



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.

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
<p>The Club provides suitable activity programme(s) for a minimum number of hours/weeks in a year, determined by the NGB which offers opportunities for player progression at all levels.</p>	<p>Your club must provide a varied activity programme that reflects NGB standards and priorities.</p>	<ul style="list-style-type: none"> • Playing programme, Programme of training / coaching activities and Inter/intra competition (online events, printed timetables etc.) • Sessions for new people or beginners. 	<ul style="list-style-type: none"> • Check with your NGB/ CSP for further support. • The Club People section provides support coaches including an outline of the Head Coach role and other important roles.
<p>The Club ensures all coaches understand their roles and responsibilities.</p>	<p>Coaches understand what is expected of them and the high standards required of them. Check with your NGB/CSP.</p>	<ul style="list-style-type: none"> • Coach Role outlines. • Codes of conduct for club officials and volunteers. 	<ul style="list-style-type: none"> • Governance section in Club Management has further details on codes of conduct.
<p>Activity programmes are organised / led by suitably competent/qualified leaders, coaches or instructors, determined by the NGB.</p>	<p>Check the minimum qualification standards determined by your NGB (taking account of the new forms of delivery).</p>	<ul style="list-style-type: none"> • Records of coaches / leaders / instructors and their relevant qualifications. • Details of participant: coach ratio as set by your NGB/Sport. 	<ul style="list-style-type: none"> • Sports Coach UK provides further support for coaches.



Duty of Care and Welfare

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

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
<p>The Club ensures that all activities take place in a safe environment.</p>	<p>Provide examples of the actions taken to ensure members are safe.</p>	<ul style="list-style-type: none"> • Health & Safety policies. • Completed risk assessment. • Accident/incident report form. • Procedures for dealing with accidents/injuries. • Registers to evidence record keeping (i.e. attendance registers, personal data, relevant medical information, etc.). 	<ul style="list-style-type: none"> • Check with your NGB for further support. • If you are not affiliated to your NGB, the CPSU – Child Protection in Sport Unit will/can provide up with up to date information on safeguarding and welfare. • Your CSP can also provide support and information on local training courses.
<p>The Club has necessary provision in place for the safeguarding and welfare of its members (including the NGB child protection policy if any under 18s are members of the Club).</p>	<p>Check that your club provision of safeguarding and welfare complies with statutory and national governing body regulations and guidance.</p>	<ul style="list-style-type: none"> • Welfare policies. • Appointed Welfare Officer. • Procedures for dealing with recruitment, training and deployment of volunteers and employees. 	<ul style="list-style-type: none"> • Managing risk and policies & procedures sections within Club Management provides templates and guidelines for these important criteria.

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
The Club has adopted the NGB or CSP child protection policy and is compliant with it.	Check NGB specific requirements, and keep up to date with CSPU guidelines.	<ul style="list-style-type: none"> • Child protection policy. • Access to first aid & equipment. • Club evidences that it has met the adopted NGB/CSP Policy. 	
Club members and coaches are appropriately trained in Safeguarding and Child Protection	The welfare officer and at least one coach must have attended CPSU accredited training in Safeguarding and Protecting Children.	Copies of certificates. List of trained coaches and members.	



Knowing your club and its 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.

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
<p>The Club engages with and understands who its current members, players and volunteers are and where they are from.</p>	<p>Your club creates an inclusive, equal and welcoming atmosphere for members and at all relevant levels.</p>	<ul style="list-style-type: none"> • Equity policy. • Welcome pack/Membership Pack. • Communications – newsletters, website, social media, etc. • Club handbooks. • Club Organisational Chart - appointed person for new member enquires. • Retention and reward activities. • Systems for collecting and acting on member feedback. • Statistics: number of members. 	<ul style="list-style-type: none"> • Club Matters' policies and procedures section contains information on equity policies and lots of useful tips. • The Club People section provides advice on how to attract more members and volunteers, and how to be a welcoming and inclusive club. There is also information on Market segmentation. • Club Marketing has lots of tools and tips to help you with your communication, marketing and promotion activities.

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
The Club demonstrates an awareness and appreciation of its local community.	To increase participation and recruit players, volunteers and officials.	<ul style="list-style-type: none"> • Awareness of your club demographic • Can define the type of person /people it would like to attract. • Partnerships with local organisations, volunteer centres, colleges, schools etc. 	<ul style="list-style-type: none"> • Club Views – club review tool allowing you to ask your members and volunteers what they think about your club and make suggestions on areas for improvement.
The Club proactively encourages new members from the local community.	Demonstrates actions taken to recruit new members, players, volunteers and officials.	<ul style="list-style-type: none"> • Communications – newsletters, website, advertising, social media, etc. • Recruitment activities. • Statistics - number of new members. 	



Club Management

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

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
The Club's activities, premises and officers are insured.	It is your responsibility to make sure you have the appropriate insurance regardless of whether you own, lease or share facilities.	<ul style="list-style-type: none"> Valid insurance certificate. 	<ul style="list-style-type: none"> Check with your NGB for further support and details of affiliation number. Club Matters Risk area covers Insurance and tips for your club. Club Matters facilities can offer you guidance on managing your venue, kit and equipment. The Governance section includes information on constitutions, policies and procedures, and volunteer roles. It also has useful guidance on effective
The Club, team or league is affiliated to its NGB.	The Club is operating under NGB guidelines and is supporting its strategic plan for sport.	<ul style="list-style-type: none"> NGB club affiliation number. 	
The Club has appropriate governing documents.	Governing documents that evidence a set of appropriate rules and regulations to how the club is managed.	<ul style="list-style-type: none"> Club governance documents e.g.: Constitution (open and non-discriminatory). Articles of Association. Rules/Terms of Reference. 	

Minimum criteria	Guidance notes	Evidence requirements – Examples of evidence	Support available – Club Matters, External Bodies
Officials, volunteers, members and parents understand their roles and responsibilities within the Club and what is expected of them.	Clear standards and expectations of all, via codes of conduct and role descriptions.	<ul style="list-style-type: none"> • Role outlines. • Codes of conduct. 	<p>committees and meetings.</p> <ul style="list-style-type: none"> • The Club Planning section will guide you through each step of strategic planning.
The Club has a specific membership category and pricing policy for children and young people.	Club shows different classification of membership through a structured and appropriate pricing policy.	<ul style="list-style-type: none"> • Pricing policy. • Membership forms. • Publicity. • Concessionary rates. 	<ul style="list-style-type: none"> • The Club Improvement Tool can help you pin point your development areas and plan your actions to improve your club and prepare for a more sustainable future.
The Club shows commitment to further development and outreach work.	The club is proactive about development through structured and shared planning.	<ul style="list-style-type: none"> • Club development plan. • Succession planning. • Recruiting new members/ community work/partnerships. • Output from Club Matters Club Improvement Tool. • Club Matters mentoring relationship. • Club Matters workshops. 	<ul style="list-style-type: none"> • Sport England recognised NGBs list.