

# BEST PRACTICE STANDARDS

A GUIDE FOR KEY ORGANISATIONS & PERSONNEL



ENGLAND  
HOCKEY

This document provides essential information on England Hockey's Best Practice Standards, outlining their purpose, scope, and the requirements for your club and its key personnel. These standards are fundamental to our shared goal of creating a safer, more enjoyable, and welcoming environment for everyone in the sport.

## Background and Purpose

Clubs, counties, and volunteers do a tremendous job in our sport, and we recognise the commitment it takes to create a great experience for all. We share a collective responsibility to protect the safeguarding and welfare of people in hockey.

To make this easier, we've brought together all our existing standards into one clear framework.

These Best Practice Standards are not new requirements, but rather a streamlined set of agreed-upon criteria that pull together and refine all existing standards across the sport and key roles.

The standards are designed to provide greater assurance for everyone involved - the participant, the volunteer, and the organisation. They provide clear guidance for clubs, counties, coaches, and welfare officers in one simple place, ensuring we all work together to put the participant's experience at the heart of our thinking. The standards are designed to provide greater assurance for everyone involved—the participant, the volunteer, and the organisation.

## Who the Standards Are For

Currently, the Best Practice Standards are in place for the following roles:

- Clubs and Counties: As organisations that deliver hockey to young people.
- Coaches (Lead Coach, Coach, and Helper roles).
- Welfare Officers.

We are committed to developing standards for other roles in the future, including Umpires, Technical Officials, and Club Leaders.

## Why it's important?

- **Ensures Child Wellbeing is Paramount:** Equip all personnel with essential safeguarding knowledge so that children and young people know their wellbeing is at the heart of your organisation.
- **Ensures Compliance and Builds Trust:** Meeting best practice standards demonstrates a commitment to child welfare and governance, protecting your organisation and building trust with parents and the wider community.
- **Empowers Personnel and Strengthens Leadership:** Develop the confidence, knowledge, and expertise of staff, volunteers, and welfare officers to effectively lead and implement safeguarding procedures.
- **Improves Risk Management and Crisis Response:** Equip your team with the skills to proactively identify and manage risks, and ensure they are prepared to take effective action if a safeguarding concern arises.
- **Creates a Safe and Positive Experience for All:** Ensure every child and young person feels safe, valued, and protected, fostering an environment where they can thrive.

## Key Standards for Clubs & Counties

For your club or county to operate at the best practice level, a number of key provisions and policies must be in place, particularly for junior activity. This information is requested as part of the annual membership process, so please ensure these questions are answered accurately and thoroughly.

### Standards include:

- A named and trained Welfare Officer with a valid safeguarding qualification and Time to Listen training.
- Coaches working towards or already meeting the best practice standards.
- First Aid provision in place for all junior activity.
- All people working with Under-18s have completed a valid DBS check.
- Adoption and adherence to the Spirit of Hockey principles.
- Adherence to all relevant Safeguarding Policy, procedures, and good practice guidance.
- Appropriate Risk Assessments in place for junior hockey (covering facilities, the junior section, and sessions).

## Role-Specific Standards

The following are the specific, detailed standards required for key roles within your club. It is the club's responsibility to ensure all personnel in these roles meet the required criteria.

### Lead Coach:

- A minimum of a Coach Course/UKCC Level 2/Level 2 qualification.
- Safeguarding in Hockey (module and workshop).
- Planning Safe Hockey module.
- Insurance – public liability, professional indemnity, and legal expenses.
- Enhanced DBS check.
- Age – minimum 18.
- Signed up to the Code of Conduct.

### Coach:

- A minimum of a Sessional Course/UKCC Level 2/Level 2 qualification.
- Safeguarding in Hockey (module and workshop).
- Planning Safe Hockey module.
- Insurance cover – public liability, professional indemnity, and legal expenses.
- Enhanced DBS.
- Age – minimum 18.
- Signed up to the Code of Conduct.

### Helper:

- A minimum of an appropriate workshop (Coaching Junior Hockey, Intro, Coaching Team Players).
- Planning Safe Hockey e-learning module.
- Safeguarding – online awareness.
- Insurance cover.
- Enhanced DBS.
- Minimum age 14.
- Signed up to the Code of Conduct.

### Welfare Officer:

- Safeguarding Awareness module and Safeguarding in Hockey workshop or other professional equivalent training in the past three years.
- Time to Listen course.
- Enhanced DBS.

## Your Role: Adhering to the Standards

Making hockey safe is a collective effort, and your club's leadership is crucial. We ask that all key personnel play their part by ensuring these standards are met.

- **Clubs and Counties:** Ensure your organisation is adhering to the Best Practice Standards. Verify that all Coaches and Welfare Officers within your club are meeting standards or are working towards them.
- **Coaches and Welfare Officers:** Check that your training, safeguarding, DBS, and insurance meet all the requirements outlined in the Best Practice Standards. [Free learning](#) is available to support you in meeting any outstanding requirements.
- **Parents and Participants:** Feel empowered to ask their clubs, counties, and coaches if they meet the standards.

## Additional Support

We're here to help. For any questions or further guidance on these standards, please contact the relevant team:

- **Safeguarding and Welfare:** [safeguarding@englandhockey.co.uk](mailto:safeguarding@englandhockey.co.uk)
- **Coaching:** [coaching@englandhockey.co.uk](mailto:coaching@englandhockey.co.uk)
- **Safe Hockey:** [health.safety@englandhockey.co.uk](mailto:health.safety@englandhockey.co.uk)
- **Club Development:** Contact your local [Club Development Manager](#)