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# **Volleyball England**

## **Welfare Guidance**

# **Trips Abroad**

## Introduction

If you make the decision to take a group of young people on a sports trip abroad or host teams from other countries, there are large number of factors and responsibilities to consider, whether this trip is for an event such as an international match, playing in a tournament, or attending a training camp. This checklist should help you to consider all possibilities when planning such a trip:

<a href="#"><u>Purpose of the trip</u></a>	<ul style="list-style-type: none"> <li>• Competitions, training, social, combination of these</li> </ul>
<a href="#"><u>Planning</u></a>	<ul style="list-style-type: none"> <li>• When</li> <li>• Where</li> <li>• Who</li> <li>• Risk Assessment of the activity</li> </ul>
<a href="#"><u>Communication with parents and carers</u></a>	<ul style="list-style-type: none"> <li>• Pick up times and venues</li> <li>• Destination and venue details</li> <li>• Competition Details</li> <li>• Kit and other equipment list</li> <li>• Emergency procedures, home contact details</li> <li>• Consent form</li> <li>• Code of Conduct</li> </ul>
<a href="#"><u>Accommodation</u></a>	<ul style="list-style-type: none"> <li>• What type</li> <li>• Catering special diets, allergies</li> <li>• Suitability for group, accessibility</li> <li>• Room lists</li> </ul>
<a href="#"><u>Being hosted/ hosting</u></a>	<ul style="list-style-type: none"> <li>• Hosts vetted</li> <li>• Hosts aware of special requirements</li> <li>• Transport arrangements</li> <li>• Telephone contact</li> <li>• Local map and information</li> </ul>
<a href="#"><u>Transport</u></a>	<ul style="list-style-type: none"> <li>• Journey times and stopping points</li> <li>• Supervision</li> <li>• Suitability and accessibility</li> <li>• Drivers checked</li> <li>• Insurance</li> </ul>
<a href="#"><u>Supervision and staffing</u></a>	<ul style="list-style-type: none"> <li>• Ratio of staff to team members</li> <li>• Male/ female</li> <li>• Specialist carers</li> <li>• Responsibilities</li> </ul>

<a href="#"><u>Emergency Procedures</u></a>	<ul style="list-style-type: none"> <li>• First Aid</li> <li>• Specific medical details</li> <li>• Reporting procedures</li> <li>• Medications</li> <li>• Home contact details</li> <li>• Team member information</li> <li>• EHIC form for trips to the EU</li> </ul>
<a href="#"><u>Costs</u></a>	<ul style="list-style-type: none"> <li>• For travel</li> <li>• Payment schedule: deposit/ staged payment/ lump sum?</li> <li>• Extra meals and refreshments</li> <li>• Spending money</li> <li>• Security</li> </ul>
<a href="#"><u>Insurance</u></a>	<ul style="list-style-type: none"> <li>• Liability</li> <li>• Accident</li> <li>• Travel</li> <li>• Medical</li> </ul>
<a href="#"><u>Documentation</u></a>	<ul style="list-style-type: none"> <li>• Travel tickets</li> <li>• Passports, visas if needed</li> <li>• Check any non EU nationals</li> </ul>
<a href="#"><u>Preparing team members</u></a>	<ul style="list-style-type: none"> <li>• Local culture, language</li> <li>• Legal differences</li> <li>• Food and drink</li> <li>• Currency</li> <li>• Telephones</li> <li>• Maps of area</li> </ul>
<a href="#"><u>Arrival</u></a>	<ul style="list-style-type: none"> <li>• Check rooms, meal times, phones, valuables</li> <li>• Check sporting venue</li> <li>• Collect in money and valuables</li> <li>• Information on medication for individuals</li> <li>• Arrange group meetings</li> <li>• Confirm procedures with staff</li> <li>• Rules, curfews etc.</li> </ul>
<a href="#"><u>After the trip</u></a>	<ul style="list-style-type: none"> <li>• Meeting amongst staff</li> <li>• Report to committee</li> <li>• Debrief parents and young people</li> </ul>

## **Purpose of the trip**

What is the point of making the trip? Is it for competition, training, social reasons or a combination of these? Whatever the distinction, the purpose must be established and communicated to all involved so that planning can be completed correctly.

## **Planning**

In an ideal world your club would undertake an exploratory visit to the location that you intend to take the group to, however this may not be possible. The purpose of such a trip is for the collection of information about the area, cultural and legal issues of that country and locality that may be relevant, which can also be done by referring to other sources:

- Other clubs that have previously travelled to the area concerned
- The clubs in that area that you may wish to visit on the trip
- Embassies and consulates
- Travel agents and tour operators
- The internet, books and magazines

It may be necessary to obtain the support of Volleyball England for your trip: you should contact the national office well in advance of the trip when in the planning stage (this may be compulsory if travelling on a group passport). If a child is subject to a Care Order or is a Ward of Court the club should seek advice from Social Services before taking them out of the country.

The date of the trip may be dependant on the existence of competitions and therefore be controlled externally, but how does this fit into the school programme for the young people involved? If there are clashes with holidays/ religious events or exams there will be issues with the trip that need to be considered. To consider this properly you can attain a guide to such calendar events from the Citizens Advice Bureau.

The distance and time spent travelling and time spent away from home need to be considered in relation to the age and playing ability of the group and the purpose of the trip. Are the training/ competition venues and the accommodation suitable?

What will be the composition of the group? The planning process needs to take into account the age range, gender mix, size and any specific disability or medical issues that are relevant to the group. Each of these factors will affect the supervision that the group requires and therefore the number of adults required to supervise the group and any specific skills required by those adults that are part of the group.

Assess the risk of the trip: what are the hazards? Who might be affected by them? What safety measures need to be in place to reduce the risks to an

acceptable level? Can the group leader put the safety measures in place? What steps will be taken in an emergency? Such questions should be asked to cover all aspects of the trip, and will determine the level of staffing and supervision required, and identify roles and responsibilities for staff members.

## **Communication with parents and carers**

Parents and carers need to know the basic facts about the away trip in advance, such as how is the team travelling (coach/ minibus etc.), the pick-up and drop off points and what time these are estimated to occur, what and where is the competition, the name and contact details of the team's coach and manager, emergency contact details, plus any cost attached to the trip. If specific kit is required this needs to be communicated to parents, plus any special requirements if there are any young people with disabilities in the group.

On a residential trip it is advisable to meet with the parents in advance, giving the opportunity to discuss any issues or concerns on either side: consent forms, confidentiality issues and medication. Furthermore discipline topics can be raised along with codes of conduct and issues around ensuring the well-being of the young people. It is important that the parents are informed of the emergency procedures; steps that have been made to manage risk, and are made aware of contact information and the roles and responsibilities of the staff that are leading the trip.

On an overnight trip full details should be provided for parents, including:

- Objectives and purpose of the trip
- Name and contact of the organiser
- Names of all staff
- Name and contact of the home club contact
- Details of transport throughout the trip
- Accommodation details and address/ contact number
- Trip itinerary with as much detail of supervision as is possible
- Kit and equipment list
- Emergency procedures and contact list
- Codes of conduct and child protection procedures
- Estimated cost and details of how to arrange for payments, dates of deposits etc.
- Spending money
- Insurance details

Clubs should require that parents/ carers provide information regarding acceptance of the codes of conduct, any specific medical information, special dietary requirements, consent for emergency medical treatment and agreement to pay the fee.

It is advisable to meet separately with the young people who will be going on the trip to discuss expectations: what you expect from them and what they can expect from you.

## **Accommodation**

Forms of accommodation can vary considerably, and campsites, hotels, university halls of residence, sports complexes and other forms of accommodation have different effects on the degree of supervision and planning required. The accessibility, safety procedures, bathing facilities, alcohol and smoking policies all need to be considered when the accommodation is chosen.

In a hostel there may be responsibilities such as setting tables and cleaning up, and accommodation may be in dormitories: in which case you will need to check that young people are not sharing with unknown groups. The staff accommodation should neighbour that of the young people and the young people need to know whereabouts the staff members' rooms are, and efforts should be made to ensure that washing and toilet facilities are appropriate to separate males and females, and different age groups. In hotels the group will mix with other paying guests, therefore it is important that levels of supervision are closely considered and behaviour standards established early on.

Mealtimes and content should be arranged appropriately for the group with any special requirements communicated to the hotel in the planning stage. If in self-catering accommodation the provision of kitchen equipment should be known in advance.

## **Being hosted/ hosting**

The relationship between the two clubs/ organisations is key in this area, and whilst the development of familiarity and friendship is fostered through regular exchanges, a club should not be complacent about the relationship. If the trip is on a club-to-club basis it is likely that concerns around host families can be minimised, however as groups get larger so the difficulty increases, especially when a number of different clubs are involved.

If you are hosting a visiting club, it is important that you carefully recruit host families, and give those who wish to help out a list of the requirements that they would have to fulfil. The club committee should form a small sub-group who visit potential host families at home to check on their suitability, with requirements including:

- Adults (over 18 years) should comply with Volleyball England Child Protection procedures, completing self-declaration and an Enhanced CRB Disclosure through Volleyball England.

- Athletes should be placed in a family where there is another young athlete of a similar age and ideally the same gender. If the athletes are of different genders then there must be members of both genders present in the household.
- Ideally the visiting athletes will have their own bedrooms, but may share with an athlete of the same gender and similar age.
- Host families should be informed of specific dietary, cultural or medical needs to the visiting athletes.
- If people with a disability are to be hosted it must be guaranteed the host families can cater for this with respect to access, room size and appropriate bathroom facilities.
- Host families need to be aware of the trip itinerary, and pick-up/ drop-off times and locations.
- Guest athletes should have easy access to staff on the trip, usually by telephone.

The host club should provide you with a list of equipment that they expect you to bring and what will be provided. An agreement should be written containing clear procedures about the vetting of host families. If the host club does not have procedures to appropriately check the health, safety and welfare of young people staying with host families then the trip should be reconsidered.

## **Transport**

When travelling abroad public transport in the form of trains, ferries or aircraft will have to be used: the trip should be booked well in advance to ensure that the group is not split up on the trip.

When using ferries and boats the group must know how much freedom they have to wander, and understand the behaviour standards that are required: misbehaviour is the cause of most accidents and suitable supervision and discipline must be in place to maintain safety. Access to the deck in the absence of a member of club staff should be forbidden.

Airlines should provide a trip organiser with guidance on any particular requirements, and the trip leader and club staff should ensure that the athletes understand the legal requirements and appropriate behaviour on an aircraft. If people with disabilities are part of the group the airline needs to be able to cater for them. The club staff should resist any attempt by the airline to split the group between different aircraft.

There are number of issues that need to be considered in terms of transport:

- Passenger safety
- The level of training that the driver has received and their competence to drive the proposed vehicle and whether the driver holds the appropriate license for that classification of vehicle.

- The number of hours of driving that the journey requires and the length of the driver's day (including hours not spent driving): is more than one driver required?
- What type of journey is it (long/short, motorway/single carriageway), expected traffic conditions, expected weather conditions, insurance details.
- Journey time and distance and when/where/how many stops need to be made.
- Stops to be plotted also according to the drivers' needs for breaks.
- Drivers must be aware of safety procedures.
- If the group contains anyone with special requirements, the mode of transport must allow for this.

When driving abroad the club needs to be aware of different legislation and regulations regarding travel and transport, and special documentation for minibuses. All group members should be aware of the vehicles driving on the right-hand side of the road and the implication this has for disembarking from a UK vehicle which may not allow them to exit onto the pavement side.

There are a number of other considerations that need to be made with reference to legislation and use of different types of transport. The driver is responsible for the vehicle during the trip; therefore issues such as seatbelts are an important concern that must be taken into account, for detailed information on this matter please log-on to [www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk)

The PCV D1 Driving Test is compulsory for anyone wishing to drive a minibus, **if:**

- The driver passed their car driving test after 31/12/96  
*and*
- The driver receives a wage whilst driving the minibus, *or*
- The driver is employed by a school/college and driving the minibus is part of their job, *or*
- The minibus has a gross vehicle weight over 3,500kg but 4,250kg if it is wheelchair accessible, *or*
- The driver has not held a car driving licence for two years, *or*
- The minibus is used to tow a trailer.

It used to be possible for all car drivers to drive non-profit minibuses, but this automatic entitlement was removed in the 1990s, therefore club members wishing to drive a Mini-bus for a group should undergo a training course to help them complete the D1 practical and theory test.

Driving young people to a fixture in private cars is not advised, however this may on occasions be the only option available. If this is the case everything must be done to ensure the safety of all passengers: vehicle must be roadworthy and be licensed and insured properly. The driver of the car is

responsible for ensuring that seat belts are used: if the car does not have seatbelts it should not be used.

New rules came into force on **18 September 2006** requiring children who are passengers in vehicles to use a child restraint. Full details of these rules can be found at

<http://www.thinkroadsafety.gov.uk/campaigns/childcarseats/childcarseats.htm>

All passengers in a minibus (which is up to 2.54 tonnes unladen weight) have been required to use seat belts for some years. A child required to use a child seat or booster in a car must do so in a minibus only if a suitable one is available. A typical car child seat is not suitable for a typical minibus seat - which is narrower and less deep. A seat is not available if it is not suitable. As a general rule, therefore, the children will use the belts provided, which are typically adjustable. The operator is not required to provide suitable child seats. The new rules do not yet apply in respect of children travelling in bigger coaches and buses, but they will be the same eventually as they are for minibuses.

Parents' permission should be sought for their children to be transported in private cars. If at all possible it is not advisable that adults drive an individual athlete in the car alone, if this must occur the child should in the rear of the vehicle. If it is absolutely necessary to drive a child alone in a car written permission should be sought and full details of the journey made available to the parents.

It is important that parents are clearly informed of the details of pick up and return to and from events in writing, so that they understand the implications of failing to adhere to this: you should make clear that it is not your organisation's responsibility to transport children home on behalf of parents who have been delayed. Include a staff contact number and an instruction to parents/carers to phone if there is any likelihood of late collection. Ask parents to provide an alternative contact name or number, for staff to use when they are not available on their usual number. In cases of late collection, staff and volunteers:

**SHOULD:**

- Attempt to contact the child's parent or carer on their contact number.
- Use the alternative contact name/number if necessary.
- Wait with the child/young person at the sport facility, with other staff/volunteers or parents present if at all possible;
- Remind parents/carers of the policy relating to late collection.

**SHOULD NOT:**

- Take the child home or to any other location;
- Send the child home with another person without permission from a parent or carer.

- Ask the child to wait in a vehicle or sport facility with you alone.

## **Supervision and staffing**

When supervising young people abroad there are a number of additional concerns for club staff, for example simple tasks like crossing the road become more hazardous with traffic moving on the opposite side of the road than at home.

It is the policy of Volleyball England that all volunteers who come into contact with young people under the age of 18 or are responsible for their care complete a CRB check through Volleyball England. For details of this see [the Child protection section of the Volleyball England website](#).

There should be no doubt as to the suitability of an adult to supervise a group of young people, and to that end any adult placed in a position of responsibility should be provided with a copy of the [Volleyball England Child Protection Policy](#) and be aware of the club's own procedures, ideally having attended some form of training, e.g. the [Sports Coach UK Safeguarding and Protecting Children workshop](#).

When a group is away from home for a period of time it is useful for the club staff to meet in advance and discuss their own roles and the needs of specific young people, making arrangements for their care and co-ordinating how staff will ensure the well-being of the group on the trip. It is important that at least one staff member among the group is particularly aware of child protection policies and of how to respond should an incident arise.

In the case of a mixed sex group there should be a minimum of one female and one male member of staff, with sufficient consideration given to both the nature of the trip and the individual requirements of any disabled athletes that may be part of the group.

When on a trip, club staff should take the role of a responsible parent and ensure that the young people are cared for safely and sensibly, having had some form of induction into the importance of the roles and responsibilities of an adult in their position. Although a group leader should direct all of the supervisors, all need to be provided with a full itinerary including contact information and transport arrangements. If a parent is present it should be made clear that the athletes are part of group under the supervision of staff and the parents should not compromise this arrangement.

When travelling away with an overnight stop, a copy of the list of those on the trip, their emergency contacts, and the contact details of the accommodation should be left at home with a contact adult from the club.

Staffing ratios abroad may change to those on trips at home due to the need to take volunteers who can speak the language. The ratio of staff to young people will vary according to a number of factors such as the age group, which should ideally be 1:10 as a maximum for those over 11 years, with a decreasing difference with younger groups.

The level of supervision will also vary according to the nature of the trip and should be considered in direct relation to the risk assessment that is carried out. For example travel on buses, trains and ferries has implications on the amount of freedom to wander that should be afforded to the young people. The trip organiser may want to book any public transport well in advance to ensure that the party can travel together rather than having split and therefore potentially compromise the trip. The mode of transport should be chosen in consideration of the needs of any disabled athletes to ensure that no access problems arise.

Head counts should be carried out regularly during the trip to ensure that the group remains together, especially when leaving and rejoining any form of transport.

It should also be taken into consideration that some members of the group may be prone to suffer from homesickness, particularly if the players fall into the younger age-bracket. The group leaders should put into place a support mechanism for young people in such circumstances.

## **Emergency Procedures**

The group leader should know how to contact the emergency services and have access to the minimum first-aid provision through a secure first-aid kit. First-aid provision should also be provided in relation to group size, the nature of the activity, types of injuries that are most likely to occur and how effective the first-aid treatment of such injuries would be.

Some emergency medical facilities are available through the EU's arrangement that is signified by carrying the EHIC (European Health Insurance Card), entitling the bearer to free/cheaper treatment. For athlete's under the age of 16 this must be completed by their parents. This can be obtained from the Post Office, by calling 0845 6062030 or by navigating to the website address: [www.ehic.org.uk](http://www.ehic.org.uk) . It is advisable to access this service.

## **Costs**

This costs of the trip need to be considered in the planning stage so that the organisation and communication regarding the trip can be as accurate as possible. The cost of travel and accommodation is a large consideration to make and will make up the majority of the overall cost along with other headings such as subsidising/ paying for the costs of the staff/volunteers. The

young people and their parents also need to be aware of any optional extras such as the price of food etc. on site at the venue.

In a group of younger children it is recommended that the organisers build all costs into the overall costs, ensuring that the children are guaranteed to receive all of their meals and take part in all activities. As the group gets older it is likely that a greater amount of decision making and responsibility of choice is given to the young people with regard to their choices of meals and activities.

The issue of spending money should also be given serious consideration as young people of all ages are vulnerable in this area: whether they have money to spend or not there are issues that the child will face. Parents should be given a guide amount of money that their child may need to help staff manage any issues that may arise through a disparity in the amount of money that different children have. Clearly, when larger sums of money are taken on trips there is an added risk and the club needs to take measures to ensure that this money is not lost or stolen. Parents should be encouraged to allow their children to only take an amount of money that is sensible and necessary to help prevent any sort of incident arising.

visit the [website](http://www.dh.gov.uk/travellers) for full details of the entitlement afforded to you through the EHIC, and for any further details around emergency healthcare abroad access [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers)

The group leader should also be made aware of any specific medical conditions including allergies: the club staff have a duty of care to ensure that those in their charge are safe and healthy, and a common law duty to act as a reasonably prudent patient would. In an emergency club staff should not hesitate to act and take life-saving action in an extreme situation.

Staff should follow the club's emergency reporting procedures and therefore follow a clear number of factors of consideration, for example assessing the nature of the emergency as quickly as possible and knowing their role and responsibility in dealing with that.

When dealing with an emergency whilst on a trip the lead staff member should:

- Contact the British Consulate/ Embassy
- Ensure that the emergency is being controlled and provide assistance if required
- Contact the club home contact and provide them with necessary information to pass on to the parents to keep them as well informed as possible throughout the emergency so that they are reassured throughout.
- Report the incident to insurers if medical treatment is required.
- Notify the tour operator if necessary.

The club home contact will become the hub of information at home in an emergency and should:

- Ensure that the lead staff members on the trip are in control of the situation and establish if any assistance is needed from the club.
- Contact parents and keep them well informed throughout.
- Liaise with club officers and Volleyball England if necessary
- Liaise with a designated and named media contact if appropriate
- Report the incident to insurers using appropriate forms if necessary.

## **Insurance**

When the club makes a trip that is organised through a travel company it may be wise to take extra insurance cover for failure of service or bankruptcy of the company. In addition to existing insurance that the club has, when travelling abroad the following cover should also be in place:

- Medical cover including repatriation expenses (refer to Emergency procedures and the EHIC form).
- Compensation for loss of baggage, passports or money
- Emergency expenses to cover accommodation and transport
- Legal assistance in recovery of claims

If a group member has a medical condition further guidance should be sought from the insurer, who will also need to be informed of the specific risks of your trip based in the activities that will be going on. The group leader should have a copy of the insurance with them on the trip and understand its contents.

## **Documentation**

If staying in individual households the group should not use a group passport as personal identification is often required for foreign nationals in such circumstances. The trip leader/ organiser should take the following on the trip:

- Travel tickets, passports and visas
- Medical papers e.g. EHIC and anything of note about the group. Ensure that copies are left with the club home contact.
- Copy of the accommodation booking
- Parental consent forms and home contact details
- Details of insurance cover
- Location of local emergency services and hospitals.

In addition, the club home contact should have copies of the trip itinerary, address of accommodation, list of group members and their contact details, and copies of the parental consent forms.

## **Preparation**

Those young people and the staff should be given some information on the country and useful phrases. The culture and customs of the country and locality including language, dress codes, rules/ laws (particularly surrounding

the use of alcohol and drugs) need to be given attention. Furthermore such issues of alcohol and drugs should form part of the code of conduct expected of both the young people and the staff members on the trip.

A map of the local area, currency advise, use of telephones abroad (including mobile phones), the carrying of passports and visas, any vaccinations required and club policies on child protection all need to be addressed when preparing for the trip.

## **Arrival**

Room numbers should be confirmed with the hotel and then aligned to the arrangements made for room sharing in the group. It is not always appropriate to allow the young people to make their own decisions of who to share with so the club staff members need to prepare this in advance, although specific requests from parents and young athletes should be given consideration.

Meal times should be confirmed with the hotel and it may be prudent to share the trip itinerary with the hotel so that this can be co-ordinated. The bedrooms should be checked for their suitability and any damage reported immediately to prevent blame and costs being attributed to group members. If there are phones in the rooms, arrangements for the use of these should be given consideration.

The security of money should be guaranteed, for both the trip contingency funds and individual's cash. With younger athletes it is particularly wise to collect money in and hand a certain amount out daily to help control their spending and ration their money. Such an arrangement is also suitable for the collection of valuables and medication, with one central adult having responsibility for these (asthma inhalers may be retained by the young people if they are deemed to be responsible by their parent or carer).

The sporting venue should be checked out: changing facilities, court surface, and lighting etc are important for the performance, piece of mind and well-being of the young people. A brief team meeting should cover the roles of the various staff members, codes of conduct, curfews and emergency procedures. Group meetings should be arranged daily, giving a focal point for the entire group and a discussion of the day's events, as well as a lead into the opportunity for the young people to have a one-to-one chat with a group leader about any concerns that they might have.

## **After the trip**

When the trip is over it is useful to have a meeting between the staff of the trip to discuss successes and lessons learnt so that this can be reported back to the club committee. Any significant issues should be reported in writing and recorded on the minutes of the committee meeting. It may also be helpful to



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have a brief meeting with parents and the young people to allow for an assessment of the success of the trip based upon perceptions of those who went along and their parents.