



Activity / Playing Programme

Your Club needs to look at the opportunities you are providing, when you are providing them, how you are delivering them and by whom.

Clubmark criteria – Playing Programme	Evidence Requirements
1.1 The Club provides a suitable activity / playing programme(s) which demonstrates and promotes NGB standards	Playing Programme <ul style="list-style-type: none"> The Club playing programme
1.2 Where appropriate in partnership with the NGB the Club offers development pathways for all talented athletes	Development Pathway <ul style="list-style-type: none"> Example(s) / evidence of an NGB supported development pathway(s) The Club evidences how they recognise and provide support to individuals who show potential or who want to develop Evidence of communication with parent(s) / carers where appropriate
1.3 The playing programme is regularly reviewed to ensure it continues to meet the needs of members and delivery is of a high quality	Quality of delivery <ul style="list-style-type: none"> Evidence of engaging with members to review their satisfaction Evidence of actions taken
1.4 The Club actively welcomes and encourages new members and delivers sessions appropriate to their ability	New members <ul style="list-style-type: none"> Evidence of sessions for new members and delivery of sessions appropriate for their ability Evidence of sessions to meet all abilities
1.5 The Club ensures all coaches are appropriately qualified and meet minimum standards as set by their NGB	Coaching <ul style="list-style-type: none"> Records of all coaches and their relevant technical qualifications, experience aligned to NGB minimum standards Details of coach to participant ratios for all sessions as set by your NGB / Sport
1.6 Coaches, volunteers, instructors, club activators and Club Welfare Officers and all those involved in delivery of suitable activity / playing programme understand their roles, responsibilities and expected standards of behaviour	<ul style="list-style-type: none"> Code(s) of conduct and role outlines for all coaches, volunteers, instructors and club activators and Club Welfare Officers – demonstrate how this is implemented at induction and reviewed within the Club
1.7 Those involved in the delivery of the playing programme are provided with support and participate in regular training and development	<ul style="list-style-type: none"> Evidence of regular / ongoing training and development for coaches, volunteers, instructors and club activators (including formal and informal training)



Duty of Care and Welfare

It is the duty of every Club to and to take steps to ensure that members, volunteers, and visitors can enjoy the sport offered by the Club in a safe environment.

Clubmark criteria – Duty of Care and Welfare	Evidence Requirements
<p>2.1 The Club ensures that all activities take place in a safe environment that complies with legal requirements</p>	<p>Safe Environment</p> <ul style="list-style-type: none"> • Health & Safety policy and evidence of how this complies with statutory requirements and those set by NGB • Evidence of examples of actions taken to ensure members are safe • Completed risk assessment forms • Sample accident / incident report form • Evidence of access to first aid equipment and appropriate staff / volunteers trained in first aid
<p>2.2 The Club has necessary provision in place for the safeguarding and welfare of its members ('Club Child & adult at risk Safeguarding Policy that meets statutory requirements)</p>	<p>Child & Adults at Risk Safeguarding</p> <ul style="list-style-type: none"> • Evidence of a welfare and safeguarding policy and reporting procedures linked to appropriate NGB • Designated Welfare Officer(s) with a clear role / job description • Evidence of implementation of welfare and safeguarding procedures for recruitment, induction and deployment of workforce • Evidence of how the Club collects and safely stores all members registration details – to include information on contact details, disability, medical conditions, parental consent(s) and emergency contact information • The Club evidences how it follows NGB or CPSU guidance regarding photography, mobile phones, social media, events, overnight stays and travel • All members including young people and parents / carers are made aware of these policies and procedures • Evidence that all lead coaches and volunteers working in regulated activity are subject to a DBS check at enhanced level (including a barred list check); and that other individuals in DBS eligible roles undertake an enhanced level DBS check (without a barred list check)



<p>2.3 There are clear systems to report, respond to and manage safeguarding concerns or allegations of poor practice or abuse that arise</p>	<p>Systems of reporting</p> <ul style="list-style-type: none"> • The Club has robust responding and reporting procedures for indicators or allegations of poor practice or abuse within the Club • The Club must have a written complaints and disciplinary policy to address breaches of codes of conduct or the safeguarding policy - this must be communicated to all members, parents / carers, coaches, volunteers, instructors and club activators
<p>2.4 Coaches, volunteers, instructors, club activators and Club Welfare Officers receive an induction which includes information about safeguarding responsibilities, policy and procedures, and are appropriately trained in Safeguarding and Child Protection</p>	<p>Training</p> <ul style="list-style-type: none"> • All members and coaches have an awareness of the welfare and safeguarding policies and how to raise any concerns they might have • The Welfare Officer(s) and all coaches to attend a CPSU / NGB recognised face to face 'Safeguarding Awareness Workshop' and refresher training to be taken every 3 years (refresher training may be online) • Evidence of communication of safeguarding information to all members and parents / carers • Records of details of Welfare Officer(s) and coaches' technical qualifications, safeguarding training records and DBS checks available through the Club (or accessible through the NGB)



Knowing your Club and Community

It is important to promote the right culture in your Club so that its policies, practices and ethos encourage all members to adopt an inclusive, friendly approach to sport.

Clubmark criteria – Knowing your Club and Community	Evidence Requirements
<p>3.1 The Club engages with and demonstrates an awareness and appreciation of who its current members, volunteers, coaches, instructors and club activators are</p>	<p>Members</p> <ul style="list-style-type: none"> • Evidence that the Club actively engages with its current members on general / overall levels of satisfaction and acts on feedback • The Club consults with members to ensure their offers meet their needs e.g. quality of facility, pricing of sessions <p>Coaches, volunteers, instructors, club activators and Club Welfare Officers</p> <ul style="list-style-type: none"> • The Club recognises the contribution of coaches, volunteers, instructors, club activators and Club Welfare Officer(s) • The Club actively engages in succession planning through recruitment of new coaches, volunteers and Club activators
<p>3.2 The Club creates an inclusive and welcoming environment for all members at all levels</p>	<p>Inclusivity</p> <ul style="list-style-type: none"> • The Club has an inclusion / equity policy • Coaches, volunteers, instructors, club activators and Club Welfare Officers are appropriately trained / made aware of the inclusion policy of the Club • The Club has documentation specifically for new members as part of induction; this can be in a range of formats • The Club welcomes and encourages new members from all sectors of the community as appropriate and uses appropriate methods of communication to engage these audiences • The Club creates opportunities to actively engage specific audiences in coaching, volunteering, committee, activator roles • The Club evidences how it provides an inclusive programme for specific groups / audiences e.g. introductory session for targeted groups - women's session, youth, disabled participants etc.



<p>3.3 The Club proactively encourages new members and manages the process for waiting lists where this applies</p>	<p>Engaging as widely as possible</p> <ul style="list-style-type: none"> • The Club assigns an appointed person for new member enquiries • Evidence that the Club has an agreed approach to increase participation from specific groups / audiences e.g. women, disabled participants, and young people • The Club has due process in place for waiting lists if operating at full capacity and communicates these as required
<p>3.4 The Club actively engages with members and has an agreed approach regarding engagement for the future</p>	<p>Ongoing communication with members</p> <ul style="list-style-type: none"> • The Club evidences ongoing communications with members via the appropriate method e.g. newsletters, website, social media... • Club evidences retention activities • Evidence that the Club actively follows up with non-active members and lapsed members to re-engage • Examples of appropriate sessions developed through partnerships with local schools, colleges and community groups



Club Management

Clubs that are well managed tend to be more successful and sustainable for the future as well as being prepared in the event of emergencies.

Clubmark criteria – Club Management	Evidence Requirements
4.1 The Club's activities, premises and coaches are insured	Club Insurance <ul style="list-style-type: none"> • Copies of insurance regardless of owning, leasing or sharing facilities • Copies of coaches insurance
4.2 The Club, team or league is affiliated to its NGB	NGB <ul style="list-style-type: none"> • Evidence of NGB affiliation
4.3 The Club has governing documents in place	Governance <ul style="list-style-type: none"> • The Club evidences appropriate governance documents and demonstrates how the Club is managed • Club management / committee engage in training (e.g. via Club Matters online resources) • Evidence of financial management and systems in place
4.4 All those involved in the management of the Club understand their roles responsibilities within the Club and what is expected of them	<ul style="list-style-type: none"> • Evidence of Codes of conduct and role outlines specific to all those involved in the management of the club
4.5 The Club has specific membership categories and pricing policies as appropriate	Specific membership <ul style="list-style-type: none"> • The Club evidences different classifications of membership categories and Club's pricing policy
4.6 The Club is proactive about development through structured and shared planning and where relevant develops outreach work	Club development <ul style="list-style-type: none"> • The Club evidences a development / improvement plan