

Guideline 5

Travelling and staying away Guidance

This guide has been created to help coaches, officials and parents to understand the roles and responsibilities involved in taking players away.

It should be used alongside Safeguarding Bowls' other relevant policies and guidance, particularly those relating to the safeguarding and protection of children.

A. PLANNING AND TRAVELLING FOR AWAY FIXTURES

Planning

Home fixtures are likely to resemble coaching sessions and the duty of care will 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.

When planning any events, it is useful to complete a risk assessment to ensure that all key aspects are covered. The following website will provide helpful advice and tools <https://thecpsu.org.uk/resource-library/2013/partnership-check-and-challenge-tool/>

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 captain (with contact details); emergency contact details; and a note of any costs (fares or money required for meals). Also, clarify any special requirements for all children, particularly those with disabilities, if appropriate.

TRANSPORT

The transport policy gives full information about appropriate procedures for transporting children which should be applied for all event planning

Checking the suitability of supervising adult

All people acting in a supervisory capacity with children or adults at risk must, as an absolute minimum, have completed a Safeguarding Bowls self-declaration form. If in regulated activity (see the safe recruitment guidelines), the adult should have DBS Disclosure which has been seen and deemed satisfactory by the NGB Safeguarding Officer Information about this can be obtained directly from your National Governing Body.

Mixed groups

Where the group is of mixed sex there should be at least one male and one female member of staff (including coaches, parents and other nominated volunteers). The number of staff and their differing responsibilities will be determined by the profile of the trip. Consideration should be given to the individual requirements of disabled players and those with special needs.

Roles and responsibilities of the staff

Parents expect their children to be cared for safely and sensibly. All staff (including coaches, parents and other nominated volunteers), are expected to take the role of a responsible parent; to be acting in loco parentis.

All staff should be provided with a full itinerary, including emergency contact information for the children'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 players are part of a group, that this group is under the supervision of a designated person/s, 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 and ability of the group
- Players with disabilities, or special educational or medical needs
- 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 1:8 should be considered as a minimum for players aged 11 years and over. For younger children and people with disabilities, this ratio may be increased. There should always be more than one adult supervising any group.

Supervision while travelling

On each trip, one adult – normally the team manager/coach – will take overall responsibility for the group (at all times). For the purposes of this document, this person is referred to as the “team manager”.

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 captain 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/coach 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 another designated staff. If the accident is of a serious nature, then the relevant National Governing Body's Designated Officer should be informed immediately.

First aid

The team manager should know how to contact the emergency services and have access to the minimum first-aid provision.

Other medication

The team manager should be aware of any medical conditions the players may have, including allergies. Members of staff and volunteers should not give medication to young people and should be informed by parents about arrangements for medication.

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 are safe and supervised.
- If relevant, 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.
- If there are casualties ensure that a member of staff accompanies these people to hospital, if relevant, and that the rest of the group are adequately supervised (and kept together) at all times.
- If necessary, notify the police immediately.
- Notify the relevant National Governing Body's Designated Officer 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.
- Complete a Safeguarding Bowls incident/accident report form as soon as possible.
- Ensure that no-one in the group speaks to the media. All media enquiries should be referred to the relevant National Governing Body immediately.
- 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.
- Liaise with the relevant National Governing Body's Designated Officer immediately.

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). Best practice is 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 socialising, or will it be a combination of all three?
- When, where and for how long?
- Having confirmed the purpose of the trip, consideration should be given to:
 - any examination periods the children may have.
 - The duration of the trip considering the age of the children involved and the distance travelled.
 - Suitable venues: including accommodation.

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. For reference
<https://thecpsu.org.uk/download/media/2486/supervision-staffing-ratios-jan-15.pdf>
- Suitable members of staff and volunteers.
- Requirements for any specialist staff, e.g. coaches.

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?
- How much 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-tour 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 you the opportunity to check many of the above points. When this is not practical, advice from other place to plays or people in your place to play/county 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. Where a trip or individual activity is particularly vulnerable to changes in the weather, staff must be suitably experienced to recognise any additional risks and to make a competent assessment of the continued suitability of the trip/activity. The safe recruitment guidelines will assist in ensuring that you have staff/volunteers who are appropriate to assist with 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. Often the 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. Some organisations provide one-to-one support for children during sporting and other leisure activities, because of their disabilities, medical needs and/or behaviour. 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 your room. Staff must take account of this and plan to supervise accordingly.

Child protection

Within the staff group there should be a named safeguarding lead who is familiar with child protection policies and procedures, and can respond appropriately should the need arise. Ideally, they will have attended safeguarding 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 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 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 who remains at home. Contact numbers and accommodation details should be included on the list.

Hotels 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:

- It may be helpful to 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).
- For wheelchair users, it is important to check entrance doors, bed access and bathroom facilities, including the position of the washbasins. Any problems may be overcome by providing a career, but this should be discussed with the player and his/her parents before a booking is made.
- Similar suitability checks should be made for players who are hearing impaired, visually impaired or otherwise disabled.
- 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 particularly 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, your information pack needs to be more comprehensive. You should 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 person within the Bowls Club
- 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/counties 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, clubs/counties should give parents the opportunity to reserve a place and then agree a payment schedule that does not disadvantage the player.

Preparing young players

Information about the trip should be given to young people in a format that they will understand. This should include information about the purpose, duration and practical arrangements for the trip. They can also be reminded of the codes of conduct for the trip and who to contact if they have any concerns.

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:

- Contact details for the parents.
- 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 the insurers to complete a more detailed information form.
- Details of special requirements – any dietary requirements or special care needs.
- Consent for emergency medical treatment.

Preparing the players

It's a good idea to include players in your pre-trip meeting with parents, guardians and carers. But a separate meeting can make it easier to focus on discussing and adopting a code of behaviour. You can also take this opportunity to give advice on the policies and procedures you are using to make the trip safe.

You can 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. And don't forget to discuss sharing activities, such as the ever-popular cooking and cleaning rotas.

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 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 requests will be considered especially on medical grounds.

- 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, and to reinforce the agreed code of conduct. You can also run through the itinerary and confirm that everyone understands it.

Money and valuables

Decide on the best way to secure your money, both any 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 you might need to appoint an adult to take care of things, especially when the group is out and about.

Medicines

It is often advisable to appoint one adult to be responsible 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 your report back to the committee (which may also request a written report). If any significant issues arose on the trip, these should be detailed in writing and may be included in the place to play 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. 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 kind of 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 more staff are required than they would for a UK trip. It is important to take staff or volunteers who can speak the local language, if possible. Staff must meet in advance of the trip to discuss and agree roles and responsibilities. A named safeguarding lead who is familiar with the organisational child protection policies and procedures should be appointed. Ideally this person should have attended relevant safeguarding training. It is also important that all staff are clear as to their duties in this area.

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.
- Safeguarding Bowls 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 place to plays 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. (*are we relating to TUE drugs?*)

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 Children's Social Care and the relevant National Governing Body, before the trip begins.

Pre-Departure Checklist

Ensure you have or have completed the following:

- 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 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 four 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 the Players 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. If the group includes members with disabilities, check with the airline that suitable facilities are in place. The coach/team manager should strongly resist any attempt by the airline to split the group between different aircraft.

Self-drive

Clubs/counties 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

The European Health Insurance Card (EHIC) can be used to cover any necessary medical treatment due to either an accident or illness within the European Economic Area (EEA)

The EHIC entitles the holder to state provided medical treatment within the country they are visiting and the service provided will be the same as received by a person covered by the country's "insured" medical scheme

To apply for an EHIC,

- At the Post Office
- By telephone: EHIC Application Line on 0300 330 1350
- Online – www.nhs.uk/ehic or
- *Download a form* - www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Documents/EHIC-application-form.pdf

On-site procedures

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

- Notify the British Embassy/Consulate.
- Inform the 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).
- Contact the relevant National Governing Body's Designated Officer.

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 captain is in control of the emergency and establish if any assistance is required from the place to play.
- Contact parents and keep them as well informed as possible at all stages of the emergency.
- Liaise with the National Governing Body.
- Liaise with a designated media contact (if appropriate).
- Report the incident to insurers using appropriate forms (if necessary).
- Obtain advice from National Governing Body Designated Officer (if necessary).

Hosting with families

One area generates more cause for concern than any other within sport: accommodation supplied by host families. The success of an exchange visit depends largely on good relations and communications between the organisations concerned.

Usually, you need to rely on the judgement of the host club/country; its officials will know the families who are to host your players and should always check that suitable provision has been made. This becomes more difficult when the group is large and hosting arrangements are spread across a number of different places to play. 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/country does not have appropriate measures in place for carrying out checks to ensure the health, safety and welfare of players staying in homes, the 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.

Recruiting a host

When recruiting hosts, hand out information sheets with an outline of the requirements any host must be able to fulfil. It is good practice for the organising club/county 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 their National Governing body (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 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).
- If the group includes people with disabilities, host families must be made aware of any special requirements, such as size of room and access to bathroom facilities. You should always check that these requirements can be met.
- 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/county (those in the UK and in the home country).

SECTION D: CODE OF CONDUCT FOR TRAVELLING

Objective and scope

The purpose of this document is to establish a set of guidelines, policies and procedures for individuals and teams. It covers both the organisation of the team, and the responsibilities and behaviour of staff and players. It is specifically aimed at away trips where travel and accommodation are required, although it should be followed at any events where the place to play is represented.

Behaviour and personal conduct: Must at all times be of a high standard and reflect favourably on the sport and the place to play. Language in public and relevant group situations must always be appropriate and socially acceptable.

Consumption of alcohol: Is totally forbidden for under-age players as defined by UK law (or the law of the host country). Alcohol must not be consumed by a Team/Squad or staff member while en route, prior to, or following a competition event, training camp or other activity, without specific consent from the Team Manager, and never when they are responsible for children. During competition, alcohol is strictly forbidden to all team/squad members and staff.

Smoking: Is prohibited by Team/Squad members and staff whilst en route, prior to, during, or following a competition event, training session or team activity.

Personal appearance: Shall be appropriate to the circumstances as indicated by the Team Manager. Team kit and equipment shall be worn as directed by the Team Manager when

competing and training, when assembling or travelling, at official team functions and on other occasions as notified.

Attendance: Is expected at all activities unless agreed by the Team Manager. For the duration of the trip players should keep staff informed of their whereabouts. Punctuality on all occasions is essential and any curfew must be observed.

Illegal performance drugs and substances: Are strictly forbidden. Players are expected to be aware of the current list of banned substances and particular care must be exercised if anyone is on medication prior to, or during an event.

Other illegal drugs and substances: Are strictly prohibited, even though they may not appear on the official banned list in respect of performance enhancing drugs.

Accommodation: At hotels or equivalent must be as directed by Team Manager. Players should accept their appointed rooms and observe occupancy rules: extra, unauthorised people must not be allowed to stay in rooms (particularly overnight) under any circumstances.

Medication: Current medication should be reported to the Team Manager, who will then report it to the relevant personnel. Allergies to any medication must also be reported to the Team Manager (this is often overlooked but is an essential part of proper medical care).

Sanctions: Breaches of the code of conduct shall be dealt with in the first instance by the Team Manager. He /She shall report the incident to the secretary of the place to play, who will then take further action as is deemed necessary.

SECTION E: IF YOU HAVE ANY CONCERNS ABOUT A CHILD'S WELFARE

Please remember, it is not your responsibility to decide whether or not a child is being abused, but you must act on your concerns and pass them on.

Make a detailed note of what you've seen or heard but don't delay passing on the information to your Club, County or NGB Safeguarding Officer.

- Your 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

Further guidance is available via safeguarding bowls – www.safeguardingbowls.org