

RECRUITMENT & RETENTION

Welcoming Clubs know their local community and seek to engage people from all backgrounds in club activities.

3.1 Welcoming Clubs make efforts to understand reasons for leaving, and identify exclusive actions to improve retention.	3.11 We have an exit process for members that leave the club.
3.2 Welcoming Clubs actively support people who face barriers to the membership and registration process.	3.21 We provide opportunities for new club members to specify language needs and display important information in (relevant) languages.
	3.22 We have a designated Welcoming person/ crew' for new members who have identified additional barriers such as language or are joining a club for the first time.
3.3 Welcoming Clubs actively include and engage both established and new community members in their local area.	3.31 We engage with governing bodies and community groups (including people from diverse backgrounds) to identify opportunities for welcoming and including new or under-represented groups.
3.4 Welcoming Clubs build a volunteer workforce that is inclusive, diverse and reflects the club and wider community.	3.41 We identify and address barriers that may affect volunteer recruitment and support.