

**SPORT ENGLAND: CLUBMARK**

**EXTERNAL VERIFICATION**

**YEAR THREE FINAL REPORT  
APRIL 2009**

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**INTRODUCTION**

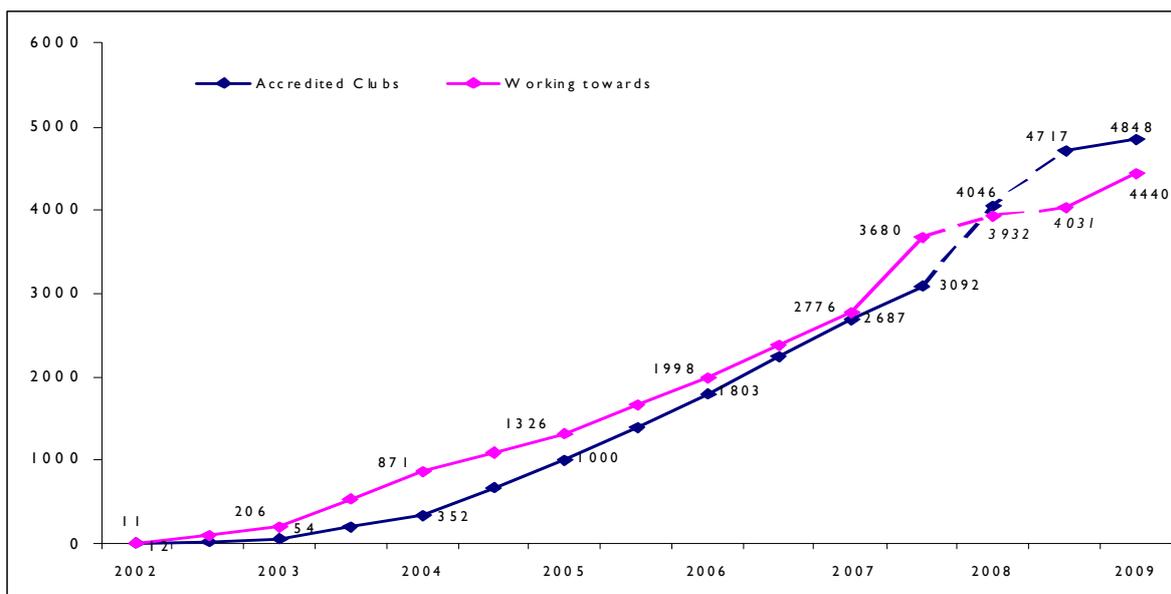
**Clubmark**

Clubmark remains the only national cross sports quality accreditation scheme for community sports clubs with junior sections. It is built around a set of core criteria, which ensure that accredited clubs operate to a set of consistent, accepted and adopted minimum operating standards.

The External Verification (EV) programme is key to ensuring that clubs remain compliant in adhering to Clubmark standards and provides assurance to young people, coaches, parents/guardians and school teachers that accredited clubs continue to operate in the right way and deliver high quality, welcoming environments.

The scheme is continuing to grow and expand. There are (as of February 2009) currently 4,867 accredited clubs with a further 4,440 working towards accreditation. This represents over 9,300 clubs involved in the Clubmark accreditation scheme.

*Graph to indicate rate of increase of accreditation and working towards clubs*

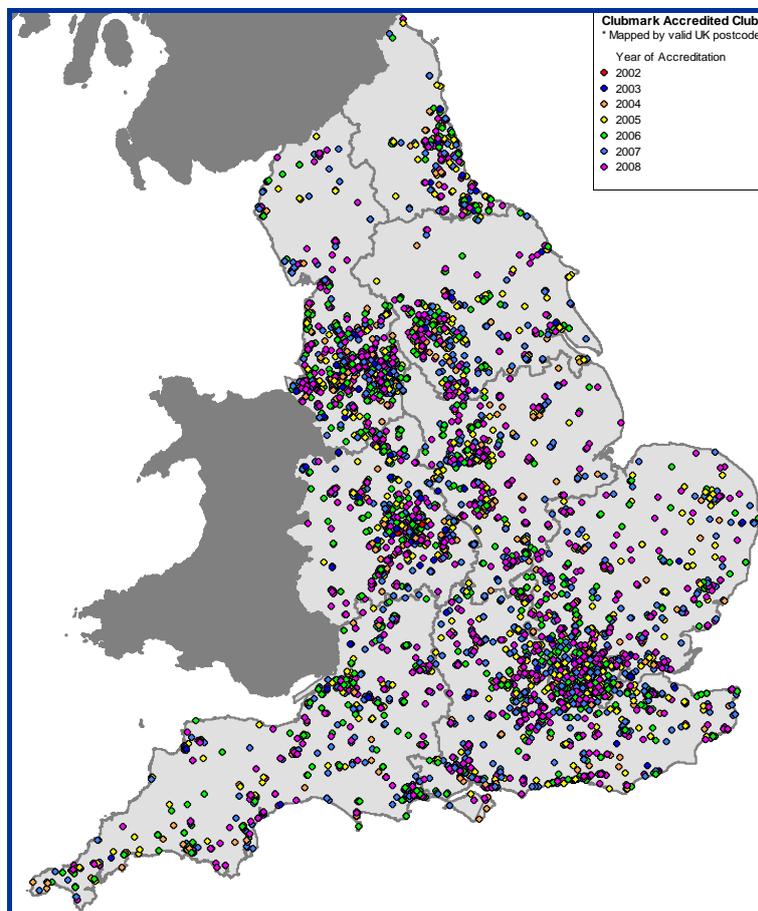


Data collated from Clubmark licensed national governing bodies of sport (NGBs) combined with conservative estimates from some NGBs indicates that over three quarters of a million young people are participating at clubs which are either working towards or Clubmark accredited.

*Table to indicate participation rates in Clubmark*

Type of club	Participation
Accredited	499,005
Working towards	257,374
<b>Total</b>	<b>756,379</b>

Map to indicate spread of Clubmark accredited clubs Feb 2009

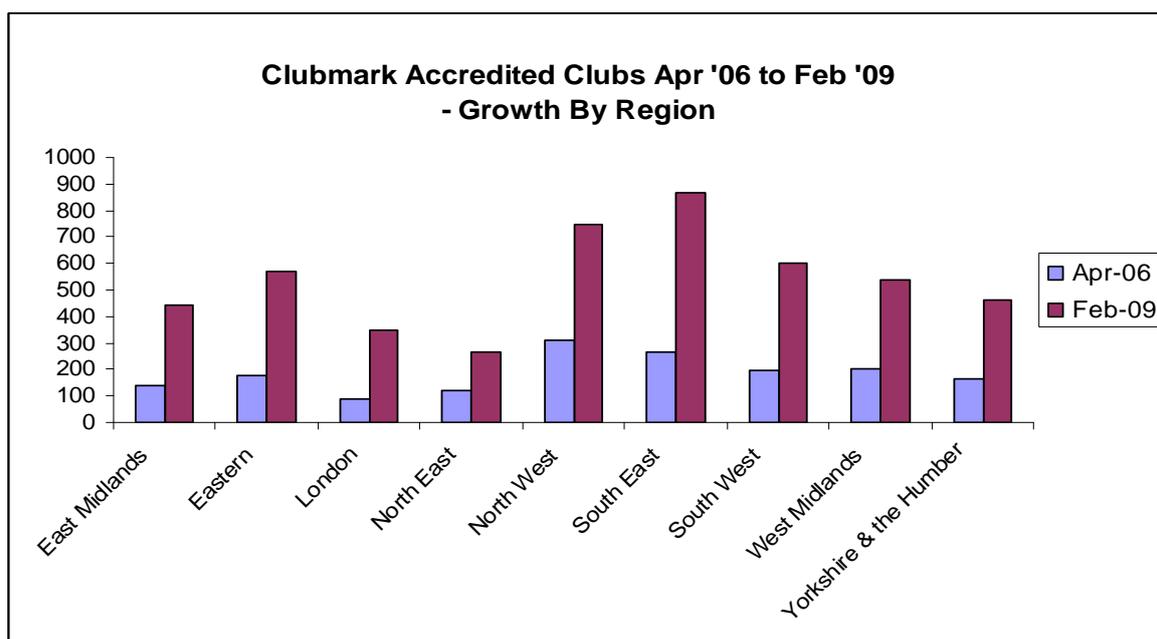


This map indicates the spread of Clubmark accredited clubs across the country. In addition, it is worth noting that over 40 different sports are now involved in the process.

With just under 5,000 clubs now accredited the sample size now stands at only 2%. The clubs database is publicly accessible on the Clubmark website; [www.clubmark.org.uk](http://www.clubmark.org.uk) and can be filtered by sport, region, local authority, county sports partnership etc.

The graph below compares the number of Clubmark accredited clubs in Sport England regions in April 2006 with the number in February 2009

Graph to indicate regional variations



## **External Verification**

This report outlines and summarises the findings of the EV conducted in year three (April 2008 to March 2009) by Knight, Kavanagh and Page (KKP). The EV process was first implemented in year one of KKP's contract to manage Clubmark (April 2006 – March 2007). The main objectives of the EV at that time, which still apply, are:

- ◀ To ensure high standards of implementation of Clubmark.
- ◀ To moderate clubs to ensure consistency through the sport.

It is important to stress, again, that the EV process is not designed to provide feedback to individual NGBs about the work being undertaken, or levels of 'compliance' at individual clubs as the sample is too small (and this is not its purpose). Its aim is to evaluate consistency of delivery and operation and general traits across key Clubmark criteria and provide feedback as to whether minimum operating standards are being applied in a consistent manner.

As part of the research and evaluation for this report, KKP consultants visited clubs in situ, and interviewed club officials in each of Sport England's nine regions. In total, 98 clubs were visited and assessed.

Year three marks a significant juncture for the EV programme. Despite the growth in numbers of accredited clubs there has not been a commensurate increase in the number of club visits. However, the in-depth nature of the site visits combined with the range of regions and sports continues to provide the requisite quality assurance. The Clubmark Advisory Group has, however, indicated (at the meeting held on 27 March 2009) that it would like the sample to be increased (currently about 2% of clubs are assessed) and suggested that KKP should, with Sport England, consider the EV can be expanded in the future to cover more clubs, with the core aim of continuing to ensure quality assurance.

## **Methodology**

Prior to undertaking external verification interviews and site visits, each member of KKP's interview team involved is required to go through an appropriate training process. This is completed with the aim of ensuring that understanding of Clubmark is consistent and thorough, accreditation criteria are fully understood, key differences between different sports are highlighted, and understanding of how to 'test' that the required levels of evidence are available and to ensure that evaluations are conducted in a uniform manner. KKP staff delivering the EV (who are also CRB checked, consistent with KKP's child protection policy) have therefore:

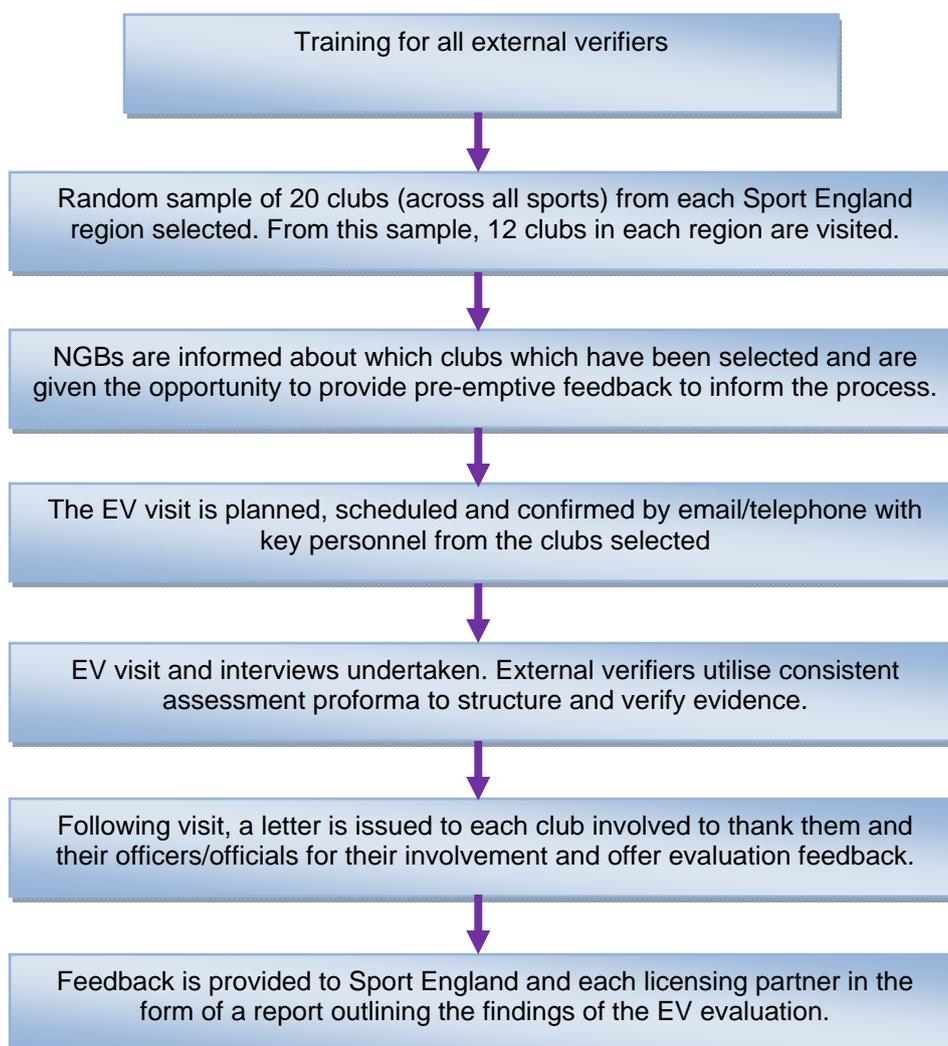
- ◀ Completed a two hour workshop, led by the National Clubmark Manager during which they were briefed on the Clubmark criteria, utilised sample files as a means of highlighting good practice and discussed areas of concern.
- ◀ Used a checklist for each site visit which incorporates capacity to capture evidence appertaining to improvements from previous years.

Clubs visits/interviews last between one and two hours and take place, where possible, at a time and venue most convenient for club personnel. It is preferable, not always practical, to meet at a time when a junior coaching session is occurring. However, due to the pressures on club personnel at these times, flexibility is offered in relation to this elements.

The consultant conducting the site visit/interview will normally meet with a range of club personnel enabling the investigation of all aspects of Clubmark criteria. In addition to checking 'compliance', clubs are given an opportunity to feed back on Clubmark; the criteria and the process. This feedback information is contained in Appendix 1: Testimonials. All clubs involved in the process have been accommodating, amenable and are, rightly, proud of their achievement.

It is necessary to state that the main aim of the EV process is to establish whether or not the systems are working and that clubs have up to date evidence files. Further information has been gathered which can be used as evidence in assessing whether Clubmark clubs showed any key traits which support the club development per se.

*EV process*



## **FINDINGS**

As an introduction to, and to help build understanding of, the club's wider development aspirations and success, a range of questions is asked with regard to, for example, levels of junior membership, coach qualifications, volunteering and school-club links. This is followed by an assessment of Clubmark criteria.

The following is a précis of the main traits identified at clubs. It is important to note that a wide spectrum of clubs, across the full range of sports, is visited, all of which have gained Clubmark accreditation. Club circumstances vary with regard to, for example, whether they are facility owning or facility dependent, membership levels (varying from a total of 30 - with five junior members up to clubs with a membership of 500). There is also variation between those which have recently accredited relative to those which are immediately or shortly due for re-accreditation and/or clubs which have recently successfully re-accredited. As a consequence, implementation of Clubmark can vary: hence the need for detailed, in-depth verification.

### **Junior membership**

In many instances clubs report that membership has remained constant. A significant number of clubs report that they are reaching capacity and are thus consolidating current levels of membership.

Junior membership varies from 100% of the club's overall numbers to as few as 10-20% in some cases. For the majority, consultation suggests that juniors comprise 60% or more of overall club membership.

Clubs report that young people can travel some distance to access these clubs. Clubmark clubs tend to have large catchment areas, particularly those operating in rural settings

### **Coaches**

Consultation indicates that Clubmark accredited clubs are increasingly working to develop coaches to gain higher levels of qualification. Evidence suggests that since year one of the external verification programme, the number of coaches completing Level 2 and Levels 3 awards has risen.

Many clubs have also been proactive in supporting volunteers to qualify as coaches. Recruits can be parents who have shown interest or older junior members at the club who have also demonstrated commitment. Increasingly the need to ensure a linked commitment to deliver in situ coaching activity at the club is recognised. This applies particularly to the many clubs which financially support their volunteers to gain or enhance coach qualifications. Qualifying volunteers is increasingly important as clubs are tending to reach capacity under their current structure.

### **Volunteers**

Levels of volunteer support continues to vary from club to club. The majority of clubs are able to call upon a range of volunteers, particularly for club events. A consistent proportion continue to report difficulties in retaining coaches.

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In Clubmark clubs, the tendency to encourage parents to take on voluntary roles is being maintained. Although this is often only informal, many clubs are making steps to formalise such roles; this helps to provide greater support for the club and the volunteer.

### **Schools**

Clubs are readily able to identify a number of schools with which they work. Some have definite 'links' with as many as 12 schools. Clubs report that Clubmark has 'opened doors' for them with schools. Some clubs observed that they now receive more requests to go into schools to deliver coaching activity than they are able to fulfil.

The majority of clubs interviewed, work through the current schools sports partnerships (SSP) structure and have been able to build good relationships with, for example, partnership development managers (PDMs) and school sport coordinators (SCCOs).

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## **GENERAL**

The following section highlights some of the issues that affected the delivery of this year's evaluations:

- ◀ A small number of clubs did not have their files available for verification. In some instances, this was because the person with whom the KKP had communicated or the individual allocated to lead on Clubmark accreditation within the club had moved on and not passed on the relevant information to the people met during the EV. In others, the cause was the NGB not returning the file following assessment. It should be noted that it is very important that NGBs do return files to clubs as quickly as possible following assessment for accreditation and re-accreditation. Clubs can then, as intended, use the file as a working reference document.
- ◀ Where clubs have their own venues, verifiers found that many policies, procedures, fixtures lists etc were displayed on notice boards. Clubs which do not have their own venues are more limited in their ability to do this.
- ◀ Clubmark clubs deliver a considerable quantity of activity in schools. It is important that they continue to be recognised and rewarded for their efforts. These clubs are to be congratulated on the extent of their involvement. Many report that Clubmark has facilitated the ease of access to school activities. Evidence suggests that PDMs, Heads of Department and SCCOs are increasingly looking to Clubmark clubs to help to introduce and deliver sport in the school environment.

## **FINDINGS: CLUBMARK SECTIONS**

The following sections provide a detailed SWOT analysis of the findings drawn from each of the four recognised Clubmark sections:

- ✓ Playing programme
- ✓ Duty of care and safeguarding and protecting children
- ✓ Equity and ethics
- ✓ Club management

The SWOT analysis below highlights some of the key findings and traits that relate to each of the sections. As identified above it does not identify such characteristics by sport, tending instead to assess performance against Clubmark criteria on a holistic basis.

### **Playing programme**

#### ***Strengths***

- ◀ Coaching programmes are planned for the season – often specific to age groups/ teams (player centric). Programmes tend to follow the pattern of school terms.
- ◀ Where clubs do not have a home facility, evidence suggests that they endeavour to operate from a number of venues within their area to support a wider range of participants and to take activity into communities.
- ◀ Coach: performer ratios are adhered to across all sports supporting the quality assurance strictures relating to levels of coaching opportunity within the Club.
- ◀ Club fixtures are displayed electronically (via websites) and on club notice boards.
- ◀ Good practice examples of coach roles are supported by the signing of a volunteer agreement form.
- ◀ Clubs are all cognisant of the importance of risk assessments, particularly for those sports which take place in dynamic conditions, for example, water sports. In other cases, where they are based in local authority or education facilities, there is significant partnership work to ensure that such assessments are appropriate. Risk assessments at sessions tend to take the form of an abridged checklist.
- ◀ Clubs try to recognise the achievement of all junior participants, not just those with a particular aptitude or talent, thereby contributing to delivery of equitable opportunities for all participants.
- ◀ Sessions are, on the whole, delivered throughout the year. Where necessary clubs bring activity indoors during the winter months or balance indoor and outdoor sessions across the week and weekends.
- ◀ Clubs are cognisant of the need to tailor programmes to suit the variable ability levels of the different participants they cater for.

#### ***Weaknesses***

- ◀ Session plans tend to be tailored by coaches across the age groups - it may be useful to see evidence of such plans in the future. There is no consistency in the context of which clubs do or do not provide these in their files.

### **Threats**

- ◀ Verifiers report a lack of evidence to show the validity of coaches insurance. NGBs should, as far as possible, provide their clubs with records stating the terms of insurance for coaches.

### **Opportunities**

- ◀ Clubs are increasingly investing in coach qualifications through NGB schemes (one example is the ECB 'grow your coaches' programme). There is increasing use of coach coordinators to support coach development.
- ◀ Levels of investment in volunteering are also, reportedly, growing. Again, the ECB 'Be Involved' programme is a good example of this.
- ◀ Log books for new junior members are an excellent means of recording progression.
- ◀ In recognising accomplishment of skill, many clubs are in a position to move their athletes into senior age groups.

### **Duty of care and safeguarding and protecting children and young people**

#### **Strengths**

- ◀ Codes of conduct tend to be displayed on notice board and are often included as part of a welcome pack for participants.
- ◀ Coaches are also, at many clubs, issued with an information pack which contains relevant information covering, for example, codes of conduct, example session plans and registration forms.
- ◀ Signing up forms at the start of each session help to keep accurate records.
- ◀ Registration packs for participants often include: child protection policy and contact details of welfare officers.

#### **Weaknesses**

- ◀ Policies are not signed by the club chairperson at the majority of clubs nor are many clubs able to provide evidence that the policy has been fully adopted by the committee.
- ◀ There is limited evidence of the adoption of policies; the primary emphasis is on implementation.
- ◀ Clubs do not recognise that child protection training needs to be updated every three years as a minimum. Consultation suggests there is a need to introduce expiry dates on certificates which otherwise appear to be valid indefinitely.

#### **Threats**

- ◀ There is a perception that Clubmark requires club personnel to attend first aid training.
- ◀ Consideration should be made as to how clubs store emergency contact details, ensuring at all times that information is available on a need to know basis. The most efficient method is that emergency information should be held on paper copy with the appropriate club personnel at each session. Holding details electronically involves a considerable risk of 'failure'

- ◀ As scheme manager, KKP must be made fully aware of the different courses which NGBs accept for child protection training.
- ◀ Clubs must continue to ensure that at least one *coach and one other member of the club* have attended child protection training and also to ensure that the validity of the training does not lapse.

### **Opportunities**

- ◀ Clubs endeavour to ensure that at least one coach per age group has attended child protection training.
- ◀ Clubs have indicated demand to see refresher course on child protection training which is perhaps an abridged version for those who may have already attended such training. Consultation suggests that this would support clubs to maintain the validity of child protection understanding and reduce repetition for those who have already attended the relevant courses. It is important to note that clubs should seek to ensure that as many club personnel attend child protection training as is possible.

### **Sports equity and ethics**

#### **Strengths**

- ◀ Codes of conduct are, in many instances, particularly at facility owning clubs, displayed on club notice boards.
- ◀ Signing up forms at the start of each session support clubs to keep and maintain accurate records.
- ◀ Codes of conduct are often re-presented at the start of each season as a refresher for coaches, parents and participants.
- ◀ Many clubs make clear equity statements within their constitution.

#### **Weaknesses**

- ◀ Verifiers report that in many instances policies are not signed by the club chairperson or other member of the committee.
- ◀ Findings suggest that policies are adopted with little subsequent implementation or engagement i.e. there is no evidence in the action plan of their implementation and no ownership within the club.

#### **Threats**

- ◀ Many clubs adopt the NGB equity policy without necessarily engaging with the content.
- ◀ Clubs are allowing equity training courses to lapse following the initial accreditation. There is a need for courses to be updated.

### **Opportunities**

- ◀ There is the potential to retain and recruit members to clubs from different sections of the community if they develop equity policies into action plans.
- ◀ Consultation suggests there is potential to use current resources to adopt a more engagement-based approach to equity planning.

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## **Club management**

### ***Strengths***

- ◀ A number of clubs are using the different sections of the Clubmark accreditation to structure their development plans i.e. 'duty of care'.
- ◀ Clubs regard development plans as a useful exercise, particularly in driving club proactivity in the context of delivering actions outlined in the plan.
- ◀ Junior membership prices are kept significantly lower than adult membership at all clubs sampled.
- ◀ Where development groups have been established by the local authority Clubmark clubs sit on these groups. However, there is a mixed pattern across the country of such groups.

### ***Weaknesses***

- ◀ There is a need for clubs to ensure that information within the Clubmark file is current and up to date. For example, copies of the most up to date public indemnity insurance should be held within the file.

### ***Threats***

- ◀ Links with the local authority continues to depend upon the local authorities themselves being proactive and engaging with clubs locally.
- ◀ Local authority support varies across the country. Clearly there is a need for partners to work together to ensure that there are consistent messages of support for clubs in different areas.

### ***Opportunities***

- ◀ Clubs increasingly mail out to parents and participants on a regular basis.

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## **CLUB FEEDBACK**

A vital aspect of the EV process is the feedback gathered from clubs about their experience of the process of accreditation. The following points highlight some of the main issues raised:

- ◀ Clubs suggest there is increasing demand for the file to be controlled electronically.
- ◀ The electronic templates are found to be useful in providing a starting point for the development of their own club specific policies.
- ◀ Consultation suggests that a significant number of clubs have not been contacted by their NGB to fulfil the annual health check. The annual health check is important in ensuring that the Clubmark accreditation is maintained and is up to date and ensures that the clubs are aware that ongoing support is available.
- ◀ Those clubs which have commented on the ease of gaining accreditation tend to be clubs which have been able to create a small team of people tasked to undertake different areas of work. Clubs tend to note difficulties when only one person is involved.
- ◀ Clubs report that they would like to have the opportunity to share best practice with colleagues at others and believe a forum should be established to facilitate this.
- ◀ Clubs express concerns when NGBs alter criteria and suggest that it is not always sufficiently communicated.
- ◀ A frustration voiced by some clubs is that once Clubmark accreditation has been achieved there appears to be little or ongoing support from the NGB.

## **CONCLUSIONS**

Clubmark continues to be valued by the vast majority of clubs undertaking accreditation. This is evidenced at the vast majority of EV visit when all clubs are keen to discuss their achievements and developments at great length.

There have been a number of occurrences where clubs have not evidenced their attendance at 'A Club for All' and 'Equity in your coaching'. This will be addressed by the developments within the equity section which is moving towards action planning and will be communicated through the licensing process.

On occasions NGB personnel have been in attendance when the EV visit has been undertaken. Whilst KKP has no objection to this practice *per se*, some NGB staff have tended to speak on behalf of the club rather than letting the club's own members demonstrate the evidence themselves.

As has been the practice since year one (2006-07) all clubs took part in this year's EV have received thank you letters (one was so impressed that it was placed on its notice board). Clubmark is still not universally understood and recognised by parents despite good use of the logo by clubs and NGBs. However, it is increasingly becoming a pre requisite for grant funding from CSPs and local authorities and for the proactive development of school club links.

The introduction of the annual health check to all NGBs 18 months ago has not been universally accepted. It is for the NGBs to check these. Further, some clubs have not received a visit from NGB personnel within the accreditation time limit. Again, this is an essential requirement of Clubmark and steps should be taken to ensure that this is being completed.

In view of the increasing number of Clubmark accredited clubs there is a need to ensure that the sample size remains sufficiently robust to provide the continuing quality assurance which the current process provides. Consideration must be given to alternative methods of delivery for the external verification. However, consultation suggests that any alternative method adopted would need to offer the depth, insight and assurance which the current delivery provides.

Fewer clubs complain that the process is difficult or lengthy. This may be due to the national assessor/support officer training which is available. Over 550 people have availed themselves of this training which means that more people, all over the country have a greater understanding of Clubmark requirements prior to embarking on the process.

The feedback from clubs continues to acknowledge the benefits of Clubmark and clubs continue to support the process of external verification as a means of assuring the quality of Clubmark as a cross-sport junior accreditation scheme

**TESTIMONIALS**

<b>Quote</b>	<b>When visited</b>	<b>Who said it</b>
“Clubmark primarily helps the club to secure funding, but it also helped us to win Nottingham County Council’s sports club of the year 2008.”	February 2009	4Life Triathlon
“We value Seal of Approval. Being part of the accreditation brings structure and opens avenues to funding. It has been important in helping to integrate the junior and senior sections of the Club.”	February 2009	Avonmouth RFC
“Having Clubmark brings a level of prestige to the club and as a result the reputation and membership improves. It also helps fight the corner for maintaining squash provision in the area.”	January 2009	Belle Vue Leisure Centre Squash Club
“Clubmark has helped to structure the Club and gives a standard to work to. It has also made us upgrade and review things which we already had in place.”	February 2009	Bexhill AA Judo Club
“Clubmark has helped our club to prioritise what is needed and progress with building relationships with our local schools sports partnership.”	February 2009	Blackburn Northern Hockey Club
“Clubmark is just as important for senior members. We think it should be for adults too.”	January 2009	Bowmen of Pendle and Salmesbury Archery Club
“Clubmark is a benefit to the Club and is especially important when working within the education environment.”	February 2009	Bristol Academy (Basketball)
“Clubmark has helped the Club to recruit new members. As an accredited club we are recommended by the council. It also helps in gaining access to facilities as the council gives priority to Clubmark accredited clubs.”	January 2009	Cambridge Cats (Basketball)
“Clubmark has raised our club profile even further.”	January 2009	Capricorn Netball Club
“Clubmark has helped in terms of funding and has helped to build stronger links with our County Sports Partnership.”	January 2009	Cartmell Valley Baseball Club
“Clubmark has focused the club on keeping records. For example, our club development plan has made the Club keep a track on progression.”	February 2008	City of Salford Volleyball Club
“The templates available from Netball England and Clubmark have been very useful and we use the Clubmark logo on our website. Parents who are aware of Clubmark, through their involvement with other sports, may pick our club over others, Clubmark seems to offer a sign of security.”	February 2009	Cliftonettes (Netball)
“Having Clubmark makes working with schools much easier.”	February 2009	Foiled again (Fencing)

Quote	When visited	Who said it
"GymMark is an excellent indicator of status for the club. It has re-affirmed that the club is operating on the right lines. The RDO for the North East has been fantastic and a great assistance."	January 2009	Gymworld
"Working towards accreditation has made the club more organised and made sure that more members are involved with the running of the club. Having Clubmark also made it easier to renew the contract to use the school facilities as it goes a long way to remove the worry."	January 2009	Houghton Volleyball Club
"Clubmark has opened up avenues for funding for the Club and has enabled us to form partnerships with schools and new contacts.  However, the costs of courses can add up and can be difficult for clubs."	January 2009	Kent Crusaders (Basketball)
"Clubmark has been very good for our club. It has been more beneficial than expected and made the club think about how we do things. Clubmark is not a shelf document!"	January 2009	Lakeside Orienteering Club
"The development plan was a useful exercise and it helped make the Club more pro-active."	February 2009	Loughborough Lions Volleyball Club
"Clubmark was easy. We already had everything in place. It has been a selling point with the schools."	February 2009	Mansfield BMX Club
"The process of affiliation was very quick and easy but all those involved are very experienced. The accreditation table/check list and action plans available from ETTA were very useful."	February 2009	Market Rasen Table Tennis Club
"Becoming Clubmark accredited has helped our Club to access funding and build on school/club links. It has also provided our club with a strong and sound structure."	January 2009	Mid Lancs Cycling Club
"The public are not sufficiently aware of Clubmark, and for clubs to benefit further it needs to be better advertised."	February 2009	MMJ TTC East Grinstead (Table Tennis)
"Clubs need to be supported. Clubmark can be a daunting task without support."	February 2009	Morpeth Hockey Club
"Clubmark has helped to bring the different sections of the Club together and has brought the management committee up to date. It has raised the profile of the Club too."	January 2009	Northaw and Cuffley Tennis Club
"The Clubmark website is a very good source of up to date information."	February 2009	Oxford Harlequins RFC
"Having GolfMark has allowed the club to say "we look after children properly" which is important to parents. It has also opened avenues for funding awards."	January 2009	Ponteland Golf Club

Quote	When visited	Who said it
<p>“There are a number of positives about gaining Clubmark accreditation including:</p> <ul style="list-style-type: none"> <li>◀ Sets standard (minimum standards) at our clubs.</li> <li>◀ Makes our club look internally at what is needed and help us flag issues.”</li> </ul>	January 2009	Preston Harriers
<p>“The reputation attached to having Clubmark has attracted new members, particularly through displaying the logo on our club website. It is a good marker for identifying good clubs.”</p>	January 2009	Redcar Judo Club
<p>“Clubmark has helped our club to educate older members of our committee. Also, as a volunteer it makes us more aware of what is going on and what safety measures we as a club should be adopting.”</p>	January 2009	Rochdale Judo Club
<p>“Clubmark keep clubs on their toes and sets a standard to work to. It is a lot of work but the benefits outweigh this!”</p>	January 2009	Rotherham Hockey Club
<p>“Clubmark was well worth doing because it provided a focus and made the club more proactive regarding club procedures and club policies etc.</p> <p>Having the accreditation is good as it provides a backup if there are any disagreements regarding the standard of provision.”</p>	January 2009	Shotfield and Benfieldside Tennis Club
<p>“Since accreditation, our club’s profile has been raised and it has helped our club to build on links with our local feeder schools.”</p>	January 2009	Sutton Juniors Badminton Club
<p>“The systems and procedure set out by Clubmark have been helpful in developing the club. Although we were sceptical at the time it has been a worthwhile thing to do and we have realised the benefit.”</p>	March 2009	Tamworth Athletic Club
<p>“Clubmark is good and beneficial to our club and it has enabled the club to access funding more easily. However, it is a lot of paper work sometimes and there is duplication.”</p>	January 2009	Tyne Valley Canoe Club
<p>“Clubmark has definitely helped to achieve recognition within the sport. As a club we thought it might be a lot of hard work but we found we just had to pull all the Club’s policies and procedures together in one place.</p> <p>It has given the Club direction and has involved young people.”</p>	February 2009	VC Jubilee
<p>“Clubmark gave us the framework to establish a new club. Getting Clubmark also enabled the club to get a club development grant through British Triathlon.</p> <p>However, parents do not understand the full benefits of having children at a Clubmark club.”</p>	February 2009	Worthing Otters