Policy;
- England Handball will avoid publishing excessive personal information of under 18's i.e. never include email address, home address, school attended etc;
- If there is a minimum age on the social networking site, England Handball will not target young people under this age to use it;
- Parents should be encouraged to view the website/profile as well as young people;
- If England Handball becomes aware of problems such as cyber bullying or a young person placing themselves at risk with the information they share on the internet, they will follow the set procedures for concerns or contact a help organisation for advice;
- England Handball employees or officials should think carefully about their personal online profiles and should not be linking them to young people's pages. Any bullying and/or abuse online will be dealt with in the same manner as offline bullying and/or abuse.



11. Physical Contact

It is important that coaches /managers and EHA employees understand these guidelines to protect their own position and the overall reputation of England Handball. If physical contact is required, the coach/manager should explain the nature and reason for the contact and unless the situation is an emergency, ask the child's permission. Contact should never involve touching any part of the body that could be considered sexual or could cause embarrassment or distress. Where possible, techniques should be demonstrated with another member of coaching staff.

Physical contact should be intended to meet the child's needs and not the coaches. This could include:

- demonstrating technique/developing skill
- to treat an injury;
- to try to prevent injury, accident or violence from occurring.

Physical punishment

It is unlawful for those working with children to administer any form of physical punishment (e.g. slapping, hitting). However, on some occasions it may be necessary to physically intervene to prevent a child from:

- harming themselves;
- harming another;
- putting themselves or others at risk;
- damaging property.

Responding to distress and success

Physical contact may occur in response to distress or success. There is no intention to prevent an adult from giving comfort to an upset child or celebrating a success, but contact should be initiated by the child and for their benefit, not the adults. A young person or coach/manager may also want to mark a success or achievement with a hug or other gesture. Adults should use their discretion in such cases to ensure that (and what is seen by others present) is normal and natural does not become unnecessary and unjustified contact, particularly with the same young person over a period of time. It should also be considered that what an adult may feel appropriate may not be shared by a young person.

Physical contact for medical treatment

There is no intention to prevent medical treatment which is carried out by appropriately trained or qualified practitioners. Guidelines on this include:

- Consent is obtained from parents so that staff may act in emergency situations to administer/obtain medical treatment;
- It is recommended that all treatment procedures are explained to the child and **verbal consent** is gained before they are carried out.
- It is not recommended that a child is on his/her own in a treatment room with the door closed. It is strongly recommended that all treatment procedures should be 'open' i.e. the door remains open, parents are invited to observe treatment procedures. Where strict medical confidentiality is to be observed then the parents of the child should be informed of the procedures involved;



- It is important to maintain medical confidentiality and patient dignity at all times.

In the case of a young person with a disability, specific support or assistance may be required. For those who require assistance with intimate personal care (e.g. toileting, feeding or changing) arrangements should be agreed in partnership with the child and parents, before the activity commences, to ensure that these tasks are undertaken by the child's parents or carers, rather than by England Handball officials without the necessary training or experience.



12. England Handball Safeguarding Case Management Group (CMG)

A Case Management Group (CMG) comprises a minimum of three people, with the exact membership determined by the nature of the case and availability of members. A CMG will be drawn from:

- Lead Safeguarding Officer
- Deputy Lead Safeguarding Officer
- Director with designated responsibility for Safeguarding
- AASE Programme Manager
- External independent representative(s) from clubs
- External Safeguarding 'advisor /practitioner /expert'

Any additional persons may be called upon if the CMG feel their professional input is required.

Purpose

1. To make decisions as to what level each case should be dealt with.
2. To make decisions on all reported cases relating to the welfare of children, young people and vulnerable adults. These decisions will relate to the route the case will take either internally or via the external statutory agencies.
3. Monitor and review progress on all cases and to identify any trends emerging which may require a review of current policies and procedures.

Terms of Reference

1. All referrals of potential child abuse, child welfare, poor practice / misconduct or as a result of information received through a DBS disclosure must be reported directly to the England Handball Lead Safeguarding Officer.
2. The England Handball Safeguarding Case Management Group (CMG) shall be appointed for each case by the England Handball Lead Safeguarding Officer or the England Handball CEO.
3. The persons appointed shall be suitably experienced and/or qualified and will familiarise themselves with the relevant legislation, policies and guidance.
4. The England Handball Lead Safeguarding Officer can directly advise the Police / Children's Social Care in the event of Safeguarding allegations deemed urgent. The England Handball CEO and CMG should then be informed.
5. The CMG will operate independently of the England Handball Board.
6. Any person appointed to the CMG shall declare immediately to the England Handball Lead Safeguarding Officer or CEO should they discover they are connected, or have any conflict of interest in any case which would disqualify them from participation in any matters relating to that particular case.
7. All documents to be held under the management and direction of the England Handball Lead Safeguarding Officer.
8. The England Handball Lead Safeguarding Officer on receipt of referral will notify members of the CMG within 48 hours. Upon receipt of the allegation the CMG must have an initial discussion within 5 working days.
9. Any case involving Police, Social Care or LSCB investigation will pend the outcome of any investigation by the statutory agencies. The CMG will decide in consultation with the statutory agencies whether or not to initiate a temporary suspension.
10. In the case of information received through DBS Disclosure the CMG will act as per 7 above and decide on the action (or no action) to be taken. An initial discussion should be held with at least 2 members of the CMG to decide if the information could be relevant to Handball. If either believe so, then:
 - Further information gathered from individual
 - CMG meeting held



- Decide on if temporary suspension is necessary and subsequent investigation
11. All Safeguarding and Welfare matters shall be regarded as highly confidential, not for disclosure outside of the CMG unless agreed by the group in the interests of safeguarding, and in line with the Data Protection Act.
 12. Any member of the CMG who is accused of a criminal offence or poor practice misdemeanour shall be immediately suspended from his / her duties with the CMG, pending investigation. The England Handball CEO is the only person who can discharge any CMG member for whatever reason deemed inappropriate in any post connected to CMG appointment.
 13. A member appointed to the CMG may resign in writing addressed to the England Handball CEO or Lead Safeguarding Officer. In the event of a resignation the knowledge, information and case details of any case pending, completed or spent shall remain confidential with a binding and permanent obligation.
 14. The CMG may decide on the appropriate sanction, as outlined in the reporting procedures. They may also decide to refer a matter to the England Handball CEO, another England Handball department or process, or to another organisation.

Safeguarding Disciplinary/Appeals Management Groups

Separate Disciplinary and Appeals Management Groups comprise a minimum of three people, with the exact membership determined by the nature of the case and availability of members. Groups will be drawn from:

Disciplinary:

- CEO
- Director of Finance
- Director of Governance/Legal

Any additional persons may be called upon if the Disciplinary Management Group feel their professional input is required.

Appeals:

- EHA Chair
- Director of Development
- Director of Workforce
- Independent HR Consultant

Any additional persons may be called upon if the Appeals Management Group feel their professional input is required.



13. Whistle Blowing Policy

All information received and discussed will be treated in confidence and only shared with those individuals within England Handball who will be able to manage and resolve the situation. On occasion it may be necessary to seek advice, or inform the statutory agencies.

Coaches, officials, team mates or parents may suspect that a young person's safety and welfare are under threat, but they may not express their concerns due to fear of harassment or victimisation. In these circumstances it may be easier for them to ignore the concern, or hope someone else speaks out rather than report what may be a suspicion of poor practice.

England Handball 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. ALL those involved in activity carried out under the jurisdiction of England Handball are covered by this policy.

Purpose

- To encourage individuals to feel confident and supported in raising concerns about the welfare of young people involved in Handball in accordance with England Handball's Safeguarding Policy and Code of Ethics and Conduct.
- To provide a method of raising concerns directly to the Safeguarding lead officer and to receive feedback on any action taken.
- To ensure that individuals receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied.
- To reassure individuals that they will be protected from reprisals or victimisation for whistle blowing in good faith.

Principles

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** Handball rather than overlooking a problem or having to look outside the sport.

It is in the interest of all concerned that disclosure of potential abuse, poor practice or breaches of the Code of Ethics and Conduct are dealt with appropriately. This is essential to ensure that the welfare of children is prioritised and in the interests of all involved in Handball.

England Handball is committed to good practice and high standards and wants to be supportive of everyone within the Handball community. 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 young person concerned.

England Handball will not tolerate any form of harassment or victimisation and will take appropriate action to protect individuals when they raise a concern in good faith.



Confidentiality

England Handball will do its best to protect the identity of the whistle blower when they raise a concern and do not want their name to be disclosed. It must be appreciated that depending on the identity of the whistle blower, their name may be apparent or a statement by the whistle blower may be essential as part of the evidence. Any concerns about this should be discussed when the concerns are raised.

Anonymous Allegations

This policy encourages the whistle blower to put their name to their allegation, even if they do not wish this to be disclosed to other parties. It may not be possible to seek further information or provide updates if the allegations are anonymous.

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. However, if it is established that they have made malicious or frivolous allegations, or for personal gain, disciplinary action may be taken against them.

How to raise a concern

The whistle blowing policy should only be followed if the person raising the concern feels unable to follow the standard reporting procedures as set out in England Handball's Safeguarding Policy.

Individuals should raise the concern in the first instance with the England Handball Lead Safeguarding Officer. 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 the concern, the easier it is for someone to take action.

Although the whistle blower is not expected to prove the truth of an allegation, they will need to be able to explain clearly why they are concerned in order for the England Handball Safeguarding Officer to determine whether there are sufficient grounds for taking further action.

How England Handball will respond

The action taken by England Handball will depend on the nature of the concern. This could include informing the statutory agencies, referral to the National League Disciplinary Officer or formation of an England Handball Safeguarding Case Management Group.

The amount of contact between the people considering the issues and the whistle blower will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, further information will be sought from the whistle blower as part of the investigation process.

If any meeting is arranged, the whistle blower 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 Handball accepts that the whistle blower needs to be assured that the matter has been properly addressed. Subject to constraints, they will receive information about the outcomes of



any investigations, 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 the matter can 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 Handball activity. England Handball hopes individuals will be satisfied that any safeguarding issue raised has been considered appropriately. If they are not satisfied, and if they feel it is right to take the matter outside of England Handball they should contact:

- The Safeguarding in Sport Unit (CPSU);
- Their local Children's Social Care;
- Their local Police Safeguarding Team.



14. Code of Ethics and Behaviour

Who does this code apply to?

The content of this Code of Ethics & Behaviour is an extension of the generic Code of Conduct and it applies to all clubs, associations, leagues, staff and establishments in the education sector and volunteers, parents and young people involved in handball in England. In order to protect the reputation of handball in England, the code also applies to all those associated with the EHA who are involved in handball whilst outside England.

All must adhere to the codes of conduct and have an essential role in upholding and implementing the EHA Code of Ethics & Behaviour.

Staff:

(All Clubs, Associations, Leagues, Staff and the organisations in the Education Sector)

These individuals and organisations should aim to be:

- Advocates of equality, fair play and safety in the practice and the Administration of handball
- Supporters of the EHA's Code of Ethics & Behaviour and communicators of the Code to their members.
- Influential in driving handball forward as a sport.
- Open in the recruitment of individuals to work within their organisations (either paid or unpaid).
- Respect the spirit of fair play in handball. This is more than playing within the rules. It also incorporates the concepts of friendship, respect for others and always participating with the right spirit.
- Respect the rights, dignity and worth of others.
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.
- Promote the reputation of the sport and take all possible steps to prevent it from being brought into disrepute.
- Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.
- Never use inappropriate language or gestures.
- Abide by the EHA Safeguarding and Protecting Young People Policy and Procedures and Good Practice Guidelines.
- Abide by the EHA Equality Policy.
- Take personal responsibility to ensure that they are suitably insured for their activities.

Coaches and Volunteers:

Respect the spirit of fair play in handball.

- Respect the rights, dignity and worth of others.
- Respect referees, officials, coaches, players and spectators.
- Relationships: Ensure a sensible balance between performance and the emotional, physical, social and developmental needs of the performers.
- Relationships: Respect confidentiality of participants and any related data at all times.



- Personal Standards: Have the participants' best interests at heart at all times and recognise when it is in the participants' best interests to be passed to other organisations.

Coaches and Volunteers should conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.

- Never participate when under the influence of alcohol or drugs.
- Competency: Have an EHA qualification / award / accreditation appropriate to the nature of the activity and the role being undertaken.
- Competency: Have a valid First Aid – Emergency Aid Certificate, or ensure that appropriate first aid provision is available.
- Personal Standards: Ensure that activities carried out by participants are suitable for their age, strength, maturity and the ability of each individual participant.
- Safety: Ensure the wellbeing and safety of each participant above all other considerations, including the development of performance.
- Safety: For any facilities used, have a working knowledge of: Normal Operating Procedures (NOPs); Emergency Operating Procedures (EOPs) and Facility risk assessments for handball.
- Under 18 year olds: Should only work with a suitably qualified and insured adult and refer to the Young Persons Code of Behaviour.

Promote the reputation of the sport and take all possible steps to prevent it from being brought into disrepute.

- Accept success and failure, victory and defeat, with dignity.
- Ensure that all participants are aware of their responsibilities under the Code of Behaviour.
- Realise their responsibilities as role models and set positive examples for others, particularly young participants and spectators.
- Personal Standards: Project an image of health, cleanliness and appropriate appearance for any activity they are involved in.
- Personal Standards: Never smoke whilst participating in any handball activity.
- Relationships: Ensure that when in a position of authority this privilege will not be used to exert influence over participants to gain personal benefit for themselves, their clubs or their schools.
- Relationships: Set and uphold the boundaries between a working relationship and friendship between themselves and participants when in a position of trust. This is essential when the participant is a young person.
- Relationships: Never engage in any form of inappropriate personal or sexual relationship with a participant ('inappropriate' – as defined within a position of trust within Sexual Offences Act).

Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.

- Never use inappropriate language or gestures.

Never use foul, sexist, abusive, racist or any prejudicial language or tolerate it from players and/or team officials.

Abide by the EHA Safeguarding and Protecting Young People in Handball Policy and Procedures and Good Practice Guidance.



Abide by the EHA Equality Policy.

Take personal responsibility to ensure that they are suitably insured for their activities

Parents:

Respect the spirit of fair play in handball.

- Focus on the young people's efforts and enjoyment rather than winning or losing.
- Teach young people that honest effort and teamwork are as important as victory, so the result of each game is accepted without undue disappointment.
- Remember that people learn best by example. Appreciate good performances and skilful play by all participants.
- Encourage people always to settle disagreements amicably without resorting to hostility or violence.

Respect umpires, officials, coaches, players and spectators.

- Respect the decisions of officials and teach young people to do the same.
- Leave the coach to communicate with individual players on the field of play.
- Show an appreciation for volunteer coaches and administrators – their efforts contribute hugely to young people being able to participate.
- Inform the team coach, manager, captain or, if there is one, another member of a management team of any new or changed injury, health or welfare issue which they consider is appropriate for them to know.

Children & Young People:

Expected minimum standards of behaviour and conduct

Respect for the game

- Be on time for training and competitions.
- Give maximum effort and strive for the best possible performance.
- Always thank your opposition, coaches, referees and officials after every game or training session.
- Accept success and failure, victory and defeat, with dignity and set a positive example to others.

Respect for others

- Referees, officials, coaches, opponents and spectators should be valued.
- Respect the decisions of umpires and officials.
- Protect others involved in the game from verbal or physical abuse and other forms of threatening or intimidating behaviour such as bullying.

Self-respect

- Young people should take responsibility for their actions on and off the pitch.
- Do not smoke, drink or take drugs of any kind (other than prescription).



- Never use inappropriate language or gestures.
- Wear suitable clothing for the activity in which they are taking part.
- Respect the facilities where they play and the equipment that they use.
- Tell someone they trust if the behaviour of others makes them feel uncomfortable in any way.
- Abide by the EHA Equality Policy.

Anti Doping

England Handball condemns and is totally opposed to performance enhancing and recreation drug use in the sport of Handball.

All involved in Handball must:

- Familiarise themselves with the UK Anti Doping Rules (available through the England Handball and UKAD websites);
- Take sole responsibility for all foods, medications and supplements taken;
- Be aware of the implications and penalties in place for a positive doping test result;
- Be aware disciplinary action may be taken for criminal conviction for possession or use of drugs.

Possible Sanctions

In affiliating to England Handball, everyone agrees to abide by this Code of Ethics and Conduct and all of England Handball's policies and procedures. England Handball therefore has the right to investigate and take disciplinary action against any alleged or suspected breach of this Code of Ethics and Conduct which may bring the game of Handball into disrepute.

The following sanctions may be imposed on any individual or club/academy/institution: a warning; a fine; temporary or indefinite suspension from participating or attending any match under the jurisdiction of England Handball.