

CROQUET
ENGLAND

Volunteer's Charter

Winter 2025

WELCOME

Welcome to Croquet England, the National Governing Body for Croquet. We are a large team, consisting almost entirely of volunteers.

Our aim is to work together to give all croquet players, from beginners to internationals, the framework in which our sport can be enjoyed and to achieve our strategic aim of “Getting more people to play more croquet in more places”.

Croquet England is dependant on the commitment and dedication of our volunteers for the smooth & efficient running of the Governing Body. Our volunteers are greatly valued and appreciated and we are very pleased that you have agreed to join us.

Our Volunteer’s Charter is for all Croquet England volunteers – whether you’ve been volunteering for many years or experiencing your first year as one of our valued team.

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Welcome to the team. We sincerely hope that this will be the beginning of a fruitful and long-lasting partnership.



Jonathan Isaacs
Volunteer and President of Croquet England



All About Volunteering for Croquet England

What is the Purpose of this Charter

- With over 125 years of legacy through the Croquet Association, volunteering is a vital part of who we are
- Through the help and support of volunteers the sport of croquet is now enjoyed by thousands of people of all abilities
- Volunteers bring different skills, experiences and perspectives
- Volunteering makes a positive difference to people's lives and to the wider society



Introducing Our Shared Commitments

- There are some things that every volunteering experience should have in common
- They are a way of describing what all volunteers can expect from Croquet England and, in turn, what Croquet England asks of volunteers
- These shared commitments sit alongside Croquet England's aspirations of being open and welcoming to all; of acting with integrity; of being supportive and inclusive, and being respectful for the wellbeing of others



Our Shared Volunteering Commitments

Croquet England will:

- ✓ Make you welcome and to explain exactly what is expected of a volunteer and to whom you can go to for advice or support.
- ✓ Explain your role in detail prior to volunteering.
- ✓ Deliver an induction and the resources necessary to perform your role, and where possible, the encouragement and opportunity to develop your skills
- ✓ Treat you with courtesy and respect at all times. Your wellbeing is important to us as outlined in our Welfare and Wellbeing Policies.
- ✓ Manage and where possible mitigate your concerns but ensure that you are aware of our Volunteer's Grievance Procedure.
- ✓ Provide a clear channel for communications and listen sympathetically to you.
- ✓ Consult you on changes that may impact your role and to help a volunteer to adapt to such changes
- ✓ Accommodate your personal circumstances and welfare.
- ✓ Keep you informed of the wider work/activities of Croquet England through the Croquet Gazette, the Newsletter, posted News items and where appropriate through targetted circulars
- ✓ Accept that time commitments may change from time to time and may agree changes to the role when necessary.
- ✓ Show appreciation for what you do, saying thank you regularly and celebrating the difference that volunteers make (both locally and nationally).



Our Shared Volunteering Commitments

As a Volunteer I'm asked to:

- ✓ Work within the constitution of Croquet England and to abide by its policies.
- ✓ Fulfil the role I have accepted.
- ✓ Declare any conflicts of interest or loyalty and exercise independent judgment at all times.
- ✓ Pay particular attention to Croquet England's child and adult safeguarding policies and to its Equality, Diversity and Inclusion policy; and to report issues or concerns in line with those policies.
- ✓ Act in a way that portrays a positive image of Croquet England.
- ✓ Complete agreed actions in a timely manner - but to honestly assess my personal time available for the role and, where commitments cannot be met, to inform others involved in a timely manner.
- ✓ Support a culture that openly shares ideas with mutual respect, while maintaining confidentiality in line with policy.
- ✓ Provide commentary and criticism in a respectful and constructive way at any level in the organisation.
- ✓ Communicate in a positive and professional manner with all fellow volunteers, croquet players and the general public.
- ✓ Consider how to pass on experience and information to a successor.
- ✓ Get to know Croquet England's purpose, and bring its aims and ambitions to life when I volunteer.

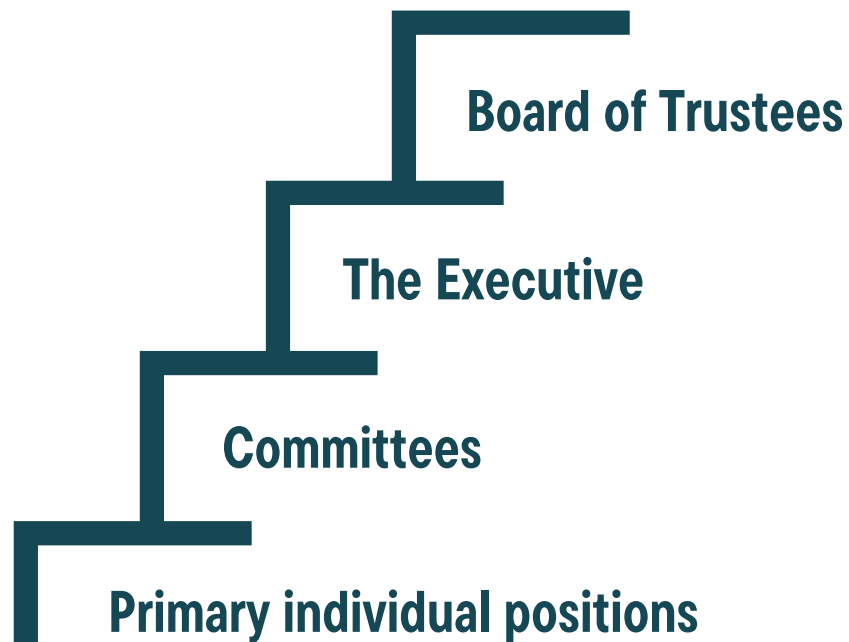


GETTING TO KNOW CROQUET ENGLAND

Croquet England's structure

The constitution of Croquet England can be viewed alongside our other [Governance documents](#).

There are three tiers in the organisational structure, plus some individual positions that sit alongside:



Board of Trustees

The Board of Trustees is responsible for the strategy and direction of Croquet England and for good governance, transparency and scrutiny. It is governed by a set of guidelines known as Standing Orders. The Constitution allows a maximum of 11 voting members, comprising some appointed Trustees and some elected by a geographical constituency of members. The President, the Secretary, the Treasurer and the CEO all have standing invitations to all meetings of the Board but do not have voting rights.



Samir Patel
Volunteer and Chair of the Board of Trustees



The Executive

The Executive is appointed by the Board of Trustees. It is responsible for the day to day running of Croquet England and for the implementation of strategy and directives from the Board of Trustees. It has a set of operational guidelines known as the Practice Book. Within the Executive there are directors each of whom has a broad area of responsibility and a portfolio of committees, working parties and other groups or individuals. The CEO, Treasurer, Secretary to the Board make up the remainder of the Executive. The Chair of the Board of Trustees who has voting rights and the Office Manager attend the Executive Board.



Andy Dalby-Welsh
Croquet England Chief Executive Officer



Committees

The committees are responsible for particular aspects of Croquet England's activities. The chair of each committee is appointed by the Executive and the members of the committee are selected by the committee's chair in conjunction with the responsible Executive Director, subject to approval by the Executive. The two-way flow of information between the Executive and the committees is an essential part of the management of Croquet England and the committee chairs and their director should be in frequent dialogue.



The current list of principal committees and their members can be found at the [Croquet England Officers, Executive and Committees](#) webpage.



Primary Individual Positions

The President presides over the AGM and any Special General Meetings and is our link to Croquet England's patron, His Majesty King Charles.

The Secretary role has been divided into a secretariat with the Secretary heading that group. Other functions within the secretariat are Secretary to the Board of Trustees, Secretary to the Executive, and Complaints Administrator who reports to the Board of Trustees.

The Treasurer, as you would expect, deals with the money! This includes discussing and setting budgets for all the committees, providing accounts and financial plans, dealing with the Croquet England office and shop, paying salaries and bills and advising on subscriptions and levies.

The National Safeguarding Officer is responsible for keeping the safeguarding and welfare policies for children and adults up-to-date, providing training and advice.

The NSO will also deal with any incidents that an individual, a club or a Federation brings to his/her attention and will keep records of any such cases and subsequent actions. A DBS checking service is provided to clubs and Federations through the Croquet England Office, and they also keep a register of DBS checked members and associates, and a list of Club Welfare Officers.



Gabrielle Higgins
Volunteer and Croquet England Secretary



Primary Individual Positions

International Performance Directors (IPDs) are appointed for AC and GC. They identify people who have the potential to become international players and offer a programme of development to help fulfil that potential. They work closely with the Director for Competitive Play and Performance, with the coaching and international committees, and with each other.

The Office Manager is based at the Croquet England headquarters at Cheltenham and is responsible for the day to day business of the Office including the management of the Croquet England Shop



Important Croquet England Documents

There is a public Croquet England website telling you all about the sport.

Under the Governance Matters tab can be found the Policies and Procedures and other documents that relate to the governance of Croquet England.

The welfare of our players, volunteers, coaches, visitors, administrators and officials matters to us and under the Welfare Matters tab we describe how we put this into practice.



Alison Maugham
Communications Support Officer



Important Croquet England Documents

For Croquet England members and associates the [Croquet England Subscribers](#) website holds a wealth of information for subscribers of Croquet England and its affiliated clubs together with the latest News and Results from tournaments.

There is a section all about [Croquet England's purpose and activities](#) together with [a directory](#) of members and affiliated Clubs.

[Committee paper and minutes](#) can be viewed.

The [How to Play](#) area contains comprehensive information on playing the game; the rules; about coaching, handicapping, ranking; refereeing and much more.

As with all web-based information systems on occasions the links to content can become stale, and it is no different with Croquet England. If you do come across such errors please do report them so they can be fixed!

