

# Section 3 – Policies and procedures

## 3.1.8 - Guidelines for travelling and staying away

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 the LTA'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 and counties have fixtures on many weeks of 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). 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/county 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 children (aged 3 to 15 years) must be fitted with seat belts for each child. Where seat belts are provided they should be worn. Vehicles used to transport wheelchairs should have anchor points. The driver must be suitably qualified and experienced in driving a minibus or coach.

### **Private cars**

It is the responsibility of the car driver to ensure that the travel arrangements and the vehicle being used are suitable for the journey. Vehicles transporting players should be roadworthy and insured. Drivers must be appropriately licensed.

The insurance cover needed for transporting people to and from events of this kind (whether paid or not) is usually **business cover**. Drivers should contact their insurers to verify that the correct level of cover is in place. Insurance companies often charge little or nothing for this extra cover.

The driver is responsible for making sure seat belts are fitted and used. Vehicles without seat belts are not acceptable for transporting players.

In line with the LTA's code of conduct for people working with children (see Tennis Clubmark resource 3.1.2), drivers should not be put in a position where they are alone with a child, other than their own. If this is absolutely necessary, then parental permission should be obtained and the player asked to sit in the rear of the vehicle.

If groups of players are travelling together in a private car, then a central collection and dropping point should be arranged. Coaches should remember that they are not 'taxi drivers'. Ultimately, parents are responsible for getting their children to particular locations and event.

### **Checking the suitability of supervising adult**

All people acting in a supervisory capacity with children or vulnerable adults must, as an absolute minimum, have completed an LTA self-declaration form (see Tennis Clubmark resource 3.1.5). Ideally, the adult should have completed an Enhanced Criminal Records Bureau Disclosure. Information about this can be obtained either from your county office or [www.lta.org.uk](http://www.lta.org.uk).

### **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. Consideration should be given to the individual requirements of disabled players and those with special needs.

### **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 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
- 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 **1:5** 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.

### **Supervision while travelling**

On each trip, one adult – normally the coach – will take overall responsibility for the group (at all times) and become 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 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 LTA Child Protection must be advised on **07971 141 024**.

### **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 are 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 are adequately supervised (and kept together) at all times.
- If necessary, notify the police immediately
- Notify LTA Child Protection on 07971 141 024
- 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 an LTA incident/accident report form as soon as possible (see Tennis Clubmark resources 3.1.11 and 3.4.4 or visit [www.lta.org.uk](http://www.lta.org.uk))
- Ensure that no-one in the group speaks to the media. All media enquiries should be referred to the LTA Communications Department.
- 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 LTA Head Office Child Protection & Equity Manager on 07971 141 024
- Liaise with LTA Communications Department

## **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 for club or county 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:

- The likely date: look at the sporting calendar and, with school age children, take note of any examination periods. Also bear in mind any religious festivals and events.
- The duration of the trip: taking into account the purpose of the trip, the age of the children involved and the distance travelled.
- Suitable venues: including sporting facilities and 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
- Suitable members of staff and volunteers
- Requirements for any specialist staff, e.g. physios, trainers or medical 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?
- 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 clubs or people in your club/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.

## 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. 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 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 LTA/UKCC child protection workshop (this is requirement 3.1.7 for Tennis Clubmark accreditation).

- **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:

- 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 acting as 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 (see Tennis Clubmark resource 3.1.10). 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 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
- Agreement to pay the fee

### **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 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, 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 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 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 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 your report back to the club 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 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. 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 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 as to their duties in this area. Ideally, at least one member of the party will have been on an LTA/UKCC child protection workshop (this is requirement 3.1.7 for Tennis Clubmark accreditation).

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's 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 and LTA Child Protection, 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. 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 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)
- Contact LTA Child Protection on 07971 141 024

### **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 sport's Governing Body
- Liaise with a designated media contact (if appropriate)
- Report the incident to insurers using appropriate forms (if necessary)
- Obtain advice from LTA Child Protection (if necessary)

### **Hosting with families**

One area generates more cause for concern than any other: 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; 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 clubs. 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 fulfil. 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 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 (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 sports fixtures in which the club participate as a team. It covers both the organisation of the team whilst attending the meet, and the responsibilities and behaviour of staff and athletes. It is specifically aimed at away trips where travel and accommodation are required, although it should be followed at any events where the club is represented.

**Behaviour and personal conduct** – must at all times be of a high standard and reflect favourably on the sport and the club. 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 Coach/Team Manager. 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 Coach/Team Manager. Team kit and equipment shall be worn as directed by the Coach/Team Manager when competing and training, when assembling or travelling, at official team functions and on other occasions as notified.

**Attendance** – is expected all activities unless agreed by the Coach/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 a meet (these lists can be obtained from LTA National Training).

**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 club staff. 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 Coach/Team Manager, who will then report it to the relevant personnel. Allergies to any medication must also be reported to the Coach/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 Coach/Team Manager. He/She shall report the incident to the secretary of the club, 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 either your County Child Protection Officer or LTA Child Protection on 07971 141 024. 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

**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, chairperson, coach or any committee member or team manager – unless of course you suspect them of being involved
- Contact your County Child Protection Officer through your county office

- Contact LTA Child Protection on 0208 487 7008/7116 or mobile 07971 141 024 (out of hours)

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

- Your County Child Protection Officer, either through the County Officer or via the LTA Head Office
- LTA Child Protection on 0208 487 7008/7116 or mobile 07971 141 024 (out of hours).
- Your local social services or the police, if you believe there may be an immediate danger. You should then report the incident to LTA Child Protection on 07971 141 024

If you are working with players away from home, at a training camp or a national or regional competition for example, tell the Coach/Team Manager of your concerns. If you are working with a school, tell the Head Teacher. If you are working in a sports scheme such as local authority sports course, refer to your local child protection procedures.

Again, please remember to make a detailed note of what you've 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 County Child Protection Officer or LTA Child Protection. Investigations should only be handled by those with the appropriate roles, qualifications and professional experience.**

**LTA Child Protection**

T: 0208 487 7008/7116

M (24 hour): 07971 141 024

E: [childprotection@lta.org.uk](mailto:childprotection@lta.org.uk)

[www.LTA.org.uk/childprotection](http://www.LTA.org.uk/childprotection)

## Section F: Checklist for an away fixture

<b>Communication with parents, guardians and carers</b>	Pick up times	
	Destination and venue	
	Competition details	
	Kit	
	Other requirements	
<b>Transport</b>	Journey time and stopping points	
	Supervision	
	Suitability, accessibility	
	Private cars – drivers checked, insurance, seat belts	
<b>Supervision/Staffing</b>	Numbers of staff/players	
	Who? Male/Female, specialists, carers	
	Responsibilities	
<b>Emergency procedures</b>	First aid	
	Specific medical details	
	Reporting procedures	
<b>Insurance</b>	Liability, accident	
<b>Costs</b>	Fares	
	Meals	
<b>Other</b>		

## Section G – Checklist for day trips and overnight stays

<b>Purpose of the trip</b>	Competition, training, social, combination	
	When	
	Where	
	Who	
	Risk assessment of activity	
<b>Communication with Parents</b>	Pick up times	
	Destination and venue	
	Competition details	
	Kit/equipment list	
	Emergency procedures – home contact	
	Remote supervision	
	Consent form	
	Code of conduct	
<b>Accommodation</b>	What type	
	Catering, special diets?	
	Suitability for group, accessibility	
	Room lists	
<b>Transport</b>	Journey time and stopping points	
	Supervision	
	Suitability, accessibility	
	Private cars – drivers checked, insurance, seat belts	
<b>Supervision/Staffing</b>	Number of staff/players	
	Who? Male/Female, specialists, carers	
	Responsibilities	
<b>Emergency Procedures</b>	First aid	
	Specific medical details Medications	
	Reporting procedures	
<b>Insurance</b>	Liability, accident	

<b>Costs</b>	For trip	
	Payment schedule – deposit, staged payments	
	Extra meals?	
	Spending money	
<b>Other</b>		
<b>On arrival</b>	Check – rooms, meal times, phones, valuables	
	Check sporting venue	
	Collect in money, valuables	
	Information on medications	
	Arrange group meetings	
	Confirm procedures with staff	
<b>Other</b>		