

Quality Club Toolkit

PADDLE
ENGLAND

Report for:

QUALITY CLUB

Wombourne Kayak Club



**Your
Assessment
Results**

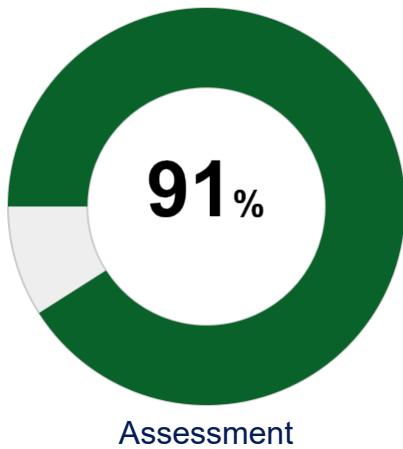
Assessment Summary

Dear John Teuwen,

Thank you for completing the **Quality Club Toolkit Assessment** on behalf of Wombourne Kayak Club.

This report will show how you rated in each section, as well as providing you and us at British Canoeing with a record of how you are currently doing and what you intend to implement in order to improve as a club.

The report will show you how you scored overall as well as in each individual section and subsection. Ideally you should be achieving over 80% overall in order to be considered for Quality Club accreditation.



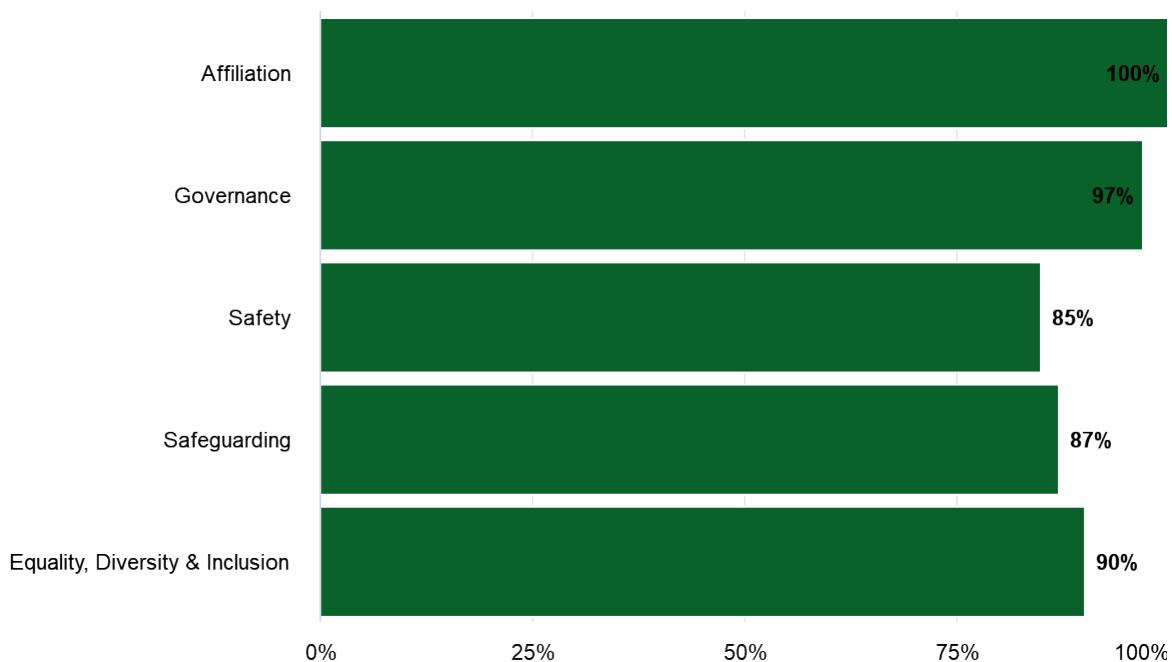
**Your club's overall score was
91%**

Well done!

This means that your club has a good rating overall and may well now be in a position to be accredited for Quality Club. You are obviously doing good work in a lot of areas, there may still have room for improvement though and the report will help highlight the areas in which can improve and provide links to resources that will help you in each area.

The Quality Club Toolkit Assessment Questionnaire was divided into five sections.

You can see below how you score for each one of them:



The assessment as well as sections and subsections are also colour coded so that you can see at a glance how you currently rate in each one of them:



High – Your club is performing well in this section

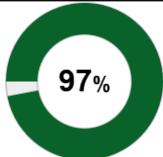
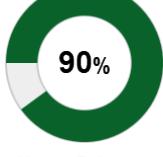


Medium – Your club could be performing better in this section



Low – Your club is not performing very well in this section

A brief description of each section is included below next to your scores. Further recommendations in each section and resources will be detailed for each section.

 Affiliation	Affiliation – measures the extent to which the club provides information as requested at the point of affiliation and ensures that this information is uploaded and updated regularly on the Club Portal.
 Governance	Governance – measures the processes, practices, and rules by which those in charge of the club are governing it. The governance of a club underpins its sustained development. It is the foundations with which to build a strong and resilient club able to withstand challenges and adapt to changes in its environment.
 Safety	Safety – measures the systems and processes that your club has in place to ensure that activities are delivered safely for all club activity.
 Safeguarding	Safeguarding – measures the systems and processes that your club has in place to ensure that your members and volunteers are protected whilst involved in club activities.
 Equality, Diversity & Inclusion	Equality, Diversity and Inclusion – measures how well you know your club members as well as your local community and how well you provide for the different groups of people you engage with and how good a job of reaching out to the different groups in your area.

Affiliation

Ideal recommendations for this section:

As part of your affiliation to Paddle England you will already have agreed to have a number of things in place as a minimum requirement.

In this section we ask you to confirm that you have these things in place before continuing on to the areas that will help you to develop as a Quality Club demonstrating that you are operating above and beyond the minimum requirements.

Key Recommendation	Resources
 Affiliation Your club is currently doing a good job with regard to conforming to Affiliation requirements.	Paddle UK Club Affiliation Paddle UK Club Resources

Suggested improvements	To be carried out by	To be completed by
You should be scoring 100% in this section. If you score any less than this use the links above to update your affiliation requirements as necessary.	Club Committee	a.s.a.p

Governance

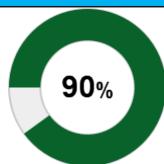
Values, Aims and Objectives

Ideal recommendations for this section:

Your club should have clear Vision, Aims and Objectives in order to clarify the reason for your club's existence and to help prospective club members know if the club is right for them and help with the future development of the club. Having these outlined within your club's governing document(s) will help confirm the clubs commitment to your Vision, Aims and Objectives. Your club's Vision, Aims and Objectives should be visible on your club's website, social media platforms and at your club's facility.

Your club's development plan should identify the Vision, Aims and Objectives of the club and the actions that you will be taking moving forward in order to achieve these. Evidence that the Vision, Aims and Objectives are clearly documented and visible on your club's website will help to embed these principles at the club.

Having them available in the club handbook/code of conduct or at the facility are other great ways of reinforcing them in the club culture and communicating them during the induction process and documents will also help in this area. It is important that club Committee members are able to clearly identify the future direction of the club and this is aligned to the club's offer. Including Vision, Aims and Objectives within committee meetings / AGM's will help keep the club moving in the right direction.

Key Recommendation	Resources
 Vision, Aims and Objectives Well done. Your club is currently doing a great job of sharing your Vision, Aims and Objectives and incorporating them into the development and running of your club. There may still be some areas that you could possibly improve that you may wish to consider. Use the supporting links to help you with this process.	Buddle - Values and Culture

Your suggested improvements	To be carried out by	To be completed by
Overall, we embed our culture from our Vision, Values, Aims, within our Constitution 2025 in which we encourage a transparent, non-judgemental, and learning culture to our membership. This has provided an identity and direction for the	The management and future direction of the club is made by the Committee,	The implementation of the Vision, Aims and Objectives is

<p>club to sustain its future, subsequently there has been an increase in membership numbers which includes experienced and qualified paddlers since the club joined the "Quality Club" process in 2021 from 25 to 70. The club's Vision, Aims, and Objectives are clearly visible on the club's website under the menu item "Committee" and sub-heading "Constitution", whilst it is discussed and reviewed annually as an AGM agenda item. In addition, the social media platforms such as the "WhatsApp, and Facebook, such as members personal videos of club activities. Furthermore, the membership has grown and broadened from the West Midlands to include, Berkshire, Somerset, East Midlands, North Wales and the Northwest into Lancashire. The club's "Unique Selling Point" has been to provide a range of regular planned weekly club activities in which the new experienced paddlers can contribute to the safety, enjoyment and aspirations of individual members, whilst supporting the existing coaches and leaders in whitewater environments and sheltered water, e.g. organised trips.</p>	<p>which encourages membership views by using WhatsApp and email as ideas and issues arise. E.g. AGM was held both in West Midlands (66% members) and North Wales/ North-West (22% members) to ensure that members had a voice. In addition, the experienced paddlers can support the delivery of the planned activities in meeting individual needs from beginners to competent whitewater paddlers. Furthermore, the implementation of the changes is quicker because the club is not restricted by the management of a club facility, which requires more in-depth discussion and decisions to deliver activities, manage resources, safety, welfare and safeguarding.</p>	<p>an on-going process, that adapts annually in meeting the clubs Three-year Strategic Development Plan as it reviews its progress. As part of this process the Committee record a Risk Register, that is agreed, dated, whilst a record of decision making is made in the Committee Discussions - logbook and minutes of meetings found on the website. The club culture is reinforced by the members "Welcome Pack and Induction Process", that encourages a transparent, non-judgemental, and learning culture to our membership in which it can be discussed at the AGM's as well the social media platforms that has supported the growth of the membership from across the country.</p>
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Club Structure

Ideal recommendations for this section:

When asked, members of your Committee should be able to clearly identify what the clubs current structure is and why they have adopted this. Including:

- Identifying the advantages and disadvantages of their current legal structure.
- Identifying if their current structure is right for the club at present and for any planned development of the club.

Discussions should be documented as part of minutes of committee meetings, including why other legal structures were not appropriate and key factors that would trigger a change in status.

Ideally your club should have identified risks and mitigating actions on a risk register. The risk register should ideally be agreed and dated by the committee.

Your club should also keep a record of any evidence of attendance at any training/ CPD relating to the club's structure. Your club structure may involve certain requirements and responsibilities which need to be understood and acted upon.

The club should keep records of any amendments to governing document or annual returns that have been reported to relevant bodies as required (e.g. HMRC or Charities Commission).

Key Recommendation	Resources
 Club Structure Well done. Your club is currently doing a good job with regard to your Club Structure, but there may be some areas for improvement you may wish to consider in order to protect the interests of your club and committee. Use the supporting links to help you with this process if necessary.	Buddle - Legal Structures Charity Commission Guidance Government Guidance on Structure

Your suggested improvements	To be carried out by	To be completed by
Getting the Right Club Structure Source: "Buddle" The secretary completed the – Club Matters – Good Governance modules and circulated the PowerPoint slides to Committee Members to help them understand the current position regarding the club legal structure. This was improved within the "Constitution" to include supporting material to review the current "Unincorporated" structure, e.g. Advantages and Disadvantages of "Unincorporated"	The individual Committee member with the responsibility of managing the administration has planned a Succession Plan with supporting documents to mentor the Committee.	Three-year Strategic Development Plan will help the implementation of succession during this period by mentoring Committee members to identify specific skills set that can

<p>Club Structure. Consequently, the club has started to formulate a “Succession” Plan and consider suitable members to take over Membership Secretary and Safeguarding & Welfare. This will be recorded in the Committee Discussions -logbook, e.g. The Committee WhatsApp dates agreed actions because the nature of its membership live in a variety of locations, such as West Midlands & North Wales. Consequently, we do not undertake a formal skills audit; volunteers usually offer their expertise verbally rather than through an application form and interview process. To support the appointment of a new committee members, the club has designed an Induction Pack, and individual Committee job role descriptions to help them to understand their specific responsibilities. A record of specific Committee role training such as “Time to Listen” required for the Club Welfare Officer has been recorded in the Training A/c. Finally, the club needs to develop a “Succession Plan” to support the implementation of managing the administration policies, procedures and processes, that is carried out by one individual committee member and is recorded with the Risk Register.</p>		support the administration of the club.
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Club Committee

Ideal recommendations for this section:

Committee roles should be split across different committee members (one committee member does not take on multiple different roles).

Names and addresses of at least three unrelated, non-cohabiting committee members should be provided by the club.

A statement should be included within club's governing document noting a minimum requirement of 3 non-cohabiting, unrelated committee members.

Committee members should be listed within club documents, club's website or displayed at clubs facility.

The club should provide clear role descriptions for all committee roles which outlines their role, responsibilities and required skills. Committee members understand their roles and responsibilities and a process is in place to ensure understanding.

Role descriptions should be in place for each committee position and ideally signed and agreed by all role holders.

Terms of reference should be developed for main club committee and any sub committees

Ideally skills audits should be carried out on existing committee members and recruitment processes used to fill skills gaps.

Ideally applicants for committee posts should evidence skills in their applications and the selection process should be skills based.

The club should be able to evidence that both formal and informal CPD training is undertaken by club committee members where appropriate.

A committee induction pack should exist and include all relevant information required to enable them to fulfil their role.

The club should have a clear succession plan in place for all roles.

Handover periods should be in place. e.g. shadowing of existing post-holder or minutes where handover was discussed and documented

Records of the recruitment and appointment should exist for each role and details of the section of club they represent should be recorded. Election results from AGM and minutes confirming these appointments should be available.

Committee members should be listed within the club's documents, club's website or displayed at the club's facility.

Committee members' roles, contact details and images should be detailed on club's website at the club's facility and/or within club documents.

The club should be able to evidence the introduction of the club committee to new members.

There should be reference to quorum for decision making within governing document (e.g. constitution).

Decision making records e.g. meeting minutes should be agreed by committee members.

Meeting agendas/schedule should be available to all members and the club's workforce (e.g. displayed at club facility or uploaded onto club's website).

Meeting minutes should be made available (e.g. emailed to club members and the clubs workforce or uploaded to clubs website).

The club's governing documents should state that the AGM should be held annually.

The process for nominating committee members should be outlined in governing documents and made clear to all members. Process for electing committee members should be communicated to all members prior to the AGMs.

Governing documents should state that committee members should not serve a period longer than 8 years and set out how members are currently elected.

The club should keep a conflicts of interest register and declarations of interest forms.

Examples should be documented of where conflicts of interest have been recognised and the process followed to ensure this was managed effectively (e.g. meeting minutes).

Evidence of consultation processes should be available e.g. suggestion boxes / feedback forms / club surveys etc.

Committee roles and contact details should be kept updated on the Club Portal.

Key Recommendation	Resources
 <p>Well done. Your club is currently doing a good job with regard to the running of your Club Committee, but there may be some areas for improvement you may wish to consider in order to protect the interests of your club and the running of your committee. Use the supporting links to help you with ensuring that you have these in place if necessary.</p>	<p>Paddle UK Club Resources - Role Descriptions</p> <p>Buddle - Effective committees</p> <p>Buddle - Volunteer Development</p> <p>Buddle - Retaining volunteers</p> <p>Buddle - Good Governance</p> <p>Buddle - Skills Audit</p> <p>Buddle - Effective meetings</p> <p>Buddle - Difficult meetings</p> <p>Buddle - Conflicts of Interest</p> <p>CPSU - Guidance on consultation with younger members</p> <p>Paddle UK -The Club Portal</p>

Your suggested improvements	To be carried out by	To be completed by
<p>The club has identified that it needs to develop a “Succession Plan” because one committee member has taken on multiple roles to support the management of administering policies, procedures and processes. However, this depends on members wishing to volunteer their time and energy on the Committee. Hence, it is difficult to identify suitable candidates, particularly as current work pressures take a priority, e.g. One experienced member had to resign because of home and work pressures. Subsequently, the Governing documents specify a longer period to serve as committee members of 15 rather than 8 years, which provides some continuity but also reinforces the transparent, non-judgemental, and learning culture that exists in the management of the club. Consequently, we do not undertake a formal skills audit; volunteers usually offer their expertise verbally rather than through an application form and interview process. We have produced a Induction Pack, and individual Committee job role descriptions to help them to understand their specific responsibilities when appointed and recorded in the website meeting minutes AGM minutes. The Governing document in which the Committee refer to the practical operations of the club is The Constitution , such as stating that an AGM should be an annual event. The Register and Declaration of Interest records individual members interests and</p>	<p>The electronic “Club Survey” has been designed and will be “Piloted” in the Autumn 2025 with the support from a past member helping an existing Committee member, whilst the questions have also been checked, and quorum have agreed the content. Paddle UK – Club Portal has been updated with a “Flux” of new members, as well as Committee roles, coaches and leaders in meeting WKC “Standards</p>	<p>Three-year Strategic Development Plan will help the implementation of “Quality Club” affiliation in October 2025 during this period as part of the “Succession” process by mentoring Committee members to identify specific skills set that can support the administration of the club.</p>

<p>members are aware of existing cohabiting couples in which there are no conflicts, that effects the management of the club. We have not created any "Terms of Reference" for any Committee, or Sub Committee to develop with regards to any policy, which is covered within the "Constitution. However, Continuous Professional Development was applied to the Welfare Officer Role, and some Committee members have completed White-Water Leaders and Coach Awards to support the club as part of Paddle UK - Bursary. On-going decisions are discussed through emails and WhatsApp., which are recorded in The Committee Action Logbook (Copy sent to Phil Scowcroft), in which a "Quorum" is required, but generally most of the Committee agree. E.g., recorded in the club website – meeting minutes. Committee members contact details can be found on the clubs WhatsApp, which is used to request any information and new members are introduced on Club Nights or club river trips to key members. In addition, the "Welcome" pack and Members Induction Procedures provides additional information and links to relevant information. We have not undertaken any club surveys, although we plan to start this process in September using an electronic method on the club website. However, we have piloted an electronic Course Review on the Website, e.g., Paddle Safer, Paddle Explore, White-water Award. Furthermore, Zoey Rowe, a Paddle UK Director, did carry out an informal survey at the Club's AGM to be discussed in her National Governing Body role. In addition, because of receiving a Paddle UK - Bursary, Phil Scowcroft requested some participant feedback by members who completed a range of courses such as Whitewater Leaders. CPD Training has been applied with a record of specific Committee role training such as "Time to Listen" required for the Club Welfare Officer has been recorded in the Training A/c.</p>	<p>of Deployment" Plan, which includes DBS verification using the new 1st Advantage process. As part of the "Quality Club" affiliation preparation the club policies, procedures and processes have been reviewed and updated.</p>	
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Finances

Ideal recommendations for this section:

Your club should be able to evidence standard agenda items or meeting minutes evidencing reporting of club finances.

Your club should be able to evidence budget sheets that align with the club's development plan.

For larger clubs your accounts may need to be signed by an audited accountant.

Your club minutes from the AGM should evidence that they have reported on the club's accounts.

Your accounts should be accessible to all via the club's website or made available upon request.

If appropriate you should be able to evidence any national insurance, pension and tax administration associated with paid staff if employed.

If appropriate the distinction between volunteers and paid staff should be clearly understood.

You should have a dual authorisation function set up on your bank account.

Your club should ideally have a reserves/savings account and a reserves policy is in place.

You should ideally have a sinking fund which exists to cover the replacement/upgrade of facilities and equipment.

You should be able to evidence how the club generates income from a diverse range of sources.

Key Recommendation	Resources
 <p>Finances</p> <p>Well done. Your club is currently doing a good job with regard to the management of your club's finances, but there may still be some areas for improvement you may wish to consider in order to protect the interests of your club and the running of your committee. Use the supporting links to help with this process if necessary.</p>	<p>Buddle - Finances</p> <p>Buddle - Budgeting</p> <p>Buddle - Managing Money</p> <p>Buddle - Online Banking</p> <p>Buddle - Tax Guidance</p> <p>HMRC - Tax Status Check Tool</p> <p>Sport England - Funding Information</p> <p>Buddle - Funding advice</p>

Your suggested improvements	To be carried out by	To be completed by
<p>The implementation of club finances is managed by John Teuwen & Paul Elkington, who the latter keeps a logbook of incomings and outgoings, whilst John maintains a range of accounts such as Training, Pool, subscriptions. When the Final A/C is presented at the AGM it is interchanged between the two records, as well as recorded on the Meeting minutes. As a club we have decided it is not necessary to "Signed off", because of the type of structure and limited cash balance, which is "Unincorporated" that is managed by volunteers and an unnecessary expense.</p>	<p>The Committee will discuss any future "CPD" training, that is recorded in the "Standards of Deployment" Plan, to meet that criteria when managing "Club" activities. In addition, it will constantly review any outgoing costs such as organised "Pool Sessions".</p>	<p>Three-year Strategic Development Plan will help the implementation of club finances as part of the "Quality Club" affiliation in October 2025 that includes both</p>

<p>However, the Income & Expenditure A/c is discussed regularly during WhatsApp to inform the Committee when making a financial decision such as club development. In addition, “Dual Authorisation” is maintained between three named Committee members, which includes any expenditure is presented for approval before being paid with an “Online” bank account. With regards to “On-line” banking payments, the Committee is consulted by a WhatsApp before any payment is made and documented in the relevant a/c’s. With regards to a “Sinking Fund” because we only have limited equipment to maintain and no facilities as a fixed or variable cost, and there are sufficient funds to cover any outcome. Hence, we generate enough funding from membership with a balance averaging about £3500 but is freely available on request. The balance has been increased through Paddle UK – Bursary funding, that has contributed to CPD for our coaches and leaders.</p>		<p>short and long-term decisions.</p>
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Operational Compliance

Ideal recommendations for this section:

Your club should be appropriately insured.

Copies of relevant insurance documents should be available. Insurance certificates should be on display at your club facility if you have one. Relevant insurance should be in place for club events/trips.

Evidence of licenses if appropriate should be displayed at your club facility.

Key Recommendation	Resources
 Operational Compliance	Paddle UK Insurance Zone - Clubs Buddle - Insurance HMRC - Club Premises Certificate

Well done. Your club is currently doing a good job with regard to the management of your club's operational compliance but there may still be some areas for improvement you may wish to consider in order to protect the interests of your club and the running of your committee. Use the supporting links if necessary to help you with ensuring that you have suitable measures in place.	
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Your suggested improvements	To be carried out by	To be completed by
The club as part of the Paddle UK – Affiliation members see "Welcome" pack p6, which defines the Paddle UK -Membership parameters with regards to insurance claims. See also Insurance documents on website. Furthermore, there is no club facility in which it could require further licenses for the sale of alcohol, food or events, whilst further insurance for contents and equipment is unnecessary. However, club boats are stored an individual members homes.	The club committee will implement operational compliance as part of the Paddle UK – Affiliation process in October.	Specific club committee members involved in the implementation of Paddle UK – Affiliation process in October.

Note - You may wish to review these actions based on the recommendation and resources listed above.

Policy Documents

Ideal recommendations for this section:

Your club should be able to demonstrate how you collect membership data, e.g. membership form.

You should be able to evidence how the club collects information on the club's volunteers, e.g. coach's registration form.

A register should be kept of who has agreed to code of conducts (appropriate to their position within the club) and signed declarations regarding the risk of activities.

The full club's committee should have inputted into the production of the development plan with consultation of all members. It should be regularly reviewed and sets out the vision of the club, aims and objectives and actions to ensure these are achieved.

The development plan should be freely available and uploaded onto the club's website.

Evidence that progress against the development plan should be in place (e.g. minutes from committee meetings or amended versions of the development plan are dated).

Details/formal documentation of disciplinary procedure should be in place and should be contained within the club's governing documents.

Your club should be able to evidence that a dispute and appeals process is in place.

Evidence of how this is communicated to members, the workforce, parents/carers, e.g. on club's website, available at club's facility, email communications or induction information.

All club documents should be dated with review date shown.

The club keeps a schedule of review dates and nominate club committee members to review them.

A process should be in place to review key documents annually prior to AGM so that any updates/changes can be discussed and agreed.

Key Recommendation	Resources
 <p>Policy Documents</p> <p>Well done. Your club is currently doing a good job with regard to your Policy Documents and sharing them with your club members, but there may still be some areas for improvement you may wish to consider in order to protect the interests of your club and the running of your committee. Use the supporting links to help you with ensuring that you have these in place.</p>	Paddle UK - Affiliation Documents Paddle UK - Club Resources Awarding Body - Code of Conduct for the Coaching Workforce Elearning Buddle - Code of Conduct information CPSU - Example Codes of Conduct SRA - GDPR Toolkit Paddle UK - Data Protection Policy Paddle UK - Privacy Centre CPSU - Information on Data Protection Buddle - Succession planning

Your suggested improvements	To be carried out by	To be completed by
Yes	<p>The club committee will improve the club's Policy documents as part of Paddle UK – Affiliation process in October, that includes the updating of the Club Portal and website such as membership data, qualifications etc, that are dated when reviewed. In addition, this will include current Code of Conduct and Trip Consent records, Disciplinary and other policy documents. The Committee decision making is documented in the WKC – Consultation and Action Logbook, that supports the Three-year Strategic Development Plan will help the implementation of club policy as part of the "Quality Club" affiliation. Furthermore, it includes a Schedule of review dates, that are, annually checked. Club members will have an opportunity to contribute to the development plan at scheduled annual AGM, any issues that arise on WhatsApp, or the introduction of the Club Survey.</p>	<p>The club committee will implement operational compliance as part of the Paddle UK – Affiliation process in October.</p>

	However, Data Protection may be considered when mainly the club's WhatsApp is used as the format to communicate. In addition, Committee members are made aware of signed updated relevant documents are kept on the club website. With regards to personal data kept on the club website, this is managed and administered by a core of Committee members.	
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Sustainability

Ideal recommendations for this section:

Paddle UK serves a community of paddlers that cares deeply about the environment, the natural world and its sustainability. We have a responsibility to work together to protect and preserve our environment.

The impact of climate change and water pollution is being felt by our clubs, disciplines and athletes. We have seen extremes in water levels, increasing sewage discharges, outbreaks of Invasive Non-Native Species (INNS) and harmful algae.

Climate change is directly preventing our clubs and members from accessing the very waterways they enjoy and is also resulting in lost training and competition days for our athletes and teams.

Conservation and protection of the places we paddle is ingrained into our community.

Anything you can do as a club to help with this is obviously beneficial to help protect our environment.

Key Recommendation	Resources
 <p>Sustainability</p> <p>Well done. Your club is currently doing a good job with regard to Sustainability, but there may still be some areas for improvement you may wish to consider in order to protect our waterways and minimise your impact on the environment. Use the supporting links to help with this process if necessary.</p>	<p>Paddle UK - Sustainability</p> <p>Awarding Body - Introduction to Environmental Awareness</p> <p>CACW - Paddle Clean Ups</p> <p>CACW - Sign up form</p> <p>CACW - Check Clean Dry</p> <p>Sport England - Sustainability</p> <p>Buddle - Environmental Sustainability</p>

Your suggested improvements	To be carried out by	To be completed by
<p>Wombourne community of paddlers care deeply about the environment, natural world and its sustainability to work together to protect and preserve our environment, e.g. shared transport on planned club activities to reduce the impact of emissions. The impact of climate change and water pollution have seen extremes in water levels, sewage discharges, non-native species and harmful algae during our regular river trips in which they have been reported or contributed to data collection by concerned lobbyists such as Surfer Against Sewage or Government Committee working parties. In addition, club members have applied the "Paddlers Code", during planned organised trips that is part of Paddle UK – Sustainability Strategy. As a Clear Water Crear Access "Champion" club, members try to contribute to the debate by meaningful action such as River Clean-Ups or providing environmental feedback, e.g. The Government Working Party on 'People need access to green and blue spaces closer to home'.</p>	<p>Club Coaches and Leaders who organise club activities throughout the year will contribute to the change. In addition, specific members will contribute to data collection by lobbyists such as Surfer Against Sewage or Government Committee working parties or local MP's, e.g. Water (Special measures) Bill, The Government Working Party - 'People need access to green and blue spaces closer to home'.</p>	<p>'People need access to green and blue spaces closer to home' – Government Working Party, June 2025 "Access" Definitive Map Modification Order at Ironbridge on the River Severn has been accepted June 2025. River Clean-up – Ironbridge to Jackfields Sept. 2025</p>

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Note - You may wish to review these actions based on the recommendation and resources listed above.

Safety

Policies

Ideal recommendations for this section:

Your club should be able to evidence that a Health and Safety policy is in place and reviewed annually.

Dates of review should be recorded on the Health and Safety Policy document(s).

Your club's Health and Safety policy should be easily available, e.g. policy on club's website, inclusion in induction pack or displayed within your club's facility.

Your club should have a statement/policy about their duty of care for those participating and visiting the club.

A risk acknowledgement statement should be in place with evidence of requiring member consent/acceptance of risk (e.g. tick box and signature on member's application form).

The club should be able to evidence any training/information provided regarding safety and emergencies.

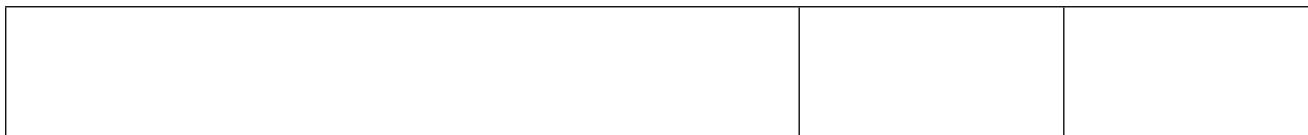
The club should have details/documentation associated with safety briefings carried out prior to activities.

Your club should be able to evidence that they have utilised the 'Paddlesafer' guidance through use of checklists, promotion of best practice to members and the club's volunteers.

Checks of Paddle England Safety Alerts should happen regularly and procedures to follow recommended guidance should be put in place.

Key Recommendation	Resources
 <p>Well done. Your club is currently doing a good job with regard to your Safety Policy Documents and sharing them with your club members, but there may still be some areas for improvement you may wish to consider in order to protect the interests of your club and the running of your committee. Use the supporting links to help you with ensuring that you have these in place.</p>	Paddle UK Club Resources Paddle UK Safety Documents - Paddlesafer Paddle UK Event Finder - Event Safety Management Buddle - Health and Safety Essentials Health and Safety Executive - Guidance Paddle UK - Safety updates

Your suggested improvements	To be carried out by	To be completed by
<p>The Health and Safety Policy is reviewed annually and dated by the Safety Officer, which can be easily found under Membership as a sub-heading. The club has included a statement about their Duty of Care for those members participating in club activities within their Operating Standards Procedures on p10 A risk acknowledgement is included in WKC Consent Trip Form requiring the member consent/acceptance of risk, e.g. a tick box and signature is required as part of the joining process. The club records safety training undertaken by members from WKC Club Portal, that accounts for 68.5% (48) have WWSR, 5.5% (5) have FSRT/PSSW, and AWWs 4% (3). Furthermore, "Standards of Deployment" Plan, p2. records the CPD undertaken by Coaches, Leaders, Committee members such as Coaches Code of Conduct, Risk Assessment & Risk Management, Safeguarding, Event Safety Management.</p> <p>Furthermore, the 3 year cycle was scheduled this year to update present coaches, leaders and members 1st Aid, two day qualification. The club has produced a Pre-and On the water Emergency Plan, which Club Coaches and Leaders have been informed, with relevant links to support the planning of a trip and documents to assist an incident, e.g. Casualty Card, Major Incident Response, Emergency Response. The club undertakes safety briefings prior to getting on the water, particularly with new members, when they receive an Induction Pack. In addition, the club annually review the planned activities using H&S Checklist for Planned Activities, alongside the "Paddlesafer" guidance, and is embedded by promoting good practice to members and club volunteers during planned activities. The Safety Officer, monitors Paddle England Safety Alerts and "Cascades" the information to Coaches, Leaders and members to ensure that recommended guidance should be put in place.</p>	<p>A "Quorum" of Committee members will review annually the club's policies, procedures and processes to update accordingly, such as new Paddle UK policies updates as part of the "Quality Club" affiliation. In addition, members qualifications and credentials are checked as part of membership renewal. The club coaches and leaders will implement the Safety Policies, procedures and processes when dealing with planned activities to ensure good practice. In addition, they will be encouraged to update their CPD required under Standards of Deployment, which has been identified in the Club Development , see "Standards of Deployment" Plan, p4, p6 Quick Coach Update records from the WKC – Club Portal.</p>	<p>Specific club committee members involved in the implementation of Paddle UK – Affiliation process in October. Finally, the Committee decision making is documented in the WKC – Consultation and Action Logbook, that supports the Three-year Strategic Development Plan, particularly in meeting the criteria for Standards of Deployment for 2026.</p>



Note - You may wish to review these actions based on the recommendation and resources listed above.

Risk Management

Ideal recommendations for this section:

Your risk assessments should identify key areas for consideration around the club's duty of care, e.g. not letting U18s wait for parents outside unsupervised.

Suitable procedures should be in place within your Health and Safety policy.

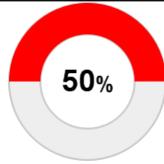
Health and safety policy/risk assessment documentation should be in place evidencing requirement to wear safety equipment as appropriate.

There should be a process in place to ensure coaches/activity leaders carry out dynamic risk assessments prior to any activity, recording any new risks or changes to prior risks. Procedures should be in place to verify that these are conducted for all activities.

You should have sufficient measures and additional risk assessments in place for the running of trips and events.

Your Risk Assessments should follow HSE and Paddle England recommendations.

Your Risk Assessments should have been reviewed as part of Paddle England's sampling process and any recommendations acted upon. If your Risk Assessments have not been sampled yet we will do so as part of the Quality Club process.

Key Recommendation	Resources
 <p>Risk Management</p> <p>It looks like you may need to review the Risk Management systems and processes that you have in place for your club in order to ensure that you have everything in place to protect your club and the interests of your committee. Use the supporting links to help you with ensuring that you have these in place.</p>	Risk Management eLearning Paddle UK Risk Assessment and AI Advisor

Your suggested improvements	To be carried out by	To be completed by
No	No	A "Quorum" of Committee members will review regularly risk assessments, River Trip guides, whilst the club's policies, procedures and processes will be updated accordingly, such as new Paddle UK policies updates as part of the "Quality Club" affiliation. The Committee will also sample the Paddle UK – A1 Risk Assessment Advisor to sample a WKC- Risk Assessment.

Note - You may wish to review these actions based on the recommendation and resources listed above.

Equipment

Ideal recommendations for this section:

Documentation should be in place evidencing safety audits of equipment and any actions taken (e.g. included within Standard Operating Procedures).

Your club should have Equipment Checklists in place which are checked at least annually.

Reference to checking first aid kit/equipment should be made within the club's Standard Operating Procedures. This should include timescales for checking contents.

First aid contents checklists should be completed which identify any contents that needs to be replaced. Checklists should be dated to ensure checks are carried out regularly.

Key Recommendation	Resources
 <p>It looks like you may need to review the systems and procedures you have in place regarding the provision and maintenance of Equipment at your club, it looks like you could be doing more to ensure that you have everything in place and shared with your members in order to protect the interests of your club and the</p>	Awarding Body - Equipment Management eLearning Paddle UK - Club Resources

running of your committee. Use the supporting links to help you with ensuring that you have these in place.

Your suggested improvements	To be carried out by	To be completed by
<p>The club has several boats, which are available to support new beginner members, without a boat. A club Boat audit has been undertaken, and according action has been identified. We also provide PFDs, paddles, and spray decks loaned by members, to support to beginners without kit, to help them decide whether they are committed to the sport or to offset immediate initial costs. The boats at present are stored at designated members' homes, but recently some have been stored at Telford Canoe Club Container because WKC members also members of this Club. We do not have a club trailer and are transported in members vehicles. Hence, it needs to be noted that Wombourne Kayak Club do not have a designated facility to "Store" equipment, and subsequently the club encourage members to purchase their own equipment, boats etc., which most members have undertaken. The club coaches/leaders have attended whitewater and safety training and have purchased appropriate safety equipment to manage an incident on the river, which includes 1st Aid kits, that are maintained by individual members to ensure timescales for checking contents. The Operating Standards Procedures p11. refers to 1st Aid procedures for planned club activities, e.g. pool sessions, club night and river trips.</p>	<p>A "Quorum" of Committee members will review regularly club equipment with regards to club planned activities. It will consider the club's policies, procedures and processes in relation to 1st aid equipment to ensure timescales for checking contents. The Committee will recommend that the Paddle UK Equipment Management & Safety eLearning is a suitable CPD to undertake by coaches, leaders and Committee members.</p>	<p>Specific club committee members involved in the implementation of Paddle UK – Affiliation process in October, but also supports the Three-year Strategic Development Plan, particularly in meeting the criteria for Standards of Deployment for 2026.</p>

Note - You may wish to review these actions based on the recommendation and resources listed above.

Volunteers

Ideal recommendations for this section:

You should have a role description for your Safety Officer ideally signed.

Your Safety Officer should have evidence of attendance at Paddle England Event Safety training and Risk Management training.

Contact details for First Aiders and Safety Officer should be easily available, e.g. contact details on club noticeboards, posters in key areas and on your club's website.

Documentation should be available evidencing Safety Officer and nominated First Aiders' training and certification.

Documented evidence of Coaches and Leaders meeting minimum training standards should be available (e.g. certificates).

Qualifications for volunteers should be uploaded to Paddle England's Club Portal.

Systems should be in place to check that Coaches and Leaders first aid qualifications remain in date.

Your club should be able to evidence that they have utilised the 'Paddlesafer' guidance through use of checklists, promotion of best practice to members and the club's volunteers.

Key Recommendation	Resources
 Volunteers Well done. It looks like you are doing a good job with regard to ensuring that your Volunteers are operating and being deployed to ensure the safety of your members. There may still be some areas in which you could improve. Use the links if necessary to help you with these improvements.	Paddle UK Club Resources - Role Descriptions Paddle UK Event Finder - Event Safety Management Paddle UK Safety Documents - Paddlesafer

Your suggested improvements	To be carried out by	To be completed by
Yes	Yes	The club has designed a Club Committee

	<p>Induction Pack, and individual Committee job role descriptions to help them to understand their specific responsibilities, that includes a Safety Officer. Furthermore, for each designated Committee Members' role, a specific "What's to do"? e.g. Safety Officer has been created to support the person "In current position". The see "Standards of Deployment" Plan, p2, p6 Quick Coach Update records from the WKC – Club Portal identify that the current Safety Officer has completed the Event Safety Management Training, and Risk Management</p>
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	<p>and Risk Assessment. Furthermore, club leaders, coaches and committee members CPD Risk Management and Risk Assessment p2., has been recorded, and potential club members within the Club Development Plan p4. The plan also includes current evidence from Wombourne Kayak Club (WKC) – Club Portal, p6 Quick Coach Update records, but also the records verify member's credentials, e.g. qualifications that are checked by a committee member on a regular basis. In addition, the</p>
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	<p>club annually review the planned activities using H&S Checklist for Planned Activities, alongside the “Paddlesafer” guidance, and is embedded by promoting good practice to members and club volunteers during planned activities. This is supported by 1st Advantage DBS process and recorded on p2. “Standards of Deployment” Plan.</p>
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Reporting

Ideal recommendations for this section:

Your club should be able to evidence where accident and incident reports are stored, e.g. online filing system or locked documents.

Documentation should exist which outlines the process to report accidents and incidents to British Canoeing (e.g. Standard Operating Procedures) and all relevant individuals understand and follow this.

Key Recommendation	Resources
 100% Reporting Well done. It looks like you are doing a good job with regard to ensuring that your Reporting processes are in place and working effectively. There may still be some areas in which you could improve. Use the links if necessary to help you with these improvements.	Paddle UK - Online Incident Reporting

Your suggested improvements	To be carried out by	To be completed by
Accidents and Incidents reports are kept individually by the current Safety Officer John Teuwen and Chairperson Paul Elkington to ensure “Confidentiality” under GDPR and are used with the individual members involved to discuss and record the true events. Once the report has been agreed by the individuals involved in the accident or incident and reported to Paddle England. In addition, the Operating Standards Procedures p14., state the course of action and links to be used.	A “Quorum” of Committee members will review regularly safety for the volunteers at the club with regards to recorded Accidents or Incidents to ensure that policies, procedures maintain good safety practice and prevent any subsequent repeat. A designated Committee member will report the final report to Paddle UK, and deal with any inquiry made by the national governing body.	A “Quorum” of Committee members will review regularly safety for the volunteers at the club with regards to recorded Accidents or Incidents to ensure that policies, procedures maintain good safety practice and prevent any subsequent repeat. A designated Committee member will report the final report to Paddle UK, and deal with any inquiry made by the national governing body.

Note - You may wish to review these actions based on the recommendation and resources listed above.

Safeguarding

Safeguarding Policy

Ideal recommendations for this section:

Respective children and adults safeguarding policy documents in the name of the club should have been signed by club committee members and dated.

Your club should have evidence of annual policy reviews, e.g. meeting minutes, dates of review are recorded in policy documents or document review log is kept.

The club should be able to evidence how safeguarding policies have been communicated to all club members effectively, e.g. membership induction pack, email with policies attached, fact sheet or similar for junior members (e.g. picture of fact sheet available on club noticeboard).

The club should ensure that policies are made available publicly, e.g. website link or copy of policy documents at club facility including club noticeboard or club rooms with documents accessible.

Key Recommendation	Resources
 Safeguarding Policy Well done. It looks like you are currently doing a good job with regard to the Safeguarding Policy at your club, but there may still be some areas for improvement you may wish to consider in order to protect your club members as well as your committee members and volunteers. Use the supporting links if required to help you with ensuring that you have these in place.	Paddle UK - Safeguarding Policies CPSU - Sports Safeguarding Tools Ann Craft Trust - Advice on Writing and Implementing Adult Safeguarding Policy Ann Craft Trust - Policy and Procedures Template Ann Craft Trust - Differences Between Children and Adults HMGov - Sharing Safeguarding Information Guidance Buddle - Safeguarding Adults Buddle - Safeguarding Children and Young People Awarding Body - Code of Conduct for the Coaching Workforce eLearning

Your suggested improvements	To be carried out by	To be completed by
WKC -Safeguarding Children Policy in name of club has been signed by Committee & dated in the current review, that has been recorded and dated in the Committee Logbook, and uploaded to the website with other relevant policies, procedures and processes. Furthermore, WKC – have produced a	WKC Committee – will discuss the Safeguarding Policy issue of communicating to all members, as well as the Induction Pack, and	The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the change prior to Octobers

<p>Safeguarding “How to find Information” Flowchart, that provides links to Paddle UK – Safeguarding, Processes, and Templates website pages. However, the evidence of safeguarding policies communicated to all members, was highlighted as an issue in the WKC – Club Survey Results Report in Question 6: The planned club activities meeting the needs of Young Members (U18) and Vulnerable Adults provided a mixed result between Very Satisfied, Satisfied and Don’t Know, that may suggest the membership has an understanding or lack of understanding with regards to managing “Safeguarding”. Hence, it is important to consider the next question before answering this anomaly.</p> <p>Question 7: This response to, “Does the Club provides appropriate Safeguarding Guidance to meet the needs of Young Members (U18) and Vulnerable Adults”? This response to supports the previous conclusion between Very Satisfied, Satisfied, Don’t Know, but identified further that 25% were “Very Dissatisfied” members! Hence, the Committee member responsible for the Survey informed the Chairperson about his concern that perhaps some members had not fully understood, lacked knowledge or the question was “Ambiguous”. The chairperson also felt that some members may not understand “Safeguarding” and the necessary steps to ensure that good practice is embedded in the club, we had an example yesterday where we were ready to do the shuttles for all the drivers to collect their vehicles, but it would have meant a 15-year-old being left alone. One adult offered to stay with the junior but that’s also not acceptable, so the junior came on the shuttle leaving the adult at the bottom to watch the kayaks. In addition, Cris a Committee member stated it happens as a matter of course, but you probably wouldn’t spot it unless you were involved. Shellie also another Committee member mentioned that’s a great point, and I will post the link to the club chat. Subsequently, also Paul mentioned, that members may not know about “safeguarding” guidance because the club has</p>	<p>Welcome Pack, and posting “How to find Information” Flowchart on WKC -WhatsApp., that will be supported by Chairperson Paul Elkington statement.</p>	<p>Affiliation meeting with Paddle UK.</p>
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never had any concerns and has implemented the policies, procedures and processes to reduce or prevent any situation from arising. Finally, it must be noted that Wombourne Kayak Club do not have a "Clubhouse" to promote "Safeguarding" information on a notice board. In addition, most volunteers have no contact or irregular contact with minors under 18, and the club does not currently have any members identified as "Vulnerable adults".		
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Safeguarding Procedures

Ideal recommendations for this section:

Evidence of regular workforce safeguarding training should be in place.

Induction packs should include information on safeguarding processes.

Clear reporting channels should have been identified by the club and documented.

There should be evidence of the club communicating safeguarding procedures to all those at the club, e.g. on website, via membership sign ups, inductions, etc.

Contact details of your Club Welfare Officer/s and relevant bodies should be easily accessible including Paddle England Safeguarding Lead, Local Authority Lead and NSPCC.

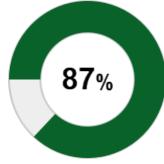
There should be a formal complaints and appeals process in place (separate documentation or included within club's governing document).

Risk Assessment of your club's activities should identify potential safeguarding issues/situations that may arise and appropriate mitigating actions.

Your Club's Safeguarding and Safeguarding related procedures documents should cover all safeguarding obligations including:

- Bullying at the club.
- Cyber bullying linked to the club's social media presence.
- Whistle Blowing.
- Appropriate supervision of juniors.

- How to transport juniors.
- Collection of juniors.
- Collection and storage of player profile and medical consent forms.
- Use of photography and filming equipment.
- How to use images of juniors.
- Being in changing rooms with juniors.
- Safe and appropriate use of social networking to communicate.
- Disciplining juniors/adults who are considered to be at risk and handling challenging behaviour.
- Use of mobile phones.
- Overnight stays.
- Other relevant situations.

Key Recommendation	Resources
 Safeguarding Procedures <p>Well done. It looks like you are currently doing a good job with regard to the Safeguarding Procedures at your club, but there may still be some areas for improvement you may wish to consider in order to protect your club members as well as your committee members and volunteers. Use the supporting links if required to help you with ensuring that you have these in place.</p>	<p>Paddle UK Club Resources - Role Descriptions</p> <p>Paddle UK - Safeguarding Templates and Guidance</p> <p>Ann Craft Trust - Policy and Procedures Template</p> <p>CPSU - Safeguarding Tools</p> <p>CPSU - Putting Safeguards in Place</p> <p>Buddle - Safeguarding Adults</p> <p>Buddle - Safeguarding Children and Young People</p> <p>CPSU - Reporting Procedure</p> <p>Paddle UK - Safeguarding reporting</p> <p>CPSU - Safeguarding overview</p> <p>Ann Craft Trust - Photography Guidance</p> <p>CPSU - Photography Guidance</p> <p>CPSU - Online Safety Guidance</p> <p>HMGov - Sharing Safeguarding Information Guidance</p>

Your suggested improvements	To be carried out by	To be completed by
No	The WKC- evidence of safeguarding	WKC Committee – will discuss the Safeguarding procedures as a

	<p>training has been implemented in the Standards of Deployment plan p2-3, identify the current Committee have completed a Paddle UK – Safeguarding programme, whilst two new members will be asked for a “Self-Declaration”, particularly as within their present employment it is a necessary requirement, e.g. the club refers to G21 Safeguarding Training Requirements. Furthermore, the Committee members have undertaken DBS checks recorded on p2-5, whilst the two new members will be asked to undertake the 1st Advantage DBS process. In</p>	<p>consequence of the issue identified with communicating to all members, as well as checking the Induction Pack, Welcome Pack and posting the Safeguarding “How to find Information” Flowchart on WKC -WhatsApp., that will be supported by Chairperson Paul Elkington statement.</p>
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	<p>addition, this applies to the current leaders and coaches with regards to Safeguard Training and DBS checks identified on p2-5. However, the evidence of safeguarding policies communicated to all members, that was highlighted as an issue in the WKC – Club Survey Results Report will also be applied to the procedures in which an updated “Welcome Pack” will be sent by email, e.g. Safeguarding “How to find Information” Flowchart, that provides links to Paddle UK – Safeguarding, Processes, and Templates website pages. In addition, the chairperson will make a</p>	
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	<p>statement on WhatsApp concerning this issue and provide links to the “How to find Information” document and updated “Welcome Pack”. Subsequently, it will help to reinforce the current practice of managing members under 18, as illustrated in the example on the River Clywedog when making decisions about the shuttles for all the drivers to collect their vehicles, which would have meant a 15-year-old being left alone. Current risk assessments include Safeguarding & Welfare procedures as a generic risk River Conwy: Ysbyty Ifan to Rhydlanfair</p>	
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	<p>Bridge. , p2 explaining “How it is controlled? By whom? and the” Consequences and Likelihood” chart to score the risk. Hence, there are clear reporting channels and procedures identified in the Safeguarding “How to find Information” Flowchart, within the club, Paddle UK and other agencies, but also the Chairperson will emphasize in the WhatsApp statement that any safeguarding concerns that might have arisen within the Members Survey, the individuals who expressed them can contact him. In addition, the safeguarding procedure to investigate a concern is</p>	
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	explained in the Disciplinary Policy, Paddle UK- Holding a Disciplinary Hearing	
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Recruitment and Deployment

Ideal recommendations for this section:

Your club should be able to evidence completed self-declaration forms.

Risk assessment documentation associated with recruitment should be in place.

DBS checks should be carried out as appropriate.

References should be carried out and evidenced where appropriate.

Evidence that a register is kept recording dates of DBS checks should be in place.

A standard agenda item in meetings to flag expiry dates of DBS checks and qualifications should be in place.

Evidence that Safeguarding training/refresher training has been undertaken should be in place, e.g. certification or confirmation of attendance.

Your club should be able to evidence that they track when online refresher training is due. This could include a spreadsheet with expiry date of training and qualifications.

Safeguarding procedure information should be included in induction packs, internal comms., etc.

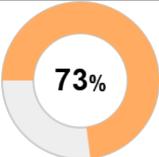
Your club should be able to evidence support for additional training, e.g. booking information/confirmation showing subsidy from club.

Your club should keep records of additional training/qualifications or attendance at sessions.

Your club should be able to evidence that Safeguarding considerations are covered in induction process and/or induction documentation.

Your club should identify specific Safeguarding responsibilities for different roles within the club.

Copies of references should be kept by the club for all active workforce members.

Key Recommendation	Resources
 Recruitment and Deployment	Paddle UK - DBS Guidance HM Gov - Info on DBS Checks for Volunteers Paddle UK - Safeguarding Policies

It's great that you have a number of good Recruitment and Deployment measures in place, but you could be doing more to ensure that you have everything in place to protect your club members, committee members and volunteers. Use the supporting links to help you with ensuring that you have these in place.

[UK Coaching - Safeguarding and Protecting Children](#)

[Ann Craft Trust - Safe Recruitment Guidance](#)

[CPSU - Safe Recruitment Guidance](#)

[CPSU - Safeguarding tools](#)

[Paddle UK - Safeguarding Training](#)

[Paddle UK - Safeguarding Templates and Guidance](#)

[CPSU - Self-Declaration Form Information and Template](#)

[NSPCC - Child Protection in Sport Training](#)

Your suggested improvements	To be carried out by	To be completed by
No	Yes	The Committee Self-declaration Forms will be offered to the two new Committee members, particularly if they have work based current Safeguarding Training or they can complete the Paddle UK – Safeguarding course. The Leaders/Coaches who manage minors under 18 in which there are 8 (11.5%), although only 3 (4%) are regular paddlers have completed the Paddle UK Safeguarding Refresher or UK Coaching Renewal: Safeguarding and Protecting Children, that meets the criteria listed under G21 Safeguarding

	<p>Training Requirements. Hence, the club have not undertaken Recruitment Risk Assessments or references because they ask the Committee Members, regular Leaders and Coaches to undertake a DBS check, which should identify any concerns. Furthermore, the club welcomes volunteers to support the club, particularly those who have full-time employment in which their occupation brings great demands on their time. The Committee members, Leaders, Coaches qualifications, such as CPD, G21 Safeguarding Training Requirements., DBS 1st Advantage, is recorded in the Standards of Deployment plan p2-5, whilst p8 records leaders and coaches evidence. In addition, the Committee Members, Leaders and Coaches are volunteers, because the club does not have a clubhouse with facilities, hence</p>
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	<p>does not employ an active workforce. However, the evidence of safeguarding policies communicated to all members, that was highlighted as an issue in the WKC – Club Survey Results Report will also be applied to the procedures in which an updated "Welcome Pack" will be sent by email, e.g. Safeguarding "How to find Information" Flowchart, that provides links to Paddle UK – Safeguarding, Processes, and Templates website pages. In addition, the chairperson will make a statement on WhatsApp concerning this issue and provide links to the "How to find Information" document and updated "Welcome Pack". Neil Allen, John Teuwen have completed Paddle UK – Safeguarding and also "The Time to Listen" training to support their Welfare role, whilst the latter contact details are included on the Safeguarding</p>
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		<p>“How to find Information” Flowchart, on the club website. Specific safeguarding responsibilities are identified in Paddle UK- Role Descriptions, particularly those associated with Committee Members. The club also needs to include on the AGM or Committee agenda safeguarding as an item, but in the past was discussed through WhatsApp Committee discussions when an issue arose associated with dealing with minors under 18.</p>
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Welfare Officer

Ideal recommendations for this section:

Evidence of appointment of Club Welfare Officers, e.g. contact details or profile of officers should be listed on your club's website.

Minutes from AGM's or committee meeting should confirm your Welfare Officers appointments.

A job description and person specification for both Welfare Officer and Deputy Welfare Officer should be in place.

Role descriptions should ideally be signed and acknowledged by role holder.

Evidence that Safeguarding training/refresher training has been undertaken, e.g. certification or confirmation of attendance should be uploaded to the Club Portal

The Welfare Officer and Deputy Welfare Officer's names and contact details should be clearly available on the club's website, at the club's facility, within key club documents and communicated to all.

Key Recommendation	Resources
 Welfare Officer <p>Well done. It looks like you are currently doing a good job with regard to the Welfare Officer provision at your club, but there may still be some areas for improvement you may wish to consider in order to support your Welfare Officers and protect your club members as well as your committee members and volunteers. Use the supporting links if required to help you with ensuring that you have these in place.</p>	<p>Paddle UK Club Resources - Role Descriptions</p> <p>Paddle UK - Safeguarding Templates and Guidance</p> <p>UK Coaching - Safeguarding and Protecting Children</p> <p>Sport Structures - Time To Listen Course</p>

Your suggested improvements	To be carried out by	To be completed by
<p>The current Welfare Officer Neil Allen was appointed at the 2024 AGM with a signed electronic signature to support John Teuwen who has moved over as his deputy because of Neil's vast experience in managing children with issues in a "Care" Home environment. However, the day-to-day dealings of managing WKC safeguarding for example DBS checks, updating Paddle UK policies onto the club website are managed by John, but Neil's role is to advise the club when discussing procedures and processes. An example was when we discussed the management of minors under 18 members when they participated on planned activities such as a river trip. Both Neil Allen, John Teuwen have completed Paddle UK – Safeguarding and also "The Time to Listen" training to support their Welfare role, whilst John's contact details are included on the Safeguarding "How to find Information" Flowchart, on the club website. Committee members, Leaders, Coaches have also completed the Safeguarding Training or Refresher and DBS, which is recorded in the Standards of Deployment plan p2-5, whilst p8 records leaders coaches evidence. In addition, this information will be circulated because the safeguarding policies communicated to all members was highlighted as an issue in the WKC – Club Survey Results Report will also be applied to the procedures in which an updated "Welcome Pack" will be sent by email. Furthermore, the Chairperson will emphasize in the WhatsApp statement that any safeguarding concerns that might</p>	<p>The introduction of Safeguarding as an Agenda item will be implemented by John Teuwen WKC Secretary. WKC Committee – will discuss the Safeguarding procedures as a consequence of the Members Survey issue identified with communicating to all members, as well as checking the Induction Pack, Welcome Pack and posting the Safeguarding "How to find Information" Flowchart on WKC -WhatsApp., that will be supported by Chairperson Paul</p>	<p>The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the change prior to Octobers Affiliation meeting with Paddle UK., whilst the introduction of Safeguarding as an Agenda item will be immediate.</p>

<p>have arisen within the Members Survey, the individuals who expressed them can contact him. In addition, the safeguarding procedure to investigate a concern is explained in the Disciplinary Policy, Paddle UK- Holding a Disciplinary Hearing. The club also needs to include on the AGM or Committee agenda safeguarding as an item, but in the past was discussed through WhatsApp Committee discussions when an issue arose associated with dealing with minors under 18. The club has also applied Paddle UK – Welfare Role Descriptors and created a document, Welfare – Job Description; What to do.</p>	<p>Elkington statement.</p>	
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Equality, Diversity and Inclusion

Good EDI Governance

Ideal recommendations this section:

Your club should have an Equality Policy and Anti-Bullying Policy in place. You can adopt the wording from Paddle England's policies.

Your policies should be shared with all members through registration documents and as a basic requirement of becoming a member of the club. This commitment should also be embedded in codes of conduct for members.

Having the policies available on your website and social media means that they are easily available and lets potential members of the club know about your commitment as well.

Ideally your Anti-Bullying policy should also incorporate sections on inappropriate language and harassment.

Language can be used to discriminate against or exclude a person or group of people, whether knowingly or unknowingly.

- An Anti-Bullying Policy should clearly outline that explicitly discriminatory or inappropriate language (for example, homophobic, racist or xenophobic comments) should be listed as inappropriate.

- Using 'banter' as an excuse for inappropriate behaviour is not acceptable. Repeated discriminatory language aimed at a particular person or group of people, that makes inappropriate comments or jokes at the expenses of someone's identity, or used as an excuse to justify inappropriate or discriminatory language or comments, falls under bullying and harassment.

Inclusion can be communicated in a range of ways:

- Included in the "About" section or website introduction for the club

- Ensure the constitution is made readily available to all members of the club

- Used in social media posts or website/blog posts by the club e.g. "We are a friendly, welcoming club who are committed to inclusion"

Volunteers who represent a range of backgrounds, experiences and who represent a range of identities can be important role models to their communities and support with connecting to under-represented groups in the club.

- Are club volunteers listed with photographs/headshots on the website, social media pages or other club content?

- Do coaches, leaders and deliverers at the club also have a range of backgrounds, experiences and identities?

If the club's volunteer body does not have a range of representation in these groups, this should be something the club looks to address across the membership as a whole.

Where there is an opportunity to improve representation in the core volunteer body, or the committee of the club, positive steps should be implemented to ensure that members from under-represented groups can be supported into volunteer roles where they have the necessary skills or experience.

- If the club has some recognised gaps in this space, then implementing approaches to improve the diversity of volunteers should be discussed.

Key Recommendation	Resources
 <p>Good EDI Governance</p> <p>Well done. It looks like you are doing a good job regarding EDI Governance measures in place at your club. In the interest of both your individual club members and your club committee and volunteers there may still be some areas you could improve on. Use the supporting links if necessary to help you with ensuring that you have these in place.</p>	<p>Paddle UK - Equality Diversity and Inclusion</p> <p>Paddle UK Club Resources - Equality Policy Template</p> <p>Buddle - Finding volunteers</p> <p>Anti-Bullying Alliance - What is Banter?</p> <p>Paddle UK - Anti-Bullying Policy</p>

Your suggested improvements	To be carried out by	To be completed by
<p>WKC has a Equality Policy , whilst the Safeguarding "How to find Information" Flowchart has links to (Paddle UK) Policies such as Children, Anti-bullying, Adult, etc. The club embeds its Vision, Values, Aims, as a transparent, non-judgemental, and learning culture to new members during the joining process by asking them to commit to the Adult or Junior Code of Conduct. This is reinforced by the new member receiving an Induction Pack, and Welcome Pack, that includes website links, prior to a planned activity in which a leader or coach introduces them to the participating group. Hence, the club culture promotes inclusiveness amongst its members when conducting</p>	<p>WKC Committee – have introduced a Club Survey to monitor members views, as well as organising an AGM in the West Midlands and North Wales to encourage all members to participate in the management of the club. Consequently, the club has identified an issue within the Club Survey with regards</p>	<p>The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the change prior to Octobers Affiliation meeting with Paddle UK., whilst the introduction of Safeguarding as an Agenda item will be immediate.</p>

<p>themselves during a planned club activity in which inappropriate language and harassment is not accepted or used to discriminate against or exclude a person or group of people, whether knowingly or unknowingly, e.g. the Welcome Pack, includes Paddle UK Inclusive Language – Recognising inappropriate banter p8., as a point of reference. In addition, the club's Home page on the website promotes a friendly welcoming approach supported by a video and the "Quality Club" affiliation, as well as the policies, procedures and processes, that the status requires the club to adhere, e.g. the "Constitution". Furthermore, the new member is accepted onto the club's WhatsApp's groups, which is used to communicate planned activities across a membership spread from the Southeast, Southwest, West & East Midlands, North Wales, and North-West. This is supported by weekly YouTube videos of planned club events with volunteers who represent a range of backgrounds, experiences Standards of Deployment plan p2-5, who play an important role delivering a safe, enjoyable paddle. The Club Survey results, Appendix p18, provides a breakdown of gender, age, ethnicity, home address for the membership and The Committee. This has provided an identity and direction for the club to sustain its future, subsequently there has been an increase in membership numbers which includes experienced and qualified paddlers since the club joined the "Quality Club" process in 2021 from 25 to 70. In addition, the club recognises that 66% of the membership is over 50, whilst the over 30's has increased by 30%, the under 30's and U18's are 11.5% respectively. The female membership has gradually increased to 21%, which is represented on the Committee, alongside the other age groups. However, the club has difficulties in helping to address barriers for underrepresented groups in accessing green and blue spaces because it does not have a designated club house with well-equipped paddling resources and it operates on a basis that</p>	<p>to communicating to all members the meaning of "Safeguarding", as well as checking the Induction Pack, and Welcome Pack, and posting "How to find Information" Flowchart on WKC -WhatsApp., that will be supported by Chairperson Paul Elkington statement.</p>	
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planned activities are organised in relation to weather conditions at the last moment. Furthermore, the planned activities are organised in isolated countryside locations away from urban conurbations in which underrepresented groups live, alongside other barriers such as the ability to travel, cost, not aware of activity opportunities. And yet, the pool session at Codsall Community Centre, Wolverhampton that's nearer to the bigger population centres could be promoted as a "Taster" session for beginners, whilst using a local nearby canal during the summer.

Note - You may wish to review these actions based on the recommendation and resources listed above.

Understanding Your Club

Ideal recommendations this section:

Whilst there is currently no requirement to report any data to Paddle England, use of an up-to-date equality monitoring form is beneficial to accurately collect monitoring data on the diversity of your club.

Understanding the breakdown of your membership and seeing where there is a lack of diversity should then inform efforts to engage with these groups, or make changes to activities or delivery to attract these groups.

Understanding the motivations of your members to paddle means that the club can ensure its offer is suitable for the range of members it has currently, and can provide the pathway for anyone to seek opportunities, such as competition, volunteering, coaching or leading.

Clubs can work on establishing this in a variety of ways, but all involve speaking with those currently at the club. They could be surveyed each year, or have a question or option to fill in on a registration form, for example.

The needs of paddlers can be wide and varied. They can be accessibility-related, safety-related, or identity-related. Working with members to ensure their needs are met during club activities, whether in a training/paddling, competition or social context, and making reasonable adjustments to accommodate those needs can have a significant impact on how welcomed and included members feel.

An easy way to foster this conversation is through an induction process, where new members have an opportunity to discuss their needs and any required adjustments.

Spending time understanding the experience of under-represented groups can mean the club is better informed, especially if the club has members from these communities. It can support the creation of activity that is more accessible and inclusive to more people.

Clubs can do this by having one-on-one discussions, or surveying the wider club.

Clubs should not use a single person or group as the only source of information when looking to improve the club's offer. They can only provide their own perspective, and instead the aim should be to work collaboratively to make changes which benefit everyone.

Just as safeguarding and safety training is essential for volunteers, equality, diversity and inclusion should also be a priority, to ensure all club volunteers understand the impacts of these themes on their club activity.

Paddle England now has a free eLearning module available, titled Introduction to Equality, Diversity and Inclusion, released in 2021

Many external providers, such as UK Coaching, provide high-quality and up-to-date information, not just for coaches, but awareness and information for other volunteers

Equality, Diversity and Inclusion should form part of the upskilling agenda for all volunteers, regardless of their role.

Having a representative volunteer workforce can help to encourage others to pursue similar roles, provides diverse role models, and showcases paddling as an activity for all.

Supporting volunteers to understand what opportunities are available and how they can get involved through clear communication with a guiding hand is important.

Rewarding, recognising and engaging with volunteers is key to ensuring you retain volunteers from any background or experience.

Consider the types of social events the club run activities, and whether they may prevent people from attending:

- Socials which only ever take place in pubs or bars, or involve alcohol, may be inaccessible
- Ensure activities and venues are physically accessible or adaptable so that everyone can attend
- Consider the means of communicating about social events and activities outside of normal club delivery e.g. does everyone have access to social media, or is email communication more appropriate?

Carefully considering social components of the club means everyone can access the full range of activities.

Key Recommendation	Resources
 Understanding Your Club Well done. It looks like you are currently doing a good job with regard to understanding your club members, but	Buddle - Understanding and Communicating with people Buddle - Volunteer motivations Awarding Body - Introduction to Equality, Diversity and Inclusion eLearning UK Coaching - Inclusion Resources Gov.uk - family resources survey Activity Alliance - annual-survey

there may still be some areas for improvement you may wish to consider in order to improve things for both your current membership and prospective new members. Use the supporting links if required to help you with ensuring that you have these in place.

Your suggested improvements	To be carried out by	To be completed by
<p>The Club Survey results, Appendix p18, provides a breakdown of gender, age, ethnicity, home address for the membership and The Committee and has been discussed in EDI about the club's progress since being awarded Quality Club status. Hence, we have an address base at Codsall Community School (Pool) near Wolverhampton, that is used from October to April, whilst the Club Night is organised at Telford Canoe Club's site at Jackfield Rapids, near Ironbridge, between April and September in which most members also belong to that club. Furthermore, Saturday Club Paddles are arranged with the majority of trips in Wales and further afield such as "The Lakes" or Scotland depending on river levels throughout the year. Thus, the club has a unique selling point (USP), in which paddlers are becoming members of the club because there are regular planned, safe and enjoyable activities, particularly over the weekend at various whitewater venues that has attracted a wide spread of membership. However, the Club Survey p16 "How do we improve"? identified some issues when some members, expressed "That a few more local and intermediate river trips in the calendar could be useful, but this is dependent on leader availability and levels in naturally fed rivers". Consequently, this "offered only dam-fed ones, which can guarantee river levels that tend to be for more advanced paddlers because it has been a very dry summer. This allows the paddler to progress and encourage the individual to stay with the club with their support, whilst promoting the sport". Finally, most planned activities are either for "total beginners or too advanced, in which the club seems to be based at the Tryweryn".</p>	<p>The Committee has extended its membership by encouraging two new members from North Wales to represent their voice, by organising two AGMs in which one was in the West Midlands and the other in North Wales were promoted on the club's WhatsApp. The two AGMs were made into a social event alongside a paddle activity to increase participation and involvement with the club, which included free food. The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the changes prior to Octobers Affiliation meeting with Paddle UK., after discussion with all Committee members. The points raised by these comments in the Club Survey will also be discussed by the Committee, or alternatively</p>	<p>WKC Committee – have introduced an annual Club Survey in September 2025 to monitor members views, as well as organising an annual AGM in the West Midlands and North Wales to encourage all members to participate in the management of the club. Consequently, the club has identified an issue within the Club Survey with regards to communicating to all members the meaning of "Safeguarding", as well as checking the Induction Pack, and Welcome Pack, and posting "How to find Information" Flowchart on WKC -WhatsApp., that will be supported by Chairperson Paul Elkington statement. In addition, the club will implement</p>

	<p>those mentioned can be expressed explicitly to any of Committee members to develop further their ideas. An example would be to provide alternative weekend trips on grade 1-2 rivers such as the upper or lower Banwy, Lower Dee, Ludlow weirs, upper Vyrnwy, upper section Usk, but as stated some coaches or leaders have been unable to organise due to family commitments.</p>	<p>more grade 1-2 river activities to help support the personal development of paddlers to enable them to progress their skills and join planned trips on grade 3-4. Finally, The introduction of Safeguarding as an Agenda item will be immediate and future grade 1-2 planned river activities throughout the year.</p>
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Understanding Your Local Community

Ideal recommendations this section:

Understanding the demographics of your local area is helpful to understand whether your club is attracting and engaging with the local community, and help to identify ways in which you can better engage with these groups.

Taking the time to understand which groups or communities from your local area aren't represented in the club, and the barriers those groups might be experiencing through insight and resources created by organisations such as Sport England can help you to create a club offer which addresses some of those barriers, and creates a more attractive offer to a wider range of people.

Having a representative volunteer workforce can help to encourage others to pursue similar roles, provides diverse role models, and showcases paddling as an activity for all.

There is also an opportunity for the club to learn about the experience of people accessing paddling who come from diverse or under-represented backgrounds, or to understand how to create better network links to those communities.

Clubs should not use a single person or group as the only source of information when looking to improve the clubs offer. They can only provide their own perspective, and instead the aim should be to work collaboratively to make changes which benefit everyone.

Rewarding, recognising and engaging with volunteers is key to ensuring you retain volunteers from any background or experience.

Reaching out to established networks to engage with them and advertise the opportunities the club has to offer can be very effective in reaching communities the club may otherwise struggle to engage with. Each locality will be different, and dependent on the services and communities which exist around the club, but identifying some key opportunities is a start.

If the club delivers any targeted outreach (e.g. family sessions, women and girls sessions, disability inclusive sessions), consider focussing on matching this provision to the types of services and networks the club reaches out to in the first instance.

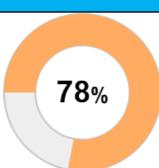
When advertising or posting about the club, on any channel, think about the images, videos and shots you use:

- Do the images show the range of members and paddlers who participate at your club?
- Do they showcase the range of activities you deliver as a club?
- Do they show smiling faces and welcoming group shots?
- Do you have photos of social activities the club undertakes?

Considering these things can ensure you're enticing a wide range of potential participants.

- Ensure these sessions are widely advertised and that the club provides clear information about these using whichever platforms it uses to advertise. Think about the groups touched on in "Understanding your Community" - how is this information reaching them? Is it through networks they have access to?
- Working with the groups you're looking to engage with to build sessions and offers that are attractive to specific groups will help to ensure you're able to create activities that are suitable, and don't create additional barriers or miss existing ones
- Consider how you link these targeted sessions with other opportunities the club provides, not just for paddling with the club, but for opportunities such as volunteering, coaching or committee positions.

Creating links with external groups can attract members as well as volunteers with the club, and have long-term benefit to the clubs sustainability. Use national organisation search engines to seek out opportunities for outreach.

Key Recommendation	Resources
 <p>Understanding Your Local Community</p> <p>It looks like you are currently doing a good job with regard to understanding your local community, but there may still be some areas for improvement you may wish to consider in order to improve things for both your current membership and prospective new</p>	Sport England - Local Area Insights Buddle - Creating Diverse Committees Buddle - Inclusive Marketing Active Partnerships - Find your Active Partnership Belong Network - Power of Sport Toolkit Buddle - Finding volunteers Sport England - Demographic Knowledge

members. Use the supporting links to help you with ensuring that you have these in place.

Your suggested improvements	To be carried out by	To be completed by
<p>Historically the membership has hovered around 20 members for a decade or so for white male paddlers aged between 40-60, that have included 1-2 sons under 18's. However, the Club Survey results with a 46% response rate, Appendix p18, provides a breakdown of gender, age, ethnicity, home address for the membership and The Committee, which was discussed in "Understanding your club". Moreover, one must also consider that attracting and engaging with the local community is a difficult concept because the club does not have a designated club house with well-equipped paddling resources but Codsall Community School (Pool) near Wolverhampton, whilst Club Night is organised at Telford Canoe Club's site at Jackfield Rapids and Saturday Club Paddles are arranged in Wales and further afield. Hence, as previously stated in EDI the club has had difficulties in helping to address barriers for underrepresented groups in accessing green and blue spaces. Subsequently, the club has encouraged Continuous Personal Development (CPD), because they have been offered financial support to undertake WWL training and assessment by the Paddle UK Bursary to improve individuals' knowledge, experience in which they have contributed to the leadership and coaching team. Furthermore, Paddle UK have offered free eLearning such as Safeguarding, Code of Conduct, Risk Management and Risk Assessment CPD, Event Safety Management Training that has been taken up by leaders, coaches and Committee members as part of the Standards of Deployment plan p2-5. In addition, a 2-day 1st Aid training has been financially supported to members to maintain their valid leadership and coaching qualifications to operate, but also in rewarding, recognising, engaging and retaining volunteers from varied background and experience. Thus, the Committee has extended its membership by encouraging two new members from North Wales to represent their voice, by organising two AGMs in which one was in the West Midlands and the other in North Wales were promoted on the club's WhatsApp. This is supported by weekly YouTube videos that promotes the club's planned river trip activities, supported by "Instagram" images of a range of members participating in the event, which has contributed to the growth of the club membership. However, the Club Survey identified "the club may try and attract novice paddlers to upskill them in which enable them to participate on level 1/2 river trips", rather than the current perception that may portray a club with an emphasis on grade 3-4 whitewater planned activities. Hence, the club may want to promote the pool session at Codsall Community Centre, Wolverhampton that's nearer to the bigger population centres could be promoted as a</p>	<p>The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the changes prior to Octobers Affiliation meeting with Paddle UK., after discussion with all Committee members.</p>	<p>The club's planned river trip activities will be an on-going weekly process, that will depend on the availability of leaders, coaches, the suitability of participants with regards to ability, weather and choice on the day in relation to river levels.</p>

“Taster” session for beginners, whilst using a local nearby canal during the summer.		
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Note - You may wish to review these actions based on the recommendation and resources listed above.

Making Paddling Accessible

Ideal recommendations this section:

A club’s website and social media channels pose a great opportunity for them to reach a wider range of people and advertise what they do. However, you should consider whether how you use these platforms makes paddling accessible.

Make sure information on the joining process is made clear and easy to navigate for potential members. For example:

- Do they need to speak to someone before attending, or can they come down any time? Is it clear who this person is and how they get in touch?
- Do they need to bring a craft, or can they borrow one for the purposes of the session?
- Are there changing facilities, or should they come water ready?
- What time and place should they meet the session leader?

Make sure these questions, and any others a prospective member might have, can be answered, using a variety of platforms. This ensures that anyone has the ability to come and attend your session.

Many people will use your website or other channels to work out if they can physically attend your sessions, or if they feel you have facilities to support them to participate. Consider:

- Venue accessibility: child/family parking; disabled or blue badge parking spaces; hearing loops for indoor facilities; ramps to all areas of a facility
- Changing facilities: private cubicles or changing facilities; whether a facilities have gendered or non-gendered facilities; accessible changing facilities (e.g. with red cords, toilets and so on)

This information is vital for individuals to work out whether their accessibility needs are met, and should be shared clearly. If using an indoor or built facility, there may be information shared on their website of the accessibility support available. Ensure this is included if so.

Clubs may operate multiple sessions which accommodate for a range of experiences and opportunities, or may have a focus on more participation or grassroots, or have a more competitive focus. Clubs should clearly outline these, so that prospective members have an understanding of whether they can access an activity or opportunity.

A significant barrier to participating in paddling is cost - not just of sessions, but of other associated costs too:

- Have you included clear and concise information on how much it costs to participate at the club or session, and how payments can be made?
- Do you offer a variety of ways to pay, such as pay-per-session, monthly or quarterly payments? If you do, ensure this is made clear in the club information. If you don't currently, is this something you could consider in order to attract a wider range of people?
- Make sure you share any costs for parking, access to facilities or costs for hire too - anything that might be over and above the cost of the session alone.

Supporting the costs of accessing the club can be an excellent way to make paddling more accessible to a wider range of people, and a Hardship Fund or financial support can take many forms:

- A pot that is used on request to support the costs of members on request, which can be sourced from grant funding or any profit accrued by the club
- Subsidies on the cost of the session
- Providing loaned or reduced costs on craft or equipment such as buoyancy aids

Speaking with members to understand which costs would be most impactful to cover can give an indication of where Hardship Funding may be best directed.

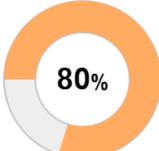
Ensure that there is a way for people to contact the club and make enquiries. This can be a generic email inbox (e.g. info@thiscanooclub.co.uk) so that you don't need to change the information each time someone takes over this role, a submission form integrated into the website, or use of social media inboxes.

An induction process does not need to be complicated, but should give a new member(s) a comprehensive welcome to the club. Think about:

- Having designated members of the club available to complete an induction during their first session. It can be very confusing and disheartening to turn up to a new session and join a club where no one is there to welcome and introduce you
- Talking to the new member about anything they might need support with from the club. This could be wide and varied, so having this conversation early on is important so you know that you're able to support that member to participate
- Introduce the new member to a group of similar paddlers in the club/session, or buddy up with them for the session as part of their induction.
- If the club has conducted an adequate induction, or spent time understanding the individual's needs, they should be aware of their requirements - ensure an open line of communication with new members or participants
- Considering some common barriers to a wide range of circumstances will ensure the club is prepared to be flexible. This can include variety in sizing of equipment, the range of craft available, the type of kit participants are able to wear and so on.

Sharing information about training can help prospective members or participants feel more confident that the volunteers and deliverers at the club can support them and meet their needs.

- Dedicate space on websites and social media platforms to make the CPD and qualifications of volunteers and coaches clear, and how this can benefit members

Key Recommendation	Resources
 Making Paddling Accessible <p>It looks like you are currently doing a good job with regard to making paddling accessible at your club, but there may still be some areas for improvement you may wish to consider in order to improve things for both your current membership and prospective new members. Use the supporting links to help you with ensuring that you have these in place.</p>	Buddle - Inclusive Marketing CIMPSA - Digital Hub Resource Sport England - Accessible Facilities Activity Alliance - Access for All Activity Alliance - Inclusive Communications Guide Activity Alliance - Ten Principles Activity Alliance - Effective Engagement Factsheets Sport England - Funding Opportunities Funding4Sport - Funding Opportunities

Your suggested improvements	To be carried out by	To be completed by
<p>Making paddling accessible has been made easier and supported by membership growth by weekly YouTube videos that promotes the club's planned river trip activities, supported by "Instagram" images of a range of members participating in the event. The Club Survey results, Appendix p18, provides a breakdown of gender, age, ethnicity, home address for the membership and The Committee, which has been discussed previously. However, the joining process is made clear because a designated Committee member immediately contacts the interested party with the relevant Membership information to join the club or provides additional support by email or phone, e.g. do they need a boat and other equipment such as for a beginner, specific details about the pool or club night location, time and date, etc. In addition, the club can provide limited equipment to the beginner to get them started, which is offered on a free basis that would include a free pool session.</p> <p>Additionally, there would be changing facilities at the pool, whilst the planned club night or river trips the prospective member would have to change "Discreetly". Hence, if the individual wishes to join, then payment details and costs are arranged by using a bank transfer but also adjusted depending on the time of the year, e.g. membership starts from January to December, but a reduction is made on membership cost from one month to another. Furthermore, on receipt of payment the new member receives an Induction Pack, and Welcome Pack, that includes website links, prior to a planned activity in which a leader or coach introduces them to the participating group.</p>	<p>The Club Committee, will discuss any prospective individual or family needs such as a "Beginner", but is usually managed by coaches from the Committee to support them, e.g. equipment, costs etc.</p>	<p>Initially, the club secretary will manage the joining process and provide the relevant information. The club's planned activities will be an on-going weekly process, that will depend on the availability of leaders, coaches, the suitability of participants with regards to equipment, ability, weather and choice on the day in relation to river levels to support them.</p>

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Note - You may wish to review these actions based on the recommendation and resources listed above.

Tackling Discrimination

Ideal recommendations this section:

Your club should ensure that all members are aware of Codes of Conduct and either sign a copy, or are aware that their membership to the club requires them to adhere to it.

- Include codes of conduct in inductions or introductions to new members
- Share updated versions with all members when you review and update them

Ensure that the process that the club uses to enable reporting is simple, easily understood and confidential.

Ensure that the club is equipped to manage any issues that arise from someone submitting a report (e.g. victimisation of the person who has reported)

Ensure that your Anti-Bullying policy outlines the steps that are required to report an incident of discrimination, bullying or harassment to Paddle England.

Ensure the Anti-Bullying policy outlines clear consequences if members to do not adhere to it.

While the club must ensure they have appropriate processes in place for members to report instances of harassment, bullying and discrimination, members may also need support to identify this behaviour in the first place

Members may not feel confident in challenging or reporting instances of this behaviour when it happens, so providing multiple, clear, confidential methods of reporting

Derogatory, discriminatory and exclusionary language and actions should be taken seriously by the club, and if found to be against the expectations set out in either the Anti-Bullying Policy or the code of conduct for members, then the consequences outlined in those documents should be followed, and it made clear to others in the club that these behaviours are not acceptable in paddling or elsewhere.

- Cases can also be reported to Paddle England to be investigated and to support the club to resolve incidents of this type of behaviour or actions

Key Recommendation	Resources
 Tackling Discrimination <p>It looks like you are currently doing a good job with regard to Tackling Discrimination at your club, but there may still be some areas for improvement you may wish to consider in order to protect your club members as well as your committee members and volunteers. Use the supporting links if required to help you with ensuring that you have these in place.</p>	Paddle UK - Safeguarding Policies Paddle UK - Reporting a Safeguarding Concern Paddle UK - Club Resources

Your suggested improvements	To be carried out by	To be completed by
<p>The improvements by WKC which could be implemented to help tackle discrimination have been discussed in EDI with regards to policies, procedures and processes, such as the Equality Policy , whilst the Safeguarding “How to find Information Children, Anti-bullying, Adult, etc. For example, the Club Survey Report provided a personal perception from someone attending some Peer Paddles and Stephys Rolling Clinic “felt very welcomed by fellow members and fully supported and safe on the water”. So much so that after just 1 day’s rolling, “their confidence, fun levels and on/off-side roll have increased dramatically”! Another member reflected “I would like to add that the club activities and people, have enhanced my quality of life. I have been lifted through a recent difficult patch with a health issue and paddling slump just simply by being who they are and doing what they do”. Furthermore, the club have also received criticism by former members, which was refuted by current members, particularly by one member who produced a “Google” review, which had continuous “Vexatious” remarks towards the club. Subsequently, he was asked to resign or be reported</p>	<p>The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the changes prior to Octobers Affiliation meeting with Paddle UK., after discussion with all Committee members.</p>	<p>The Committee, and Quorum concerned with the Quality Club Toolkit review will implement the change prior to Octobers Affiliation meeting with Paddle UK., whilst the introduction of Safeguarding as an Agenda item will be immediate.</p>

to the police for constant “Text” messaging to a particular Committee member. Additionally, he has influenced other former members to send two Paddle UK Incidents Reports, in which the club had a discussion with Russ Smith who was satisfied by our responses presented to him by Paul Elkington (Chairman), Rich Dowen (Trip Organiser & Senior Coach), John Teuwen (Secretary), David Allen (Committee).		
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Note - You may wish to review these actions based on the recommendation and resources listed above.

If you have scored 80% or more in your overall assessment then you may be in a position to achieve Quality Club accreditation.

There are still just a couple of small steps to get you signed off though. Contact us to discuss your progress and to take you through the final sign off process at:

[Quality Club progress meeting](#)

If you are still in the process of improving your overall score then you just need to return to the Toolkit Assessment on a regular basis in order to update it as you introduce changes at your club as part of the improvement process.

If you would like to discuss your progress at any stage you can also use the above link to set up a meeting.

If you need help with any club related matters then the Community Team are also available to help. You can set up a meeting with us using the following links:

[Meeting with Russ Smith](#)

[Meeting with Phil Scowcroft](#)

You can also email the team at:

clubs@paddleuk.org.uk

