

Agenda Point 7 – Response (PRGC AGM, November 2025)

PRGC is now a club of over 240 members and increasing numbers of e-Player Card holders are enjoying the course, the customer service, and the friendships they are forming. Many are choosing to become full members — a reflection of the club’s welcoming atmosphere and growing reputation. It is clear that Barry’s perspective below, whilst disappointing to hear, does not represent the club — nor is there any evidence that it reflects the views of the membership as a whole.

The management recognises that nearly all golfers come to PRGC to escape the very language used in the points below — words that evoke corporations, trade unions, constitutions, and hierarchical structures. Members consistently express that they want to leave politics and stress in their lockers. They come for golf. For camaraderie. For friendship, and fun. That is what PRGC and its Management team exists to support.

The club’s ethos is one of kindness, collaboration, and shared enjoyment — not division. PRGC does not operate through a central elite or hierarchy of members. The belief is that every member is equal, has a voice, and deserves to be heard.

The club is immensely grateful to all volunteers who help make PRGC what it is — whether elected or not. Their contribution is hugely valued and respected.

Elected members are warmly welcomed to participate in the club’s “voice of the member” strategy — a framework designed to ensure that feedback is inclusive, representative, and constructive. Management remains committed to transparency, responsiveness, and continuous improvement.

This has been a year of change and challenge, but also one of progress and recognition.

England Golf have been highly supportive of PRGC’s approach to member centricity:

“It has been a pleasure to support you throughout this process. The club has been a delight to work with as you have embarked on an exciting period of innovation and growth. The club’s commitment to inclusive governance, member engagement and centricity, and a culture of continuous learning reflects the very best of modern club development. Initiatives like ‘You Said – We Did’ demonstrate how PRGC is turning member feedback into meaningful action — a hallmark of responsive, member-led governance. By embracing innovation while honouring its traditions, PRGC is setting a strong example of how golf clubs can evolve to meet the needs of today’s diverse golfing community. We look forward to continuing our collaboration and supporting PRGC in further embedding best practice and helping golfers to maximise their enjoyment from our wonderful sport.” — Andrew, England Golf

The following responses address each of Barry’s points in turn, with clarity, respect, and a focus on building bridges and a stronger PRGC for all.

Point by Point Response

As a 35-year member, I can say this has been the worst year ever for members’ golf at PRGC. A series of missteps means that TRUST in the executive is at an all-time low. Barry Woledge. **Response:** Whilst strongly disagreeing with most of Barry’s points below, the Management welcomes the opportunity to offer its perspective and clarify facts where necessary.

Barry’s Point: The public humiliation of our Captain **Response:** PRGC absolutely refutes that the former Captain was in any way humiliated. The matter was handled privately and with discretion, in close consultation with England Golf throughout. England Golf was consulted in relation to this

matter and, noting that the member had resigned from the club, no further action was deemed necessary. The conduct of the club up to this point was investigated and confirmed to have followed the correct process, in line with the terms and affiliation of membership to England Golf.

Barry's Point: The loss of our Vice Captain and Captain elect as a result **Response:** PRGC maintains a healthy and productive relationship with the ex-Vice Captain and looks forward to continuing to access his thoughts and insights next year, albeit on a more informal basis. His collaborative leadership — particularly in supporting strong course management on Saturday mornings — is a great example of the spirit the club aims to foster. PRGC looks forward to supporting him and every other member in delivering the best possible golfing experience.

Barry's Point: The rubbishing of our excellent Handicap Committee with a suggestion to England Golf it is not fit for purpose, after many successful years' operation **Response:** PRGC totally refutes this point. The work of the Handicap Committee has not only been respected — it has been celebrated. Steve Williams was recently recognised in a 'Shine a Light' note to the membership for his outstanding contribution, and the quality and clarity of his handover have been acknowledged. The initial handicap card process and training have been reviewed and delegated, and Steve himself confirmed that the new approach made sense. The Handicap Committee remains valued and fully aligned with England Golf standards. The updated structure is designed to strengthen the resilience of what is the only mandatory committee, ensuring it remains fit for purpose. Opening up opportunities for individuals with deep insight into player performance — beyond the limitations of an annual election — is a practical and progressive step forward for the club.

Barry's Point: The unilateral launch of new competitions by-passing our secretary **Response:** PRGC respectfully disagrees with this assertion. Supporting new membership groups to broaden their opportunity to play is precisely what management should be doing. When a group wishes to start a Sunday morning roll-up because they work Saturdays, or cannot join midweek groups due to late working hours, management believes they should be supported. New competitions broaden opportunities for members, and introducing fresh formats is about increasing fun and participation. The Competition Secretary was not bypassed — nor is he regarded as a hurdle. The members group sought advice from John White, who successfully introduced the relatively recent FMS format. Success leaves tracks, and the new group was keen to learn from this success.

Barry's Point: The executive directorate failing, since January 2025, to meet with our collective elected Committee during a period of tumult and growing toxicity **Response:** This is also not an accurate picture. We submitted a paper to but did not attend the March meeting and did attend the June meeting. Management has remained committed to engaging in good faith and have been available to attend additional committee meetings if invited. In addition, management proactively reached out for meetings with the outgoing Ladies Captain and the outgoing Handicap Secretary. Throughout the year, an amicable and constructive dialogue has been maintained with both the Club Secretary and Vice-Captain to explore potential avenues forward. Away from and in the absence of formal full committee meetings (no management invitation) since June, management has also been developing more direct routes to member feedback — including the active promotion of the Customer Care Book, the 'You Said, We Did' initiative, and a new strategy to capture more member voices through a structured Member Forum process. These efforts reflect PRGC's commitment to transparency, responsiveness, and inclusive engagement.

Barry's Point: The loss of three major board competitions: California Cup, Captains Day and RyderHeim Cup plus falling competition entries across the board **Response:** PRGC management is very keen to promote mixed competition and play and was disappointed — as were many members

— that the committee took the decision to cancel the popular California Cup and RyderHeim competitions. A positive conversation has taken place with this year's Ladies Competition Secretary, and there is hope that 2026 will see more mixed activity. The decline in club competition entries is something the Management team is actively addressing. The initial focus will be on better engaging newer members — making eligibility, ease of entry, and competition availability more transparent and accessible.

Barry's Point: The complete absence of executive leadership on all major golf days in 2025, in particular the “chaotic” Club Championship Sunday **Response:** Management has highly capable operational teams empowered to ensure the smooth running of events. Lessons have been learned around ‘load bearing’ — particularly when multiple activities take place simultaneously at the club — and new measures are already in place. A coordinated activity plan covering men's, mixed, ladies', and clubhouse events is being developed for next year. While no system is perfect, PRGC is proud of its teams and their commitment to delivering great member experiences. The wider challenge for the club championship was that only 18 men and 5 women participated. Management are consulting with members on how to encourage and enable more people to attend.

Barry's Point: The unilateral introduction of a “new way” to manage membership relations and members' competitions avoiding elected representatives, by-passing the established elected general committee and “consulting” through an open forum and a directly appointed unelected members handicap committee **Response:** PRGC rejects the suggestion that this was a deliberately unilateral move. Management would have welcomed the opportunity to work more closely with the committee on these developments. The intention has always been to broaden engagement and modernise how members are listened to and involved. Where traditional structures have not allowed for timely or inclusive consultation, management has sought to complement them — not replace them — with open forums and direct member feedback. This approach is about evolving to better reflect the needs of a growing and diverse membership, and has involved ongoing dialogue with England Golf on best practice. The notion that a handicap committee needs to be elected to be effective is flawed. Handicap analysis is data driven, complemented by local knowledge of a players' performance. A broad church from different playing groups and enabling no elected members to participate will be helpful in making considered decisions.

Barry's Point: The unilateral change in the role of Captain from the senior members' representative to prize giving and supporting management on strategy — where he/she must be collaborative! **Response:** The captain's role in a proprietary club is very different from that in a members-owned club, and there are many advantages to that distinction. In a proprietary club, leadership and operational teams are in place to run the business, and decisions can be more rapid. BB&O guidance was that in most proprietary clubs, the captain's role is largely ceremonial. At PRGC, management is keen to broaden that role to enable meaningful engagement in strategy — which naturally works best through collaboration rather than confrontation. Management would have welcomed the opportunity to work more closely with the committee on clarifying and evolving this role and other committee roles. It is believed that better definition will help balance tradition with modern governance. Collaboration is not a diminishment of the captain's influence.

Barry's Point: After 35 successful years, a root and branch change to HOW our member relations and golf affairs are managed and a 180-degree shift in process **Response:** The essence of member relations at PRGC remains intact: fairness, inclusivity, and respect. The fact that management is taking a more direct approach to member engagement should be seen as a positive step forward. The contribution of elected members is not being excluded — it is being complemented with new and inclusive processes designed to broaden participation and improve responsiveness. PRGC is led

by a highly member-centric management team, constantly seeking better ways to engage and gather ideas from the membership. The club also works closely with England Golf to leverage their vast experience in enhancing the golfer's experience and aligning with best practice.

Barry's Point: The "new way" is a fundamental change to the constitution which underpins our individual contracts for service with PRGC, but there has been no attempt to revise the constitution as the Executive consider the changes to be minimal! **Response:** PRGC is a family-run golf club — not a political party or a trade union. It is built on simple, effective governance principles, largely shaped by its England Golf affiliation. The club is ambitious in its aspiration not just to maintain standards, but to improve year-on-year in customer service, course quality, and coaching/learning. PRGC wishes to be judged on the delivery of these strategies. If successful, membership will continue to grow. The Executive considers the recent changes to be operational refinements rather than constitutional overhauls — designed to better serve members, not to redefine their relationship with the club.

Barry's Point: In summary, a defenestration of our elected member representatives and committee structure and the unilateral imposition of a "new way" **Response:** This is not defenestration — it is evolution. Elected representatives remain valued, but broader consultation ensures that all members — not just a few — help shape the club's future. The Executive would have welcomed the opportunity to work more closely with the committee on these developments. The aim has always been to modernise engagement, not marginalise it. PRGC is led by a highly member-centric management team, constantly seeking better ways to engage and gather ideas from the membership. The approach is informed by ongoing dialogue with England Golf and rooted in best practice. The "new way" is no different to the "old way" in the sense that it is about inclusion, transparency, and continuous improvement — not exclusion.

Barry's Point: TRUST needs to be earned and taking people with you in a membership community is infinitely superior to unilateral imposition **Response:** PRGC agrees. Trust must be earned daily — through actions, not just words. That is why the club is committed to transparency, respect, and delivery. PRGC believes in taking members with it through open communication, inclusive decision-making, and a shared ambition to keep improving the club experience for everyone.

Barry's Point: Is it any surprise our entire committee bar the Treasurer has quit? **Response:** PRGC was aware that committee members were stepping down from roles — many after a significant number of years of valued service. The club reiterates its thanks to them for all they have contributed in the past, during the transition, and in advance for any future help and support. The handovers have been constructive, and PRGC hopes they now enjoy being members and enjoying their golf. It was also clear that a new committee was unlikely to emerge immediately at this AGM. That is why the club has left the door open for ongoing communication with prospective new candidates throughout the year. PRGC has also made clear that the only mandatory committee — the Handicap Committee — is not restricted to elected officers. It requires the broadest possible church of advisors with strong local knowledge and member insight. Given that no new candidates came forward within the 7-day notice period, PRGC will now move to an interim appointment approach ahead of the next AGM. This will include open discussions about what the volunteer roles entail, whether this is a good fit for them and how they can best support the club.

Barry's Point: The good point: the course is getting back to the standards we enjoyed under Bob Wilson — so well done to Jack and his team for all their excellent hard work **Response:** The greenkeeping team deserves huge recognition, and their success reflects the Management's continued investment in facilities and standards. PRGC also acknowledges the Clubhouse Team, who are widely recognised by many new members as key contributors to their decision to join the club.

They have stepped up to the challenge of developing strategies previously managed by the General Committee, and their collaborative style is perfectly suited to co-producing future strategies with the membership in whatever forum. Harwood Catering also deserves recognition — Trish has done a fantastic job this year — and Bruce Looome, the PGA Professional, continues to make an exceptional contribution. Finally, PRGC thanks all of the volunteers who help make the club what it is today. Special thanks are extended to those stepping down from the Main Committee. Their service is deeply appreciated.