



# TRIPS, TOURS AND TOURNAMENTS POLICY

Luton Town Football Club

Approved by: Executive Board

Version: v.1.3

Issue date: August 2021

Next review in July 2022

Authorised by:

Paul Watson, Senior Safeguarding Manager

Dale Brunton, Academy DSO





## Trips, Tours and Tournaments Policy

Residential trips and overseas tours visits are not treated separately from other aspects of health and safety and this policy should be read and protocols followed in the Club's health & safety policy covering residential trips and overseas tours.

This policy is to particularly ensure the safeguarding and promotion of the welfare, health and safety of children and vulnerable adults on residential trips and overseas tours and to promote good behaviour on these activities.

Any trip, overseas tour, tournament or residential is a flagship event for the Club and as such, these events should help young players become more engaged with the visions and values of the Club and form an important stage in being a player representing the Club and as such will promote:

- A responsible approach to fair play and sportsmanship during football tours and tournaments
- The opportunity to enable young players to work together, grow team spirit and also gain an understanding of other regions, countries and cultures
- The opportunity to be away from home and gain a sense of independence at an early stage.

The Academy Administrator will give advice on anything related to residential or day trips and has more detailed information available for party leaders on planning, required procedures and example paperwork.

This document is designed to provide a framework within which staff can operate to the highest standards ensuring a successful residential experience for all. The guidance is set within the context of good practice for Safeguarding, Equal Opportunities, Health and Safety and Staff Training.

Young people who participate in any residential tour, tournament or adventurous activity should be able to do so in a safe, protective and caring environment. To support this practice therefore, all staff / volunteers who are supervising on a residential activity will have been recruited through a safe recruitment process in line with the Club's standard recruitment procedure.

Staff / volunteers supervising children on any Club organised, overnight stay (even if for only 1 night) are in Regulated Activity, they must have a Disclosure and Barring Service (DBS) criminal records check (CRC) with barred list check and be cleared for work in football. All staff and volunteers who form part of any residential programme or overseas tour must have completed The FA Safeguarding Children Workshop. All staff must also have received appropriate induction and in-house safeguarding training and been fully briefed on all aspects of the planned event.

Key responsibilities and information on safeguarding, health and safety, including risk assessment and equality issues must be included in the induction and training.

All staff and volunteers must be issued with a copy of this guidance document in preparation for any residential or overseas tour. This policy document will outline information which staff and volunteers will need to know to support a successful residential trip or overseas tour. It will also provide a reference point for those involved and it sets the standard for operational practice.

Key issues:





- Recruit staff safely
- Ensure they have current DBS criminal records check at the appropriate level
- Engage staff in the planning process for the trip
- Provide induction and training. Issue this guidance and go through the risk assessment in staff briefings well in advance of the tour date
- Refer to and utilise the Trips, Tours and Tournaments Toolkit when planning the event.

## Legal Implications

The legal implications are well known but worthy of clear statement: The leader in charge is "in loco parentis" and has a duty of care to all members of the party. The Academy Manager has responsibility for ensuring appropriate leadership, proper planning and organisation. No payments or firm bookings should be made until permission has been given. If permission is granted, it is conditional on the submission of all the relevant documentation listed on the form

## Planning

The Party Leader has overall responsibility for the supervision and conduct of the trip, should have regard to the health and safety of the party and in accordance to the Club's regulations, guidelines and policies. The Party Leader must be a full time, experienced member of staff with Ideally, prior experience of the type of visit to be arranged. The Party leader should have a clearly designated deputy.

All Academy and volunteers who work with children and young people are in a position of trust. Young people, parents and carers must have confidence that the Academy ensures that they provide a professional, trained workforce who understands its roles and responsibilities for managing and participating in any residential project or tour.

Parents must be fully informed (in writing) about the proposed trip before they are asked for their consent. Remind parents that participants cannot be taken on a trip if their written permission is not received by the Academy beforehand. Participants should be briefed to ensure they clearly understand what is expected of them and what the trip will entail. In addition, they should clearly understand what standards of behaviour are expected from them and why rules must be followed.

In addition, details about relevant foreign culture/customs, issues about ringing home (how to avoid causing concern or confusion at home), emergency procedures and rendezvous procedures and discussions about banned items not being brought on the trip and from being purchased during the trip may also be included.

If there is to be any remote supervision, participants must be made aware of ground rules and the size of groups to go around in.

## Induction

All staff / volunteers and participants must receive orientation information on arrival at the venue and receive information on safety as soon as possible after arrival. Each Tour Leader should ensure that this is negotiated with the residential provider at an early stage in the planning process. A fire safety drill, which must be logged, should be held as early as possible on the first day of arrival. Any issues, hazards or problems should also be identified and logged and controls / remedies / contingencies put in place to ensure the safety of all in the event of a real evacuation. The revised controls must be communicated to all staff, volunteers and participants, logged and the Risk Assessment amended appropriately.





## Residential trips abroad

Party leaders of new residential trips are asked to undertake an exploratory visit as part of the visit/site specific risk assessment, which will assist with pre-planning. If this is not possible, information/advice could also be sought from others involved in previous visits or from reliable local guides.

When using a commercial travel agent specialising in overseas tours, it is important that party leaders carry out due diligence and ensure the agents are members of ABTA (Association of British Travel Agents). Staff wishing to arrange their own trips abroad should seek further guidance from the Academy Operations Manager to ensure appropriate insurance and safeguards are in place.

## Staffing Ratios

It is recommended that there should be sufficient staff to cope with an emergency.

The guidelines are:

Abroad:	1:10 [with a minimum of two adult leaders]
Other residential:	1:15
Other visits:	1:20 [where the element of risk is normal to that in everyday life]

## Staff Code of Conduct

To ensure the highest standards of integrity, Academy staff / volunteers should demonstrate appropriate behaviour in all work with children and young people. Staff / volunteers within the Academy must comply with the provisions of this Code of Practice.

1. All relationships between any member of staff / volunteer and a young person should be based on trust, honesty and respect. Staff / volunteers should act as responsible adults in all their work with young people. They should have an objective view of a young person's situation and should support young people to identify for themselves the best life choices.
2. Any person U18 who is attending any residential trip or overseas tour activity, in a working or volunteering role, can only act as a 'young helper' and the responsibilities of the Academy and the Tour Leader to ensure that the duty of care to the young worker / volunteer remains the same as it does for all U18s. Children U18 are considered a child in law for the purpose of safeguarding.
3. If any member of staff / volunteer is uncertain about any particular safeguarding situation, advice should be obtained in the first instance from the residential Tour Designated Safety Officer or Tour Leader, who may seek clarification from a Club DSO.
4. Staff / volunteers should carefully read this Code of Conduct, as a breach of any part of the code may lead to disciplinary proceedings or dismissal. (Each Club must check that this is in line with their own HR Disciplinary and Grievance Procedure).
5. Staff / volunteers should be aware that in respect of their residential work with children and young people they are never 'off duty'. To ensure the safety and protection of children and young people staff / volunteers must be alert and aware of potential risk, harm or danger at all times.
6. Staff / volunteers should be aware they are required to be positive role models for young people and therefore must: -



7. Never create or develop an inappropriate relationship, of any kind, with any individual or group of young people. Staff / volunteers must be aware that as adults they have a powerful influence over young people and any abuse of that power is dangerous and inappropriate.
8. Not use unacceptable language when engaging with young people. Staff / volunteers should not swear, use or tell inappropriate jokes, or use racist or sexist language. Staff / volunteers should also be aware that the use of sarcastic comments might be seen as a method of 'put down' when talking to young people. Staff / volunteers should actively encourage the use of positive language and praise when working with young people.
9. Male and female staff and volunteers should be aware that whilst casual dress is often worn for work with young people, their choice of clothes and current fashions should be appropriate for the work they are undertaking.
10. In addition to the Health and Safety issues addressed above staff / volunteers must also be aware that young people growing into adulthood are undergoing physical changes which might make them vulnerable to certain suggestions and are aware of the visual appearance of others. Similar consideration should also be given to young male and female participants who are part of the residential party, this issue should be considered when the Club is setting codes of conduct and kit selection guidance for young people.
11. Young teens moving into adulthood are often just beginning to become sexually aware and beginning to form personal relationships. Residential settings may provide an environment in which such relationships can blossom. This means staff / volunteers need to be particularly alert to the behaviour of those young people participating and ensure that the codes of conduct identified for young people at the start of the programme are reinforced throughout the duration of the trip to challenge inappropriate behaviour and keep children safe.
12. Staff / volunteers should not overpower young people with their views and opinions but give them the space and time to work things out in their own mind. Challenge should lead to learning and growth, not conflict.
13. Personal grievances and personal issues between staff / volunteers should on no account be discussed with young people. Any grievance between staff should be addressed to the Tour Leader who will try to resolve the situation informally in the first instance or will follow set grievance procedures of the Academy if the complaint is of a more serious nature.
14. Staff / volunteers should not become overly familiar with young people and must be aware of the dangers of leaving themselves open to accusations. All staff / volunteers must consider situations where they could be in vulnerable one-2-one situations and try and avoid them where possible.
15. In general, when providing football coaching to young players there should be no need for one-2-one situations. However, there is a recognition that a short intervention / mediation may occasionally be necessary during a residential trip of any kind including football tours. If that is the case all staff / volunteers must consider situations where they and the young person could be in vulnerable one-2-one situations and must implement control measures as outlined in 3.2 below. This will improve the protection afforded to both the young player and staff / volunteers. It is recognised that Goal Keeping one 2 one coaching may form part of the regular Club coaching programme. If this occurs during any residential or tour then consideration should be given to measures keep both player and coach safe.



16. As a general rule, staff and volunteers must be alert to situations outside of the Academy or residential setting where a member of staff / volunteer may meet a young person in a social context, but the contact arose in or through their work with the Club. In this regard a member of staff is never 'off duty'. Common examples may be 'bumping into' young people at a Club or pub. Staff / volunteers must avoid creating inappropriate social relationships with young people who they have met through a work environment. This would include relationships via social network sites. The Academy should ensure that all staff / volunteers understand the Club policy on the use of social media.
17. Any inappropriate relationship with a child or young person where a member of staff / volunteer / coach arranges to be alone with a child U18 (whether during the residential tour or after) will be considered an abuse of power and an abuse of their position of trust. Staff / volunteers must be aware that any breach of the code of practice may lead to disciplinary proceedings or dismissal. Such situations may be referred to statutory agencies and The FA. In the event of any criminal offence being committed this will be referred to the police and those involved may be subject to prosecution. It is important that no member of staff or volunteer invites any U18 that they have met through their work or volunteering, to stay at their home or invite them to share accommodation with them at any other venue.
18. Dealing with conflict – There is recognition that sometimes tensions may flare when working in a contained environment where young people are feeling the pressure during challenging residential tours or adventurous activities. Ultimately, Staff / volunteers have duty of care to ensure the safety of other young people and have a right to protect themselves in extreme situations. Staff should be aware of any tension building up and of the triggers for conflict and should always attempt to diffuse situations at the earliest possible point.
19. Rooming Arrangements – All rooming arrangements must be well planned in advance of the tour and must be approved by the relevant Designated Safeguarding Officer as part of the planning process. This must be in-line with FA guidance for Trips and Tours. If dormitory arrangements form part of the residential accommodation, then the Designated Safeguarding Officer must have approved the arrangements. Dormitory accommodation often has separate sleeping accommodation for supervisors close to the main dormitory. Staff must not, for any reason, share rooms with young players U18.
20. If an Academy staff member or volunteer has concerns about any situation having read this guidance and Code of Conduct prior to participating in the residential trip or tour they should seek further advice in advance of the residential by contacting the Designated Safeguarding Officer. If there are concerns during the residential activity then clarification on any of the above should, in the first instance, address any queries to the residential Tour DSO or Tour Leader.

## Whistle Blowing

Whistle blowing is the route by which Academy staff / volunteers can voice any safeguarding concerns, made in good faith, without fear of repercussion. The Club has a clear and accessible Whistle Blowing Policy. Staff / volunteers who use whistle blowing procedure will be supported whilst investigations are on-going.

Staff / volunteers should acknowledge their individual responsibilities to draw safeguarding concerns to the attention of the Tour Designated Safeguarding Officer. This is particularly important where the protection and welfare of children may be at risk and relevant external agencies will be informed. If the concern is about the Tour Designated Safeguarding Officer, then the concern should be raised with the Tour Leader.





The DSO or Tour Leader who will decide what action to take next and will implement the Club Whistle Blowing Policy.

Safeguarding is the responsibility of everyone. Following this Code of Conduct should ensure that staff / volunteers know that they have a responsibility and a duty to report any behaviour by colleagues that raises any safeguarding concern.

### **Management of Allegations against Academy staff:**

In order to manage allegations against member of staff or volunteer who works with children or young people, every Local Authority appoints a Local Authority Designated Officer (LADO). The LADO should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child, or
- behaved towards a child or children in a way that indicates s/he may pose a risk to children.

If anyone receives information regarding a possible allegation they should, ensure children & young people are safeguarded. Refer the information to the Tour Designated Safeguarding Officer immediately. Tour Designated Safeguarding Officer to contact LADO, or, in the case of 'out of hours activities' the local duty children's social care officer or the police.

Staff must not investigate the matter, question the alleged victim, alleged perpetrator or potential witnesses without formal consultation with the Local Authority Designated Officer (or other statutory agency involved).

The Tour Designated Safeguarding Officer will discuss with the LADO and agree a course of action. Regardless of the nature of the allegation it must reported to the LADO as soon as possible. This must be within one day and also includes situations where the staff member resigns.

EFL Trust Designated Safeguarding Officer must be informed if a referral is made to the LADO. They will advise on if other football authorities must be informed.

### **One-2-One Work**

During residential work with young people there should be no requirement for specialist one-2-one work to take place. This type of work is usually undertaken by specially trained staff. However there is recognition that on occasions the nature and intensity of work during residentials may result in some short one-2- one situations. In these circumstances staff must make reference to this policy.

When working one-2-one a staff member /volunteer should:

- never make promises you may be unable to keep as in the case of a child protection concern or disclosure
- meet with the young person in a quiet but open space, in an area apart from the rest of the group but where you are in view of other staff / volunteers and young people or can be seen by other staff / volunteers and young people ensure a further member of staff (preferably the Tour Designated Safeguarding Officer or Tour Leader) know you are about to be involved in one-2-one work; where the meeting will take place; and how long you are likely to be





- clarify the nature and boundaries of the discussion with the young person. Explain to them the limitations of your role and be clear about your own professional boundaries
- explain your role in supporting the young person and that you are not a specialist in specific youth work or advice areas but will seek to identify any specialist services which the young person may choose to access on their return
- inform the staff member you spoke to before the intervention (preferably the Tour Designated Safeguarding Officer or Tour Leader) on your return to the main session / work area keep a record of each meeting and inform the Tour Leader of the issues. This should ensure any follow up services are identified.

Following this process and all other guidance issued from the FA regarding residential activities of any sort including tours, trips and tournaments should ensure that the Academy operate a successful tour which is safe and enjoyable for all.

### **Written Risk Assessments**

These should be completed, as appropriate well before the trip - formal assessments of the foreseeable risks that might be met on a trip and the actions to be put in place to prevent or reduce the risk. Participants must not be placed in situations which expose them to an unreasonable level of risk. Safety must always be the prime consideration.

### **Dynamic Risk Assessment**

The party leader and other staff should monitor the risks throughout the trip and take appropriate action as necessary e.g. risks may need to be reassessed in the light of changing weather, new safety warnings, illnesses, behavioural problems or emergencies.

### **Indemnity**

General indemnity forms have no legal force. Parents cannot sign away their right to sue in cases of alleged negligence. However, it is possible to require parents to indemnify staff against any claims made by a third party and any extra costs which the Club or staff might incur on behalf of the participant or any loss arising from damage caused by the participant. If an indemnity form is to be used, it should be incorporated with the general consent form sent to parents

### **Insurance**

It is imperative that party leaders even for the shortest of trips should ensure adequate and appropriate insurance cover and medical cover is in place either through the Club or by individual participant cover themselves. Assistance and advice should be sought from the Club Secretary.

A copy of the limits of the insurance cover should be included with the trip details sent to parents. When thefts occur, whether at home or abroad, a report must be made to the local police as soon as possible and certainly within 24 hours and written confirmation obtained that this has been done. Where medical expenses are incurred, all accounts must be preserved.

For trips abroad, a valid EHIC card should be obtained for each member of the party where appropriate.

### **Reporting dangerous occurrences**





Where actual injury is sustained the normal reporting procedure must be undertaken immediately on return to the Club. In grave situations a preliminary verbal report should have already been given. Useful lessons can be learnt from "near misses" which may help the safety of future parties. Party leaders are encouraged to report such occurrences to the Academy Operations Manager. (The fact that a "near miss" has occurred will not be taken as implying criticism towards the quality or action of the leadership).

### **Use of Private cars**

Only in cases where prior written consent has been obtained from a parent and only where two members of staff are present at all times

### **Minibuses**

Staff should be experienced drivers, usually over 25 years of age, and for certain vehicles must have passed the relevant PCV test (the age condition may be waived on application to the Club's insurance company). Drivers without experience of the Club minibuses must first show their licences to the Operations Manager to confirm that they have the required category and then arrange a time for driving evaluation with him.

### **Drivers**

Maximum loading capacities must be observed and, in addition to the driver and front seat passengers. Staff must not take risks if a fault develops; maintenance is the responsibility of the Club. All drivers must be strictly within the law. Notification to Club insurers is required where drivers have either any previous motoring convictions or health problems affecting driving.

### **Seat Belts**

All passengers must wear seat belts in all vehicles at all times.

### **Information to parents**

Clear written information must be given to parents and their written consent obtained. This information should set out the following, requiring response on the signed and dated pro-forma:

- where and when the trip is taking place
- what the trip is for
- equipment, kit required, travel arrangements
- cost (including non-refundable portion as deposit)
- any special higher risk activity to be offered in programme requiring special consent
- request for dietary and medical details and inclusion of written consent for emergency treatment
- indemnity clause on reply slip and details of limits of insurance cover
- commitment to provide balance of fee by stated date on reply slip
- date for return of reply slips with deposits if required
- any disciplinary or conduct points or special regulations specific for the purpose of the trip.

Before residential visits, or when the pupils are to travel abroad or engage in adventure activities, parents should be invited to attend a briefing meeting to be provided with:

- times and place of departure and return – parents must have agreed to meet their child on return
- modes and duration of travel including the name of any travel company
- the level of supervision including any times when remote supervision may take place
- details of accommodation with security and supervisory arrangements
- details of provision for medical needs and procedures for pupils who become ill
- names of leader, of other staff and of other accompanying adults



- details of the activities planned
- standards of behaviour expected in respect of; alcohol, sexual behaviour, smoking and general group discipline including prohibited items. This information may take the form of a code of conduct which parents should sign
- details of insurance taken out for the party as a whole in respect of luggage, accident, cancellation, medical cover, any exceptions in the policy and whether parents need to arrange additional cover
- information on clothing and equipment to be taken
- spending money to be taken and arrangements for safekeeping and issue of pocket money
- the trip's policy on the use of mobile phones
- arrangements for medication their son is taking and what is required if staff are to administer their medication
- contact phone numbers in case of emergencies.

### Emergency Procedures

Leaders in charge of pupils during a trip have a duty of care to make sure that the pupils are safe and healthy. They also have a common law duty to act as a reasonably prudent parent would. Leaders should not hesitate to act in an emergency and to take life-saving action in an extreme situation. The party leader would normally take charge in an emergency and would need to ensure that emergency procedures are in place. However, in certain situations, it may be more appropriate to have a more experienced member of staff on the trip take charge of the emergency and the party leader look after the rest of the party.

All staff involved in the trip should be informed of who will take charge in an emergency, the named back up cover and what they are expected to do in an emergency. Prior to the trip, the name and 24-hour telephone numbers of an emergency contact should be identified. It is advisable to arrange a second emergency contact as a reserve. The emergency contacts should have all the necessary phone numbers and information about the trip. This information and telephone contact numbers should be provided (usually as a laminated small card format) and carried at all times by all staff during the trip.

Should an emergency occur:

- establish the nature and extent of the emergency as quickly as possible
- ensure that the party is safe, accounted for by a roll call, kept together and adequately supervised at all times
- summon the appropriate emergency services
- establish the names of any casualties and get immediate medical attention for them
- if the party is abroad, notify the British Embassy/Consulate and the local police
- ensure that participants are accompanied to hospital or police station by a member of staff
- ensure that, although participants may wish to reassure parents, they should not be allowed to make direct telephone or other forms of contact in the immediate aftermath of an incident. At that stage full details may not be available and inaccurate information might cause unnecessary speculation and anxiety for relatives and others at home
- as soon as it is practical the pupil's mobile phones should be collected but left switched on. We should not attempt to prevent parents and children contacting each other; merely try to ensure that incorrect and sensationalised information is not being disseminated. If an incoming call from parents is received, the pupil should be allowed to answer this under staff supervision. After the pupil has greeted parents, staff should speak to them, quoting the statement below. The pupil should then be allowed in staff presence to complete the conversation without giving details of the incident.



“An incident has occurred on the [\*\*\*\*\*] trip. Your child is not involved in the incident. He is unharmed and is not the subject of any disciplinary action. Further details will be given out by the Academy Manager when all facts are known”.

- later, when the full details are known, supervised contact between participants and their parents can be made, using the procedure above
- parents of the participants directly involved should be contacted as soon as full details are known. Full co-operation should be given if the parents of those directly involved wish to travel to their child, provided that the child is in a place of safety and the emergency services allow
- inform the emergency contact at the Club
- ensure no one in the party speaks to the media
- the name of any casualty or pupil involved should not be given to the media
- all media enquiries should be answered by: “any statement will be issued by the Academy Manager in due time”
- collect details of the incident to pass on to the establishment, which should include; nature, date and time of incident; location of incident; names of casualties and details of their injuries; names of others involved so that parents can be reassured; action taken so far, including where casualties have been taken and action yet to be taken and by whom
- write down accurately and as soon as possible all relevant facts and witness details and preserve vital evidence
- keep a written account of all events, times and contacts after the incident
- complete an accident report form as soon as possible
- liaise with the representative of the tour operator if one is being used
- ensure no one in the party discusses the incident or legal liability with anyone outside the party
- report the incident using appropriate forms, if necessary.

The emergency contact’s main responsibilities are to ensure that the party leader is in control of the situation, establish if any assistance is required from other sources and if necessary, arrange for a senior member of staff to go out to take control or assist, contact parents if required, notify insurers, especially if medical assistance is required and contact any other relevant body.

### General advice

The smooth running and general happiness of the staff, participants and its leaders will be greatly helped by adherence to the following general points. While these may not appear to be directly linked with safety or safeguarding, poor organisation in these aspects can quickly lead to accident or injury.

- Maintenance of agreed standards of behaviour when the party is travelling, often for long periods in confined spaces. Good food and adequate halts are a big help
- Maintenance of good order in hotel/hostel accommodation and awareness of emergency evacuation procedures. A sensible checking routine is needed, dependent on daily/evening activities. This can be effective without being onerous
- Brief party about avoiding general public including involvement/conflict with other groups nearby. Not always possible but desirable
- Avoidance of drunken behaviour and illegal drinking especially on trips abroad. This can pose a major threat
- Minor crime - ranging from shoplifting to stuffing of coin in slot machines with inappropriate foreign currency, to smuggling goods and illegal articles. Be aware of the possibilities and sensitive to signs of problems. Encourage boys to be careful with property
- Where group activities are involved - sensible choice of individuals in the group with clear instructions and emergency routine/phone number for all times



- Party leaders should specify a minimum group size for their party in any free time. Boys in a group should be told to keep together and should inform staff of their names, where they are going and their time of return. They should be told the boundary within which they can move around. Clear instructions and emergency contact numbers, if applicable should be given.

Date of next review: July 2022