

HBTSR Guidelines for Holiday Stays

Selection of Guests for a holiday

This is done in Swansea by Thanu (with back up from Maria/ Wayne) and in consultation with Lynne for HBTSR.

In the event of any concerns Secretary or Chair may be contacted for advice or support.

Candidates for the holidays must be people seeking asylum or people 'recently' (within last year) granted refugee status.

It is important that as many people as possible have the opportunity of a holiday.

Priority should be given to those who in the view of the organizers would benefit the most.

Guests need to be aware that the property must be kept tidy and secure and possibly to strip the beds at the end of their stay.

HBTSR Welcomers (befrienders/volunteers)

These are people who either hold DBS disclosure or are well known and trusted by the Trustees and selected for being friendly and helpful. Those who live near to the holiday home may be asked in preference to those who don't.

The role is to help orientate Guests to the area, to offer advice on things to do and to be a friendly face that they can seek advice from during the stay. It is not part of the role to be with the Guests throughout the stay, to take them out (unless they and you want to) or to provide activities.

At all times Welcomers need to safeguard themselves and their reputation and that of HBTSR by taking appropriate precautions and following guidance and policies.

Step by step guide

Planning

1. For each stay, Lynne will:
 - a. Check the accommodation is available
 - b. Contact Thanu to see if any candidate Guests are available
 - c. Check if any Welcomers are available
 - d. Liaise with the Owner about arrival times
 - e. Alert the Welcomers group about the visit
 - f. Arrange for Welcomers to meet the bus, and to call in daily (as needed)
 - g. Let Thanu know who to contact if any issue arises about travel
 - h. Prepare a rota for the stay with contact details / preferred phone numbers for Thanu, the Welcomers and the Guests.
2. Details of Guests to be circulated to the Welcomers
3. If there are delays in arrival times, Thanu will contact the Welcomers who are listed to meet the bus, who will in turn let the Owner know.

Finance

1. Lynne will alert Lawrence as to the need to pay Guests' bus fares (may be by bank transfer to Wayne or sent via Mac to UID) and for a small grant to cover food and some activities.

2. Lawrence will transfer money to Swansea /or to Mac and give money to Lynne to give to the Guests.

Prior to travel

1. Thanu will give the Guests the address, details of buses and the bus fares. On or before the day of travel she will let Lynne know of any problems and details of the persons phone number.
2. Toy box, car seats, etc., may be obtained from the store. The store currently has 6 booster seats, 2 seats with backs and a baby seat.

Arrival

1. Two or more Welcomers will be asked to meet the Guests from the bus and escort them to the house.
2. They will be met there by the Owner, who will show the Guests around and orientate them to the house.
3. The Welcomers will:
 - a. Ensure that the Guests are aware of the location of local shops, playground, local walks and footballing area
 - b. Ensure that the Guests are aware of the Information Folder in the kitchen which gives details about local services emergency contact numbers (Owner, doctor, hospital, etc.) and the location of the first aid box.
 - c. Give the grant money to the Guests so that they can buy groceries, ice creams, etc.
 - d. Check that the Guests have phone numbers of the appropriate Welcomers in case of any problems and ensure that the Guests are happy with plans, area, etc.

During the stay

1. We will offer the Guests a daily call or contact which may be as brief or as long as desired by the Guests and Welcomers
2. In the event of illness or an accident, Guests should be informed about local medical services.

Day of departure

1. On leaving the cottage the Welcomers need to ensure that the house is left tidy, all property removed and help as needed to escort Guests back to the bus.
2. Keys are to be handed to the Owner or Welcomer.
3. If the Owner is not around then it is worth keeping the keys until the Guests have left, so that Welcomers can return to the house to make departure checks:
 - a. Switch heating down, if necessary, to 15°
 - b. Ensure all lights are turned off
 - c. Ensure that all windows are closed
 - d. Ensure that back gate (if any) is bolted
 - e. Ensure that back door is locked and bolted
 - f. Check that beds are stripped and sheets left conveniently for washing
 - g. Post the keys through the letter box (or as instructed by Owner).

Safeguarding recommendations

1. We recommend that Welcomers attend in pairs or groups where ever possible. If you have to attend alone then do ensure that someone knows where you are going and when you will be back.
2. In line with HBTSR Safeguarding Policy, children should not be taken away from their parents and Welcomers should avoid being on their own with children. This is an important safeguard both for the children and the Welcomers.
3. If you choose to take the Guests out in your car then you are doing so as a friend. Usually there is enough that can be done in the locality of the house without the need to travel by car. HBTSR does not ask you to transport Guests. If you transport children by car then you must ensure that the correct car seats are fitted.
4. At all times that you are volunteering as a Welcomer for HBTSR, we will be supportive and try to help with any concerns or issues that you have. Do not do anything that you are not comfortable with or feel safe doing. Your reputation and that of HBTSR is important!
5. In keeping with Data Protection Act personal information should only be shared on a need-to-know basis and personal information will not be kept after the stay is completed.

If any concerns arise please let Lynne and /or the HBTSR Secretary know. They will alert other HBTSR trustees as needed.

March 7 2018