

BRITISH HANDBALL ASSOCIATION

GUIDANCE & GOOD PRACTICE



1. Safe recruitment of staff and volunteers (page 1)
2. PVG/DBS disclosures & Risk assessment (page 5)
3. Retention and Storage of records (page 11)
4. Use of Photography /Video (page 12)
5. Parent-Coach relationship (page 14)
6. Transport (page 15)
7. Overnight trips and/ or travel abroad - including hosting (page 17)
8. Managing Challenging Behaviour (page 20)
9. Anti-bullying (page 24)
10. Appropriate Communication (page 27)
11. Physical Contact (page 29)
12. Case Management (page 30)
13. Whistle Blowing (page 32)
14. Code of Ethics and Behaviour (page 35)

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 British 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.

At British Handball the following steps will be carried out:

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

Planning

Pre-application information is written before the role is advertised and will 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 will reflect the:

- 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 BHA's open and positive stance on Safeguarding and equal opportunities;
- need for a satisfactory reference/background checks (e.g. enhanced PVG/DBS disclosure).

Applications

All applicants who will work with young people, whether for paid or voluntary, will 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 will 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 in the case of volunteers) will 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 will be offered the role subject to satisfactory references and vetting checks. A minimum of two references will 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 will be placed on ensuring that volunteers are vetted as for paid employees.

Induction

All staff (paid or voluntary) will undergo an induction including:

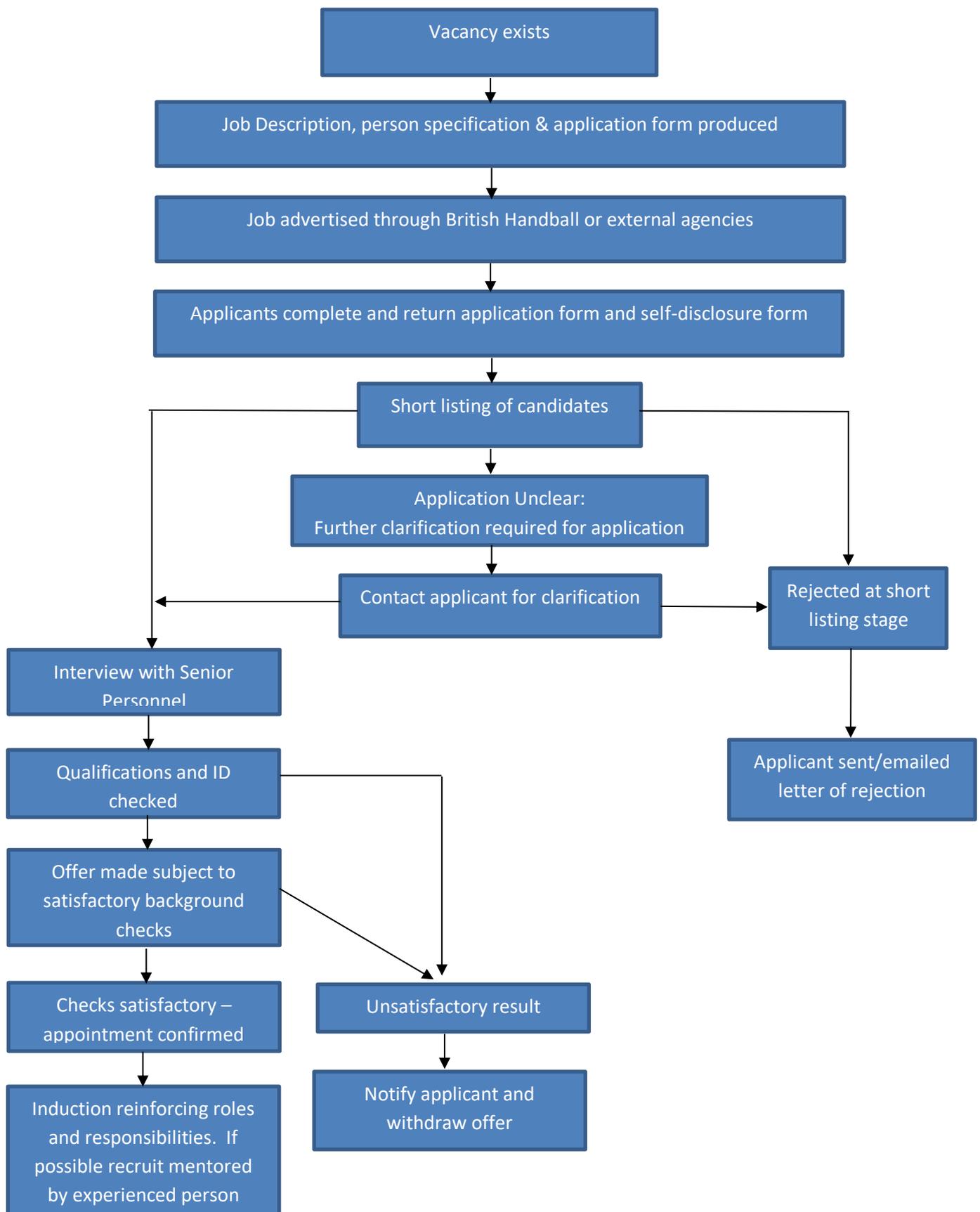
- Information about the safeguarding policy and procedures;
- That their qualifications are substantiated (if not already completed);
- That they complete a profile to identify training needs/aspirations;
- That they are reminded that they have agreed to abide by all British Handball policies and procedures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

Recruitment flowchart:



2. PVG/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-andbarring-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. In Scotland this function is administered by Disclosure Scotland.

This guidance covers:

- Eligibility to request a PVG/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. (Disclosure Scotland is an executive agency of the Scottish Government.)

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'

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 British Handball and the information they check are:

Enhanced PVG/DBS check	Regulated activity with children	Regulated activity with adults at risk	Regulated activity with children and adults at risk
Police national computer	Police national computer	Police national computer	Police national computer
Local police records	Local police records	Local police records	Local police records
	Children’s barred list	Adult’s barred list	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.
- Where a member of staff or a volunteer has been dismissed by British Handball because they have harmed a child or vulnerable adult, or would have done so if they had not left, then the BHA must complete a referral to the PVG/DBS.

If you need any advice on the Barred Lists or PVG/DBS referrals, please get in touch with British 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

To reflect this change in the law BHA self-disclosure forms will 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 British 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 British 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

Since the 17th June 2013, organisations are no longer automatically sent copies of completed DBS disclosures. This means that through the online system, British 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, British Handball will request 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).

British 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 BHA can choose to register. The BHA will require employees to sign a self-declaration form as an alternative method of updating.

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, the BHA will review the information in order to determine the correct course of action and to make a defensible decision on the recruitment process using the CPSU published guidelines on Risk Assessment in recruitment (summary flowchart below (copyright CPSU)).

The Risk Assessment will also take into account the role that the applicant will be fulfilling, and an assessment of the risks associated to the job.

The PVG scheme

The Protecting Vulnerable Groups (PVG) membership scheme is managed and delivered by Disclosure Scotland. It helps make sure people whose behaviour makes them unsuitable to work with children and/or protected adults, can't do 'regulated work' with these vulnerable groups.

How the scheme works

When someone applies to join the PVG Scheme Disclosure Scotland carries out criminal record checks and shares the results with individuals and organisations.

The application process involves gathering criminal record and other relevant information. This can be shared with the employer who is providing regulated work, unless the person applies to have a conviction removed from their PVG Scheme record.

If the information shows the applicant might be unsuitable for regulated work, they'll be referred for further investigation as part of the 'consideration process'.

Once someone is a PVG scheme member

Disclosure Scotland keeps checking their suitability to continue working with children or protected adults. If they find new information which means someone might have become unsuitable to work with children or protected adults, they'll tell their employer.

'Harmful behaviour' by PVG scheme members

If the courts, police, regulatory bodies or previous employers provide information to Disclosure Scotland which suggests someone may be unsuitable for regulated work, this will trigger a consideration for listing.

Barred from regulated work

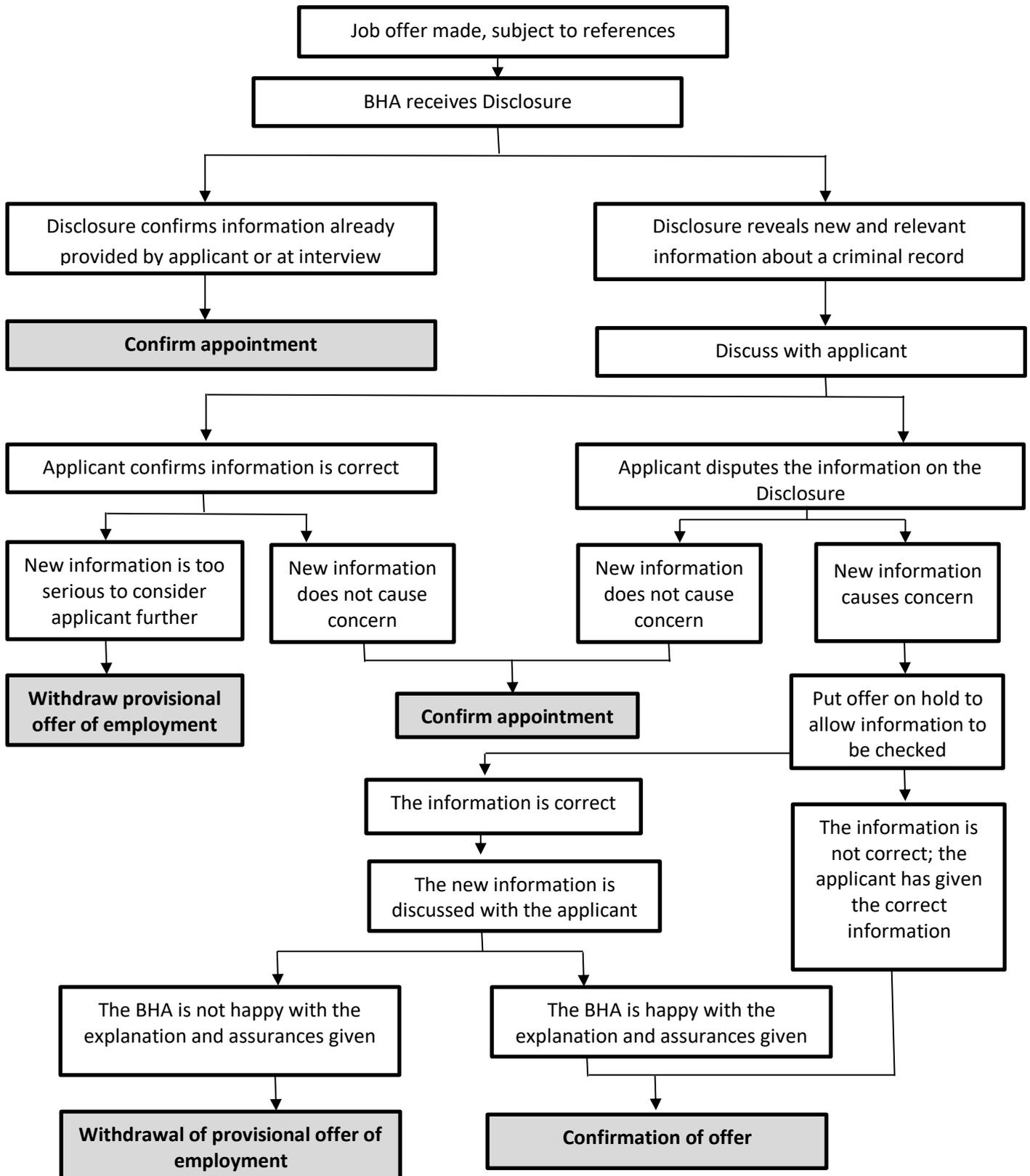
If Disclosure Scotland decides that someone's unsuitable to do regulated work with vulnerable groups, they'll bar them from working with children and/or protected adults, and inform their current employers.

They'll also remove them from the PVG Scheme and tell any other employers listed on their record that they have been barred.

How long does it last?

A PVG Scheme member's paper certificate shows the information available on the day it was created. Membership of the scheme lasts forever though, and scheme members are continuously checked, unless they decide to leave the scheme.

Dealing with Disclosures at the Point of a Job Offer



3. Retention and Storage of records

The BHA will refer to:

- the CPSU Guidance document on the retention and storage of Child Protection records, last updated November 2012; and <https://thecpsu.org.uk/resource-library/2013/guidance-of-child-protection-records-retention-andstorage/>
- Guidance contained within *Data Protection Act 1998: Guidance to Social Services (2000)* which 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 kept for more than the 6-year period, files will 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) will not be stored for more than 6 months unless specific consent has been given to store them for longer.

Whilst the disclosure certificate will 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

British 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. By being aware of the potential risks, and taking 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 these points the BHA aims to put in 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 British Handball events;
- The publishing of images of young people and vulnerable adults;
- The use of video equipment as a coaching aid.

Taking images at British Handball Events

Whilst British Handball does not want to prevent family, friends or other spectators being able to take images at British 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 British Handball activity will inform children and parents if a photographer will be in attendance at a 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 British Handball.

At all sessions/events organised by British 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.

British Handball uses a registration scheme for professional, amateur, student or video operators wishing to take images of children at a session or event. The following wording will be displayed on signs at British Handball sessions/events:

In line with the recommendations in the British Handball Safeguarding Policy, British 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 British Handball session/event organiser.

British 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 British 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 British Handball clothing;
- Try to focus on the activity rather than a particular child and where possible use images that represent all those involved in British Handball. This might include:
 - Boys and girls
 - Ethnic minority communities
- Ensure that images reflect positive aspects of children's involvement in British 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.

Videoring as a Coaching Aid

Video can be a legitimate coaching aid, however if it is used the BHA will, make sure that children and their parents/guardians have given written consent, and understand the purpose of the video. The footage will be stored safely and forms part of 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 will need to be able to deal effectively with any problems to ensure the coach-parent relationship remains positive.

A key aspect in effectively dealing with parents is good communication. At the start of the season, a Parent Letter and/or Parent Meeting will outline British 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 noncritical 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 will also ensure that positive parental involvement takes place. 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, BHA coaches will take the matter seriously by:

- Not discussing any problem at a session or an event.
- The problem. Considering whether a face to face meeting is the best course of action.
- Listening to the parent.
- Clarifying the issue.
- Reflecting.
- Resolving the matter. Taking any necessary actions including updating the parent.
- Referring to the British Handball complaints procedure where the matter cannot be resolved.
- Taking notes of relevant events and meeting for reference.

6. Transport

British Handball activity involves travelling to training in unfamiliar or overseas facilities. Trips may involve long distances, possible travel abroad and overnight stays. Even the most straightforward of trips require some level of planning and the following outlines the issues that BHA organisers will consider when travelling with children.

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

Where the BHA has arranged transport, then the following will be communicated:

- **Players:** made 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 will also be given a clear understanding of what standard of behaviour is expected of them.
- **Parents:** will be made aware of the above and must have completed a consent form detailing any medical issues that the coaches should be aware of. Parents will also be given the name and contact details of an adult on the trip which could be used in the event of an emergency.
- **Other coaches / volunteers:** will be made aware of what their responsibilities are in advance of the trip.

Where British Handball is involved in organising the lifts they will ensure that the driver is appropriately licenced and insured, as well as the vehicle suitable and adequately maintained.

Transporting guidelines

The following guidelines will be adopted for transporting children:

- British Handball will ensure that they have the necessary consent from parents for transporting young people to training or games.
- At least one DBS/PVG checked adult will be present to chaperone any individual or group unless otherwise agreed with the relevant parent or guardian.
- Parents will 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 will talk to the child about transport arrangements to check they are comfortable about the plans.
- The driver will have a point of contact with the child's family and mobile phone should they break down.
- British 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 British 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 British Handball has developed guidelines for parents outlining their responsibility and the consequences of late collections. British

Handball will request parental contact details and 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.

The BHA 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.

Parents will be informed it is not the responsibility of the BHA to transport young people, in the event of them being delayed.

All staff/volunteers will be informed they should:

- attempt to contact the parent in the event of late collection;
- 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 will not:

- take the young person home or to any other location;
- ask the young person to wait in a vehicle or sport facility with them 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 BHA 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 British Handball representative teams mean that overnight trips including travel abroad for training camps and competitions are likely to feature. The BHA will also host tournaments and competitions in Great Britain that will involve young athletes from overseas. Below is the safety checklist that the BHA 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 (including where a child needs to share a room with another adult due to practical considerations)
- 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, camping 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
- At least one adult of same sex present during overnight stays
- Cover for all in-sport and free time periods
- Specialist carers
- Clear responsibilities

Documentation

- Travel tickets
- 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 information

Emergency procedures

- First aid
- Specific medical information available
- Access to and administration of medication
- Information on local emergency medical services, hospitals etc...
- EHIC European Health Insurance Card (replacement for E111) form completed (EU visits). Further information: www.nhs.uk/Healthcareabroad
- Details of British embassy/consulate

Costs and cash

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

Arrival

- Check rooms, meal times, phones, valuables
- 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 promote good practice and 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 people. 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, BHA coaches will 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 will be agreed in advance of the session, event or activity. The planning will also identify the appropriate number of adults required to safely manage and support the session.

When children are identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this will be discussed with parents/carers and where appropriate young people. British 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 may 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 of the season, in advance of a trip away from home or as part of a welcome session at a residential camp.

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

Managing Challenging Behaviour

In responding to challenging behaviour the response will aim to 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 may 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 are never 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 will review the needs of any child for whom sanctions are frequently necessary. This review will 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 relevant squad.

Physical Intervention

The use of physical intervention will 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 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. 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 must be recorded as soon as possible after the incident by the staff/volunteers involved using the Incident Report Form and passed to the BHA Lead 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 will always take place following an incident where physical intervention has been used. This will 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 will be given an opportunity to talk about what happened in a calm and safe environment.

There will also be a discussion with the child and parents about the child’s needs and continued safe participation in the group or activity.

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 can 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 will 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 will 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 British 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). The BHA takes 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.

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. British Handball will involve the bully's parents and the young person's school or club (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 will be involved and supported to ensure they feel able to remain in the squad.

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 British 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 British 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 good practice which includes:

- Language that is appropriate and professional;
- Emails being sent by the same person, i.e. programme manager or head coach;
- Emails must be about legitimate British Handball information and avoid over-familiarity
- Ideally emails will be sent to groups rather than individual children. If communication needs to be sent to an individual child, another adult such as their parent could be copied into the message;
- For group emails, consideration will 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;
- Giving the option to opt out of receiving further emails;
- For under 16's, parental consent must be gained before collecting email addresses and parents can also be copied into the email. Parents must be able to include their own email address instead of their child's;
- For young people aged 16-18, their permission will be gained to email them and parents will be made aware that the British Handball will be emailing their child and the reasons for this;
- If British Handball receives any emails of concern from a young person, the Safeguarding policy will be followed;
- If a British Handball official leaves their position, they will delete any British Handball email addresses from their computer;
- Email addresses are not to 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 British Handball may decide to use text messaging.

The BHA will reduce the risks, including:

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

- For young people aged 16-18, their permission will be obtained before texting them and their parent's made aware;
- British Handball will 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 will 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. British Handball uses the internet to publicise themselves and keep in contact with those interested in the sport. However British Handball is mindful in how they present themselves online and the risks the internet can pose to young people if not used appropriately.

The BHA will use the following good practice guidelines:

- The website/profile should present a professional image, ensuring all language and content is appropriate;
- British Handball will plan how they will manage their website/social networking profile.
- 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 British Handball Lead Safeguarding Officer is available and links available to help organisations such as ChildLine;
- If British 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;
- British 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, British 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 British 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;
- British 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 BHA employees understand these guidelines to protect their own position and the overall reputation of British 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 can be demonstrated with another member of coaching staff.

Physical contact will 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 must 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;
- All treatment procedures are explained to the child and **verbal consent** is gained before they are carried out.
- A child will not be 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;
- Medical confidentiality and patient dignity must be maintained at all times.

In the case of a young person with a disability, specific support or assistance may be required.

12. British 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
- External independent representative(s) from EHA or SHA
- 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 British Handball Lead Safeguarding Officer.
2. The British Handball Safeguarding Case Management Group (CMG) shall be appointed for each case by the British Handball Lead Safeguarding Officer or the British Handball Chair.
3. The persons appointed shall be suitably experienced and/or qualified and will familiarise themselves with the relevant legislation, policies and guidance.
4. The British Handball Lead Safeguarding Officer can directly advise the Police / Children's Social Care in the event of Safeguarding allegations deemed urgent. The British Handball CEO and CMG should then be informed.
5. The CMG will operate independently of the British Handball Board.
6. Any person appointed to the CMG shall declare immediately to the British 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 British Handball Lead Safeguarding Officer.
8. The British 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 British Handball Chair 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 British Handball Chair 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 British Handball Chair, another British Handball department or process, or to another organisation such as the EHA or SHA.

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:

- One independent NED
- EHA CEO
- Director of Finance and Corporate Governance

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

Appeals:

- BHA Chair
- One independent NED (different to the individual who has sat on the Disciplinary Management Group)
- 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 British 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.

British 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 British 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 British 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.

British 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.

British 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

British 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 the identity of the whistle blower 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 British Handball's Safeguarding Policy.

Individuals should raise the concern in the first instance with the British 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 British Handball Safeguarding Officer to determine whether that there are sufficient grounds for taking further action.

How British Handball will respond

The action taken by British Handball will depend on the nature of the concern. This could include informing the statutory agencies, or formation of a British 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.

British 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. British 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 British 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 applies to all players, staff, volunteers, and parents involved in Great Britain handball. In order to protect the reputation of handball in Great Britain, the code also applies to all those associated with the BHA who are involved in British Handball whilst outside the UK.

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

Staff:

Staff should be:

- Advocates of equality, fair play and safety in the practice and the Administration of handball
- Supporters of the BHA'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 BHA Safeguarding and Child Protection Policy and Guidance & Good Practice.
- Take personal responsibility to ensure that they are suitably insured for their activities.
- Will not condone, assist or in any way support the use of prohibited substances and methods (unless permitted by a Therapeutic Use Exemption) in any aspects of their work.
- Are expected to contact UK Anti-Doping should they become aware of an athlete or NGB member using or considering the usage of a prohibited substance or prohibited method. This contact should be done in confidence on the dedicated confidential Report Doping in Sport line.

Players:

As a member of the Great Britain Handball Team your behaviour will reflect on your country and the sport. Accordingly you must agree to conduct yourself in a proper manner at all times while participating in GB Team activities and within all commercial and media activities for British Handball.

A. General Conduct

You agree to:

1. Make a positive commitment to supporting and achieving the aims and objectives of British Handball.
2. Abide by all anti-doping rules and regulations at all times.
3. Conduct yourself in a correct and proper manner that portrays the sport in a positive light and does not bring you, British Handball, the sport or any commercial partner into disrepute.
4. Maintain high standards of conduct and behave in a manner that shows proper respect for other players and team staff when training and competing.
5. Refrain from excessive behaviour which would reflect badly on the sport and/or could prevent you from maintaining the highest levels of performance.
6. Act as an ambassador for British Handball at all times.
7. Take personal responsibility for elements of team activity when required or asked to do so by a member of the team management. This includes:
 - a) speaking up if you are unhappy about something (or know that someone else is);
 - b) being organised and on time for all travel, training and events;
 - c) watching out for each other to ensure that no Team Member is in danger;
 - d) not being afraid to tell fellow Team Members if you think their behaviour is unacceptable;
 - e) ensuring that you and others do not, at any time, engage in any illegal or irresponsible activities.
 - f) where available, wear official GB team kit as requested by team management, including during travel with team, at holding camps, at competition venues and at team hotels
 - g) whilst on team duty, not to publicise any personal sponsor that conflicts with British Handball sponsor agreements or breaks any EHF/IHF rules. If in doubt, ask the Team Manager

B. Behaviour when attending a competition as a member of a GB team

1. When residing in a team hotel/accommodation:
 - a) be courteous and respectful to other Team members, athletes, hotel guests and hotel property at all times – others may be competing and/or training even after your events have finished;
 - b) if you have any problems when at the Team hotel please speak to your Team Manager;
 - c) you will be allocated rooms on arrival. If you wish to change rooms you must clear it with the Team Manager;
2. At all times you will:
 - a) keep your accommodation clean and tidy;
 - b) adhere to any signing in and out procedures if implemented by Team Management;
 - c) where the room is paid by British handball, pay for any extras you incur at the team hotel, such as phone bills, room service, dry-cleaning etc.;
 - d) report any faults or damage to the team hotel to the Team Manager. Upon arrival, ensure you inspect your own accommodation and report any faults or damage immediately;
 - e) maintain appropriate standards of conduct at any official events/celebrations;
 - f) use social media/blogging sites e.g. twitter/facebook in a positive light and share your personal experience, whilst respecting the privacy of other individuals;
 - g) check any supplements/nutritional aids (particularly those bought in a foreign country) with the medical team;

3. At all times, you agree NOT to:
- allow any non-team member (male or female), into your room (this includes friends, family, supporters and your personal coach);
 - appear in any public areas of hotels accommodation improperly or inappropriately dressed;
 - consume alcohol whilst wearing GB team kit.
Note: it is illegal at all times for British athletes under the age of 18 to drink alcohol. Different countries around the world may set higher legal drinking ages (21 in the USA, for example) and as such, where the legal drinking age is set higher than 18, all players will be expected to abide by the relevant legal drinking age for any country they visit;
 - gamble on any event during a competition for which you are selected to represent the GB Team;

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 a BHA 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 Ethics and 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 British 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 BHA Safeguarding and Child Protection Policy and Guidance & Good Practice.
- 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.

Anti Doping

All sporting participants have the right to compete in Clean Sport. British Handball condemns and is totally opposed to performance enhancing and recreation drug use in the sport of Handball. The BHA is committed to supporting the prevention of doping behaviour in the UK in collaboration with other sporting bodies

The BHA adopts the UK Anti-Doping and World Anti-Doping Agency (WADA) position that cheating, including doping, in sport is fundamentally contrary to the spirit of sport, undermining the otherwise positive impact of sport on society. The BHA is committed to Clean Sport and undertakes to work with UKAD to deliver anti-doping education to all Great Britain team members. The BHA will uphold any sanctions placed upon an athlete by UK Anti-Doping or other associated body in accordance with the World Anti-Doping Code.

Further details about UK Anti-Doping and WADA can be found at www.ukad.org.uk and www.wada-ama.org/

All involved in British Handball must:

- Familiarise themselves with the UK Anti-Doping Rules (available through the 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 British Handball, everyone agrees to abide by this Code of Ethics and Conduct and all of British Handball's policies and procedures. British 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 British Handball into disrepute.

Players or staff who breach the code of conduct will be subject to sanctions commensurate with the actions they have taken. Sanctions/actions to be taken may include, but will not be limited to, any of the following:

- a) immediate expulsion from the GB Team. The player/staff member concerned may be required to return home, at their own expense, unaccompanied if appropriate;
- b) exclusion from all further GB Teams either for an identified period of time or permanently;
- c) direct billing for any damage caused or costs incurred;