

NSRTC Guidelines for travelling and staying away

This guide reflects T&RA policy and has been created to help coaches, officials and parents to understand the roles and responsibilities involved in taking young players away. It should be used alongside the T&RA's other policies and guidance, particularly those relating to the safeguarding and protection of children.

Section A: Planning and travelling for away fixtures

Planning

Clubs have fixtures on many occasions in the year. Home fixtures are likely to resemble your club nights or training sessions and the duty of care will therefore be similar. However, even the simplest away trip requires some planning. This section gives guidance on away fixtures and day-trips that do not include overnight accommodation.

Communication with parents, guardians and carers

For a simple away fixture, this may amount to: the method of transport; the pick up point and estimated time of return; the destination and venue; details of the competition; the name of the Coach and/or Team Manager (with contact details); emergency contact details; and a note of any costs (fares or money required for meals). It might also clarify any special requirements for people with disabilities, if appropriate.

Transport

When it comes to transport, the main points to consider are:

- Passenger safety.
- The competence and training of the driver to drive the proposed vehicle, and whether he/she holds insurance and an appropriate, valid licence.
- Total journey time, hours on the road, overall distance and suitable stopping points.
- The length of the driver's day – will more than one driver be required?
- Type of journey, traffic and weather conditions, appropriate insurance and breakdown cover.
- Supervision requirements.
- Suitability of transport, if players with disabilities are travelling.
- Emergency procedures.

Legislation

It is the responsibility of the organising official/club to ensure that the travel arrangements and transport used are suitable for the journey. Vehicles transporting players should be appropriate, roadworthy and insured. Drivers must be appropriately licensed, and are responsible for the maintenance and care of their vehicle during the trip.

Minibuses and coaches

Minibuses and coaches carrying groups of three or more young people (under 15 years) must be fitted with seat belts for each child. Where seat belts are provided they should be worn. The driver must be suitably qualified and experienced in driving a minibus or coach.

Private cars

It is the responsibility of the driver to ensure that the travel arrangements and type of transport are suitable for the journey. Vehicles transporting players should be appropriate and roadworthy and they should also have the appropriate license and insurance cover. The insurance cover when transporting people as part of work, whether paid or not should be Business cover (insurance companies charge very little for this extra cover).

It is the driver's responsibility for making sure the player's have seat belts and use them. Vehicles without seat belts should not be used. It is advisable that adults driving players around are not put in a position where they are alone with the player. If this is absolutely necessary then parental permission should be obtained and the player asked to sit in the

rear of the vehicle. When groups of players are travelling together in a private car then a central collection and dropping point should be arranged. Particularly remember for coaches: you are not a 'Taxi driver' you are a coach. It is the parent's responsibility to get their child to a certain location or event.

Child Seats/Restraints

The law says that all children under the age of 12 will have to use some form of child car seat, unless they are taller than 135cm (4ft 5in). Regardless of whether the child is in the front or rear seats in cars, vans and other goods vehicles, the child must travel in the correct child restraint for their weight with very few exceptions. The law states that it is the driver's responsibility to ensure that children under the age of 14 years are restrained correctly in accordance with the law. The law does not require child restraints to be provided in taxis, private hire vehicles, minicabs, minibuses, buses or coaches, although they must be used if available. Seat belts must be worn, if fitted.

Exceptions to the rules

In limited circumstances, children can travel without the correct child restraint these include:

- In a licensed taxi or licensed private hire vehicle.** If the correct child restraint is not available then, in the rear seat only, children must use an adult seat belt.
- In cases of unexpected necessity over a short distance.** If the correct child restraint is not available then, a child **must** use an adult belt and be seated in the rear seat only.
- Where two occupied child restraints in the rear seat prevent you fitting a third.** In this case, provided the front seat is occupied, a third child can use an adult seat belt (lap OR lap and diagonal) in the rear. If the front seat is free, then they must sit there using the correct child restraint.
- In older vehicles with no rear seat belts.** In this case, children may travel unrestrained.

Travelling in a Coach or Minibus

All coaches and minibuses manufactured after October 2001 must now be fitted with either three point seat belts or lap belts on forward or rearward facing seats. If you plan to travel by coach or minibus, you should contact the Operator in advance and ask if the vehicle is fitted with seat belts.

Checking the suitability of supervising adult

All people acting in a supervisory capacity with children must, as an absolute minimum, have completed an T&RA self-declaration form. Ideally, the adult should have completed an Enhanced Criminal Records Bureau Disclosure. Information about this can be obtained from the Club Child Protection Officer.

Mixed groups

Where the group is of mixed sex there should be at least one male and one female member of staff. The number of staff and their differing responsibilities will be determined by the profile of the trip.

Roles and responsibilities of the adult

Parents expect their children to be cared for safely and sensibly. All staff, including coaches, parents and volunteers are expected to take the role of a responsible parent; to be acting *in loco parentis*. All supervisory staff should be provided with a full itinerary, including emergency contact information for the child's parent(s) or guardian(s) and full transport arrangements. It can be difficult supervising groups where the parents of some players are also present. In this situation it should be made clear beforehand that the players are part of a group, that this group is under the supervision of designated staff, and that individual parents should not seek to compromise the situation. There should always be a list of group members, so that a simple head count or register can be taken at any time. Also ensure

there is easy access to home and emergency contact numbers. It is vital for the responsible adult to acknowledge the significance of his or her role and to abstain from drinking alcohol whilst in charge of children.

Staff to player ratio

Any trip must have a suitable ratio of staff to players. The factors to take into consideration are:

- Gender, age, ethnicity and ability of the group
- The duration and nature of the journey
- The competence and likely behaviour of the players
- The experience of the staff in supervising players

Staffing ratios are difficult to prescribe as they will vary according to all of these factors, as well as the location of the fixture or event, the type of activity being undertaken and the resources available. However, consideration **must** be given to ensuring that there are enough people to deal with an emergency. As a guide, a ratio of **1:5** should be considered as a minimum for players aged 11 years and over.

Supervision while travelling

- On each trip, one adult normally the coach will take overall responsibility for the group (at all times). The level of supervision needed while travelling should be considered as part of the risk assessment.
- Ideally, drivers will not be responsible for supervising players, but this may be the case with smaller groups.
- Where appropriate, all group members should be made aware of the position and operation of their vehicle's emergency door, and the location of any first aid or fire equipment.
- Factors that the Team Manager should consider when planning supervision on transport include the safety of the group near roads and other dangerous locations.
- Safety on buses, trains, ferries and planes. The team Manager should make clear to the group members how much or how little freedom they have to roam. (Misbehaviour is one of the main causes of accidents to children. Appropriate supervision and discipline should be maintained at all times.)
- Sufficient stops at suitable places, to ensure the safety and comfort of all group members including the driver. The Team Manager should meet with all the travelling players at the beginning of the trip to set down clear ground rules and responsibilities.

Public transport

When public transport is being used, the organiser should, where possible, book well in advance and arrange for seats to be reserved so that the party can travel together.

Breakdowns and accidents

In the event of a breakdown or accident, the group should remain under the direct supervision of the Team Manager or other designated staff. If the accident is of a serious nature, then Club Child Protection must be advised.

First aid

The group organiser and Team Manager should know how to contact the emergency services and have access to the minimum first-aid provision.

Other medication

The organiser and Team Manager should be aware of any medical conditions the players may have, including allergies.

Emergency procedure

If an emergency occurs during a trip, then the following steps should be taken:

- Establish the nature of the emergency as quickly as possible.
- Ensure that the group is safe and supervised.
- Establish the names of any casualties and get them immediate medical attention.
- Ensure that any group members who need to know are made aware of the incident, and that all group members are following correct emergency procedures.
- Ensure that a member of staff accompanies any casualties to hospital and that the rest of the group is adequately supervised (and kept together) at all times.
- If necessary, notify the police immediately.
- As soon as it is safe and sensible to do so, write down all relevant facts and any witness details, as accurately as you can, to preserve any evidence
- Keep a written account of all events, times and contacts after the incident.
- Ensure that no-one in the group speaks to the media. All media enquiries should be referred initially to the Club and also to the T&RA office.
- Ensure that no-one in the group discusses legal liability with other parties

Those in charge of a trip have a duty of care to people under the age of 18. They also have a common law duty to act as any reasonably prudent parent would. Staff should not hesitate to act in an emergency and to take life-saving action in an extreme situation.

Procedure for the Home Contact

If contacted about an emergency, the person acting as the Home Contact should:

- Verify that the Team Manager has control of the situation and establish if any assistance is required.
- Contact parents and keep them as well informed as possible.
- Ensure that Club authorities (Chairman, secretary) are informed

Public liability cover

Organisers and Team Managers should ensure that public liability insurance is in place and that they are aware of any limitations in cover. They should take a copy of the policy with them, or at least know where the policy is kept.

Personal accident cover

Organisers should ensure that adequate personal accident insurance is in place and that they are aware of any limitations in cover.

Insurance while travelling

Passengers travelling in motor vehicles in the UK are covered (under law) by insurance policies required under the Road Traffic Act (1988). The best practice is for the Club to check the insurance certificates for any vehicle that is being used to transport players. At the same time, it is prudent to check driving licences. For self-drive vehicles, consideration should be given to the extent of accident cover (noting any accidental damage or glass breakage excess), and the availability of breakdown and recovery services.

Section B: Overnight stays - planning the trip

When planning a trip you must allow sufficient time for all these requirements to be completed. The following areas need to be considered:

Purpose of trip

Are you clear what the trip is for? Is it for training, competition or socializing, or will it be a combination of all three?

Who will be going?

Players

The objectives of the trip will largely determine who takes part. The following factors should be considered:

- Is the group predominantly of one age or is there a wide range of ages?

- Is it a mixed-sex group?
- How large is the group?
- Do any members of the group have disabilities, or special educational or medical needs?

Staff

The profile of the playing group will, in turn, determine staff issues such as:

- The ratio of adults to children
- Suitable members of staff and volunteers
- Requirements for any specialist staff.

How much will it cost?

The planning stage should also incorporate some estimate of the cost of the trip. Factors to consider include:

- How much is travel and accommodation?
- Will staff be paid? (And who will pay them?)
- What will be included in the overall cost?

With groups consisting of younger players, organisers should try to include all the basic requirements in their assessment of overall cost. This helps to ensure that children do not take insufficient funds for their meals and other expenses.

Spending money

Players usually need to take some spending money for themselves. This can be a problem, as children are vulnerable where money is concerned. Parents should be given some indication how much their child will need, as it is particularly difficult to manage a situation where one child has barely enough and another has large amounts left over. This should form part of your pre-trip discussions with the parents and guardians.

Assessing the risk

No amount of planning can guarantee that a trip will be totally incident free. But good planning and attention to safety measures helps to reduce the likelihood, severity and consequences of any incident. To ensure that appropriate procedures are in place for any activity, the first step is to identify and assess likely problem areas. Any formal assessment of the potential risks should be made with the explicit intention of reducing these risks. Ultimately, children must not be placed in situations that expose them to an unacceptable level of risk. Safety must **always** be the prime consideration. Risk assessments should be based on the following considerations, and you should keep a detailed, written record of every assessment you undertake:

- What are the hazards?
- Who might be affected?
- What safety measures need to be in place to reduce the risks to an acceptable level?
- Can the group leader put these safety measures in place?
- What steps will be taken in an emergency?

These questions should be asked of each and every aspect of the trip, including: the venue; transportation; staffing; sleeping arrangements; food and catering arrangements; and all the activities included in the programme.

A pre-trip visit is recommended good practice. It gives the opportunity to check many of the above points. When this is not practical, advice from other clubs or people in your club who have been to the venue can prove invaluable. Your risk assessment will also help to determine how many staff are needed to supervise the trip.

Supervision

Staff should meet in advance of the trip, to discuss their roles and ensure that everyone understands and supports the work of the team as a whole. Often the Coach/Team Manager has the ultimate say in disciplinary matters, and he/she should be in agreement with all members of staff regarding the application of relevant codes of conduct.

Supporting individuals. Some children may require individual support from people who understand their specific requirements. Things are much more likely to work well for everyone when roles are clearly defined beforehand. The child can be involved in this process, if appropriate. Drawing up a written agreement with a child can enable the

Coach/Team Manager and any support workers to understand each other's duties and responsibilities: for example, the Coach/Team Manager may be overall charge of the group, while the role of the support worker is to safeguard the welfare of the individual.

Fragmented groups. Careful consideration must be given to the practicalities of supervising the group, especially if it needs to be split up at any time. At competitions, for example, it is not uncommon for some players to be resting or eating while others are still playing. And with some less focused players, bedtime curfews do not necessarily mean sleep or indeed remaining in their room. Staff must take account of this and plan to supervise accordingly.

Child protection. Within the staff group there should be someone who is familiar with child protection policies and procedures, and able to respond appropriately should the need arise. Ideally, they will have attended an SportsCoachUK child protection workshop.

Homesickness. This is always a possibility, particularly for those who are away from home for the first time. Raise the subject openly, at your group briefing, and identify a member of staff who players can talk to if they grow homesick. Meetings with parents/guardians before the trip can also be used to establish any specific requirements: some children can only sleep with the light on, for example. Any such requirements should be treated with sensitivity and in the strictest of confidence. During the trip, be flexible about phone calls home and encourage parents to discuss any concerns with the Home Contact, if their children do become distressed in any way.

Remote supervision

Occasionally, players are not directly supervised. They may be returning to the hotel, after the day's events have been completed, or going on a local shopping trip or social visit. Older players may find that unsupervised time is specifically scheduled into their trip. However, as a general rule, children under 11 should not be allowed any 'free time'. Parents should always be informed if there will be times when their children go unsupervised.

If remote supervision is to take place, the group leader must ensure that everyone understands the ground rules and is adequately equipped to go unsupervised. Children and young people should never go out alone (groups of three or more are preferred) and a clear, realistic time limit must be imposed on any unsupervised excursion.

Children supervised remotely should know:

- How to contact a member of staff
- Where they are staying (including the telephone number)

And they should have:

- Money
- Some form of identification
- Mobile telephone number for the Coach/Team Manager
- Maps and any other information that will contribute to their safety and enjoyment
- A clear understanding of any areas which are 'out of bounds'
- It is often helpful for one or two members of staff to sit in a park or café in the area. This makes it easy for players to 'report in' at regular intervals.

Home Contact

For trips involving overnight stays, a list of group members must be left with a contact adult (from the club) who remains at home. Contact numbers and accommodation details should be included on the list.

Hostels and residential centres

Staff and players should have access to a suitable diet and this means communicating any specific requirements to your chosen hotel or residential centre. You may need to check on the availability of vegetarian or vegan meals, menus that cater for cultural or religious preferences, and gluten or nut free foods. If you are self-catering, make sure you are supplied with all the cooking equipment you need. Mealtimes should be timed to fit in with your programme.

General advice on accommodation

Whatever accommodation you choose, there are some basic rules to good practice:

- Discuss your control and discipline policy with the staff at the centre/hotel.
- If rooms are equipped with satellite television, inappropriate channels may be accessible. Arrange for these channels to be blocked.
- Check centre/hotel rules on room extras, breakages and lost keys.
- All accommodation should be clean, with access to sufficient toilet and bathing facilities. Consideration should be given to individual requirements - for example, Muslim players will require access to running water for washing.
- It is not acceptable for players to share a bed or for male and female players to share a room. It is also unacceptable for a member of staff to share a room with a player, unless they are parent and child.
- The organiser should be sure that players are safe. In hotels, this includes checking that rooms can be locked (and confirming availability of a 'master' or pass key, if required).
- Centre/hotel staff should be made aware of the rooms occupied by your group, and advised of any members who may have difficulty in responding to a fire alarm.
- Players should be made aware which rooms are occupied by staff and advised how to contact them (using room telephones, if available). This is very relevant for trips abroad.

Preparing parents, guardians and carers

It is good practice to meet with parents, guardians and carers before the trip. This gives you the opportunity to address issues such as arrangements for players with disabilities, details of relevant medical conditions, confidentiality issues and consent forms. It may be appropriate to share details of your risk assessment, and to discuss the steps you have taken to reduce risks to an acceptable level.

Paperwork should be prepared for parents and players, giving as much information as possible, including contact details (don't forget to mention the Home Contact).

For trips that involve an overnight stay, the information pack needs to be more comprehensive. Try to include:

- The purpose and objectives of the trip.
- Name and contact number of the organiser.
- Names of all the staff.
- Name and contact details of the club's Home Contact.
- Details of accommodation, with full address and telephone number.
- A detailed itinerary, covering scheduled activities (competitions, training, educational sessions and social events) and any unsupervised time.
- A kit and equipment list.
- An emergency procedures and telephone contact list.
- A copy of the code of conduct.
- Child protection procedures.
- The estimated cost; it may be necessary to point out that the final cost could go up or down, depending on the final size of the group.
- The deadline for paying deposits (and securing places) and confirmation whether or not there are any circumstances under which the deposit is returnable. Include a schedule for payment of the remaining amount.
- Spending money (try to estimate an appropriate upper/lower band).
- Details of insurance cover.
- It is difficult for clubs to organise and cost trips without knowing the likely level of the support. Even so, it's important to give parents sufficient opportunity to organise their finances. Some players may be socially excluded if deposits are required at short notice or trips are filled on a 'first come first served' basis.
- Wherever possible, the club should give parents the opportunity to reserve a place and then agree a payment schedule that does not disadvantage the player.

Information required from parents, guardians and carers

For all players under 18 years of age a trip and activity consent form should be completed. This form should provide you with:

- **Medical information.** Allergies to non-prescription medicines, such as painkillers, should be highlighted. If painkillers are taken routinely, parents should confirm type, frequency and dosage. This will set the limitations for any painkillers you administer during the trip. Personal responsibility for asthma inhalers should also be clarified. Contact with contagious or infectious diseases must be noted, and this may need to be checked again just before departure date. Players who indicate that they have a medical condition may be asked by insurers to complete a more detailed information form.
- **Details of special requirements –**
 - Any dietary requirements or special care needs.
 - Consent for emergency medical treatment.
 - Agreement to pay the fee.
- **Preparing the players.** It is a good idea to include players in your pre-trip meeting with parents, guardians and carers. However a separate meeting can make it easier to focus on discussing and adopting a code of behaviour. Take this opportunity to give advice on the policies and procedures to be used to make the trip safe. Talk about what to do if anyone is being bullied, or feels frightened or homesick, and introduce an adult who they can speak to in confidence. If it's not possible to meet before the trip, these items should be covered at a briefing meeting upon arrival.
- **On arrival.** These are the guidelines for Coaches/Team Managers on arrival at the destination:
 - Confirm room numbers with the hotel and match these to your rooming arrangements. Inform the players of the rooming list. This should be organised by the Coach/Team manager in consultation with the other staff. It is not necessarily appropriate to allow the group a free choice when it comes to sharing rooms, although any particular requests can be considered.
 - Check all arrangements with the centre/hotel, including meal times, and give them a copy of your itinerary.
 - Check on room phones. Look at access to outside lines, call charges and the availability of calls between rooms.
 - Establish rules in relation to use of paid facilities such as the television and mini bar.
 - Check that the rooms are all suitable and clean. If there is any damage report it now, as this will save any blame or costs being passed on to group members.
 - Check out the sporting venues as soon as you can.
- **Initial briefing session.** On arrival, the Team Manager/Coach should arrange a briefing session with the whole group. This is the time to clarify child protection procedures and emergency procedures, to reinforce the agreed code of conduct, and run through the itinerary and confirm that everyone understands it.
- **Money and valuables.** Decide on the best way to secure money, both the club contingency amount and cash/travellers cheques held by individuals. With younger, inexperienced players, it may be advisable to collect their money and organise a daily bank. This also helps to give some control in rationing money over the correct number of days. (A stock of envelopes, one for each person, is useful for this). Also make provision for the safekeeping of valuables and belongings during the trip. Hotels usually offer safe boxes, but it may be necessary to appoint an adult to handle this, especially when the group is out and about.
- **Medicines.** It is often advisable to appoint one adult to be in charge of all medicines centrally. This helps to ensure correct dosages are given and reduces the possibility of inappropriate drug usage. Make sure everyone knows who to go to for medication, and appoint a second member of staff to provide back up in emergencies (and access medicines when the designated adult is not available). Individuals may need to hold on to some medications, such as asthma inhalers. In this case, take your guidance from the consent form.

Daily briefing. This provides a focal point and a checking-in time for all group members. It allows for a discussion of the day's events, planning for the next day's activities and the opportunity to clarify or reinforce rules and procedures. This is also the ideal time for players, should they wish, to speak on a one-to-one basis with members of staff. They can confidentially express any personal worries, giving staff the opportunity to pick up any signs of homesickness or distress particularly with young players.

De-brief on return. After the trip, staff should meet to discuss its success. This process can be part of a report to the club committee. If any significant issues arose on the trip, these should be detailed in writing and may be included in the club minutes. Areas for special consideration include the success of your pre-planning, the quality and accuracy of the programme information you provided, and any health and safety, discipline or child protection issues. This will form the basis of any feedback you give to parents. It may be helpful to hold a de-briefing meeting for parents and players, or alternatively, you may wish to produce a general evaluation form. This gives staff, parents and players an opportunity to comment on the trip and highlight any good/bad aspects of the experience. This feedback is extremely useful for deciding what lessons need to be learnt, and what can be done differently in the future to make trips even more enjoyable.

Section C: Travelling abroad, and hosting

General advice

Staffing ratios for visits abroad will vary, but generally clubs take more staff than they would for a UK trip. It is important to take staff or volunteers who can speak the local language if at all possible. Staff must meet in advance of the trip to discuss and agree roles and responsibilities. Identify who is most familiar with child protection policies and procedures and ensure that all staff are clear about their duties in this area. Ideally at least one member of the party will have been on an SportsCoachUK child protection workshop.

The following factors should all be considered at the first stages of planning:

- Information on the language, particularly common phrases.
- The culture of the country – rules and regulations, body language, dress codes, local customs, attitudes to gender and so on.
- Exposure to drugs and alcohol and consequences in their use.
- Simple maps of the area with key locations.
- Food and drink, the suitability or otherwise of drinking tap water and care in eating uncooked foods.
- Currency and the advisability of travellers' cheques.
- Telephones abroad and how to use them, including the code for phoning home, advice on phone cards and mobile phones.
- The need for current passports and visas if required.
- Requirements for any non-EU nationals, including vaccinations.
- Club child protection policy and procedures.

Reconnaissance trips

It is good practice to visit destinations before any trip is undertaken, but often this not practical. If you cannot visit beforehand, gather as much information as you can from:

- Other clubs and organisations that have been to the area
- The clubs in the area to be visited
- Embassies and consulates
- Travel agents and operators
- The internet, books and magazines
- Pay particular attention to cultural issues, including typical diets, attitudes to sexuality, ethnicity and disability, and any penalties relating to drugs and alcohol.

Permission to compete overseas

In order to compete abroad, you may need to obtain a letter of consent from the National Governing Body. If you will be using a group passport, a letter of consent is a prerequisite of

the Passport Agency (for most sports). If a child is subject to a Care Order or is a Ward of Court, advice should be sought from social services before the trip begins.

Paperwork to leave with the Home Contact

- Itinerary and contact numbers/address of the accommodation.
- List of all group members.
- Contact names and address for all group members.
- Copies of parental consent forms.

Booking transport

Where possible, the Coach/Team Manager should book transport well in advance and arrange for seats to be reserved so that the party can travel together. If the trip is greater than 4 days, the Coach/Team Manager should telephone the Home Contact to provide regular updates.

Ferries, boats and coaches

The Coach/Team Manager must make clear to group members how much freedom they have to 'roam'; misbehaviour is a major cause of accidents on these types of transport and appropriate supervision and discipline should be maintained at all times. Careful consideration should be given to allowing group members on deck without an adult.

Air travel

Journeys involving aircraft require careful planning and preparation. The airline/travel agent will be able to advise on particular requirements. The Coach/ Team Manager must ensure that players understand what constitutes appropriate behaviour on board an aircraft. The Coach or Team Manager should strongly resist any attempt by the airline to split the group between different aircraft.

Self-drive

Clubs organising their own transport need to be aware that different countries may have different legislation and regulations regarding travel and transport (some require special documentation for mini buses, for example). All group members should be made aware of the dangers of unfamiliar, right-hand drive traffic, and advised that UK minibuses/coaches may not open on the kerb side of the road. You should also be clear that you understand the levels of insurance and liability in respect of the vehicle.

Crossing roads

Extra supervision may be required to address unfamiliarity with right-hand drive traffic.

Emergency medical facilities

Some provision is available to EU nationals through reciprocal health care arrangements in European Community Countries. Form E111 is the certificate of entitlement to free or reduced treatment and must be completed by the parents of players under 16 years of age (older players can complete their own forms). You can get this form at post offices or by calling Freephone 0800 555 777. In some countries the E111 must be an original not a photocopy.

On-site procedures

If an emergency occurs during an overseas trip, the following steps must be taken:

- Notify the British Embassy/Consulate.
- Inform the club Home Contact. The Home Contact's number should be easily accessible at all times during the trip. Pass the following details on, so that they may be given to parents:
 - Nature, location, date and time of the incident.
 - Names of casualties and details of any injuries.
 - Action taken (and by who), any emergency service involvement.
 - Action to be taken (and by who), any further assistance required.
- Notify insurers, especially if medical assistance is required.
- Notify the provider/tour operator if appropriate.
- Ascertain landline phone numbers for future calls. Do not rely on mobile phones.

Emergency procedure for the Home Contact

If contacted about an emergency that has occurred on a trip, the Home Contact should:

- Ensure that the Coach/Team Manager is in control of the emergency and establish if any

assistance is required from the club

- Contact parents and keep them as well informed as possible at all stages of the emergency
- Liaise with the club officers and, if necessary, the T&RA.
- Liaise with a designated media contact (if appropriate)
- Report the incident to insurers using appropriate forms (if necessary).

Hosting with families

One area that generates more cause for concern than any other is accommodation supplied by host families. The success of an exchange visit depends largely on good relations and communications between the organisations concerned. Usually reliance must be placed on the judgement of the host club whose officials will know the families who are to host your players and should always check that suitable provision has been made. The key is to maintain good, open and honest contact with your hosts and to discuss any concerns as soon as they arise. Regular exchange visits between the same groups promote familiarity, but organisers should not become complacent. If the host club does not have appropriate measures in place for carrying out checks to ensure the health, safety and welfare of players staying in homes, the Coach/Team Manager must reconsider whether or not the trip should go ahead. Parents must be made aware that children living with host families will not always be under direct staff supervision.

Being a host club

When recruiting hosts, hand out information sheets with an outline of the requirements any host must be able to fulfill. It is good practice for the organising club to put together a small group of two or three people, to visit each family and check that arrangements are suitable. Requirements include:

- All adult members of a host family must comply with child protection procedures from the T&RA in respect of personal checks.
- Players should be placed with families where there is a player of similar age and, where possible, the same sex. If the players are of different sexes, both adult sexes must be present in the household.
- Host families should be informed of the special medical, dietary or cultural needs of their guest players (if any).
- Hosts must be aware of the arrangements for collecting and transporting guest players throughout the trip.
- Guest players should have easy access to the staff on the trip, usually by telephone.
- Your own staff should be provided with a list of the visiting group's members, detailing the names, addresses and telephone numbers of the families they are staying with. This information should also be made available to officials of the visiting club (those in the UK and in the home country.)

Section D: If you have any concerns about a child's welfare

Please remember, it is not the coach or team manager's responsibility to decide whether or not a child is being abused, but to act on their concerns and pass them on. They must make a detailed note of what has been seen or heard but not delay passing on the information to the Club Child Protection Officer. This information should include:

- The nature of the suspicion or allegation.
- A description of any visible injury.
- The player's account of what has happened.
- Dates, times and any other factual information.

If you are a member, or the parent/carer or friend of a club member, you should:

- Tell a club officer such as the club secretary, chairman, coach or any committee member or team manager – unless of course you suspect them of being involved.
- Tell the Club Child Protection Officer.

If you are a club officer or team manager you should contact:

- The Club Child Protection Officer.

□ The local social services or the police if you believe there may be an immediate danger. If working with players away from home tell the Coach/Team Manager. If working with a school, tell the Head Teacher. Always remember to make a detailed note of what has been seen or heard but don't delay in passing on information.

It is important that you do not conduct any further enquiries until you have either spoken to your Club Child Protection Officer. Investigations should only be handled by those with the appropriate roles, qualifications and professional experience.

Section E: Checklist for an away fixture

Destination and venue

Competition details

Kit

Other requirements

Transport

Journey time and stopping points

Supervision

Suitability, accessibility

Private cars: drivers checked, insurance, seat belts

Supervision/Staffing

Numbers of staff/players

Who? Male/Female, specialists, carers

Responsibilities

Emergency procedures

First aid

Specific medical details

Reporting procedures

Insurance

Liability, accident

Costs

Fares

Meals

Section G: Checklist for day trips and Overnight stays

Purpose of the trip

Competition, training, social, combination

When

Who

Where

Risk assessment of activity

Communication with

Parents

Pick up times

Destination and venue

Competition details

Kit/equipment list

Emergency procedures – home contact

Remote supervision

Consent form

Code of conduct

Accommodation

What type

Catering, special diets?

Suitability for group, accessibility

Room lists

Transport

Journey time and stopping points

Supervision

Suitability, accessibility

Private cars – drivers checked, insurance, seat belts

Supervision/Staffing

Number of staff/players

Who? Male/Female, specialists, carers

Responsibilities

Emergency Procedures

First aid

Specific medical details

Medications

Reporting procedures

Insurance

Liability, accident

Costs

For trip

Payment schedule – deposit, staged payments

Extra meals?

Spending money

On arrival

Check – rooms, meal times, phones, valuables

Check sporting venue

Collect in money, valuables

Information on medications

Arrange group meetings

Confirm procedures with staff