The weather was absolutely shocking, so the PRGC Forum was delighted to welcome Mark Collins, Phil Sloan, John Tubb, Mark Tubb, Gary Tubb, Sarah Tietjen and Luke Viney. A special thanks to Sarah and Luke for all the research and thought put into the prep for the meeting, particularly regarding course congestion issues and for Mark and Phil for braving the weather.
This session was especially meaningful as it provided a platform to address important topics raised by members at the AGM, ensuring everyone's voice is heard and considered.

It is clear that different comms channels will suit different people and non-attendance at the forum, for whatever reason, should not be mistaken for a lack of passion for the club. This was highlighted some days prior to the forum with Richard Aldridge (and others) making clear that if he has something to say, he will not delay and will politely pass the point to one of the management team directly. The management are grateful for feedback through whatever channel – it fuels positive changes toward an ever-improving member experience.

Within this agenda set up, the success of the Christmas Eve Scramble was highlighted with Phil Sloan making particular mention of the incredible food

provided by Trish. The outstanding management of the day by Sarah and Luke was also mentioned along with a big thank you to Al Bowyer, the outgoing Comp Secretary, for his handover notes.

Introduction

Purpose

Added opportunity to widen the voice of the membership

Additional to, not replacement for committee and Customer Service Book

Code of Conduct

Positive, constructive, enjoyable

Forward looking

We began by reaffirming the forum's purpose and our shared commitment to a positive, constructive, and enjoyable meeting. The forum is designed to complement, not replace, other communication channels such as the general committee, clubhouse discussions, and the customer service book.
The management made clear that it would like to have a general committee and that it welcomed applicants to step forward ahead of next years AGM.

It made clear that it continued to support the view that the function of the committee would be helped by the formalisation of roles, goals and a code of conduct. The forum supported that view.

The importance of committee members being independently minded and being able to speak respectfully, but freely, without judgement was noted as important and the notion of any people volunteering being somehow 'management supplicants' was totally rejected by all in attendance.

The management re-iterated that the stronger, wider and more independent the membership voice, the deeper the managements understanding would be regarding prioritising improvements for the membership. Given that

management and committee are pulling on the same end of the rope towards a better member experience, the relationship between committee and management can and should be positive, constructive and enjoyable. It need never be confrontational, even if disagreements emerge over priorities.

Having deep dives into particular themes at the forum is a great example of how positively management and members can add value together.

Club Governance & Members Code of Conduct

Any Questions?

General points

England Golf Affiliation

- Importance of protecting staff

Member Voice Critical

- Committee encouraged
  - Roles, goals & code of conduct

The Club Governance document was raised at the AGM and the forum offered an opportunity for reflection on it. It essentially details how the club is run and the importance of the voice of the membership.
We are affiliated to England Golf which has over the years introduced a wide range of supporting documents to help protect clubs and members; from safeguarding children to GDPR. PRGC's website policies section includes all these documents and was commended by England Golf; in particular, the Governance Document. The principles within it promote transparency, fairness, and inclusivity — ensuring that members feel heard, respected, and empowered in helping to shape the club's direction.

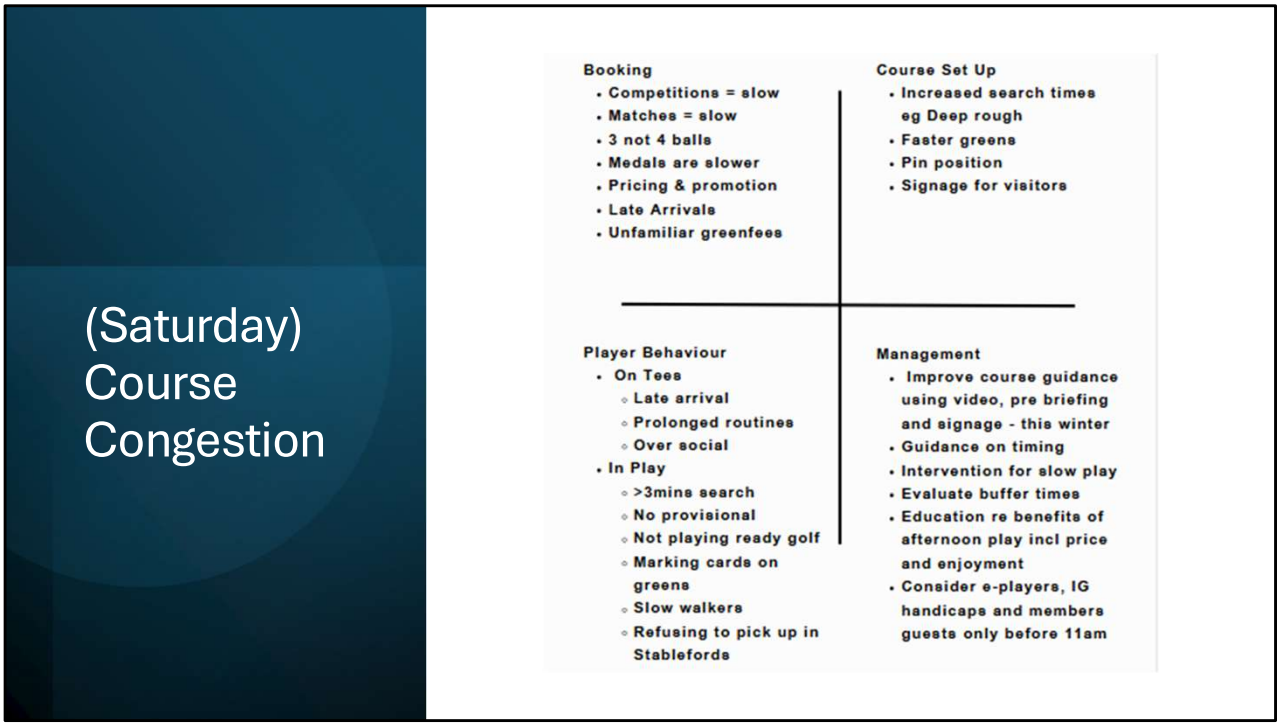
There were no challenges to, or questions raised about the club governance document at the forum.

The Members Code of Conduct, is another very important England Golf template document to protect members, staff and guests.

There were no challenges to, or questions raised about the members code of conduct document.

Attendees had been asked to read the document prior to the meeting and ask any questions. All supported looking forward not backwards. The documents are very simple to read and understand. They are aligned with PRGCs affiliation with England Golf and all clubs are expected to promote them.

The forum also supported the point that matters relating to individual members should be kept confidential and that the club should continue to focus on the future.

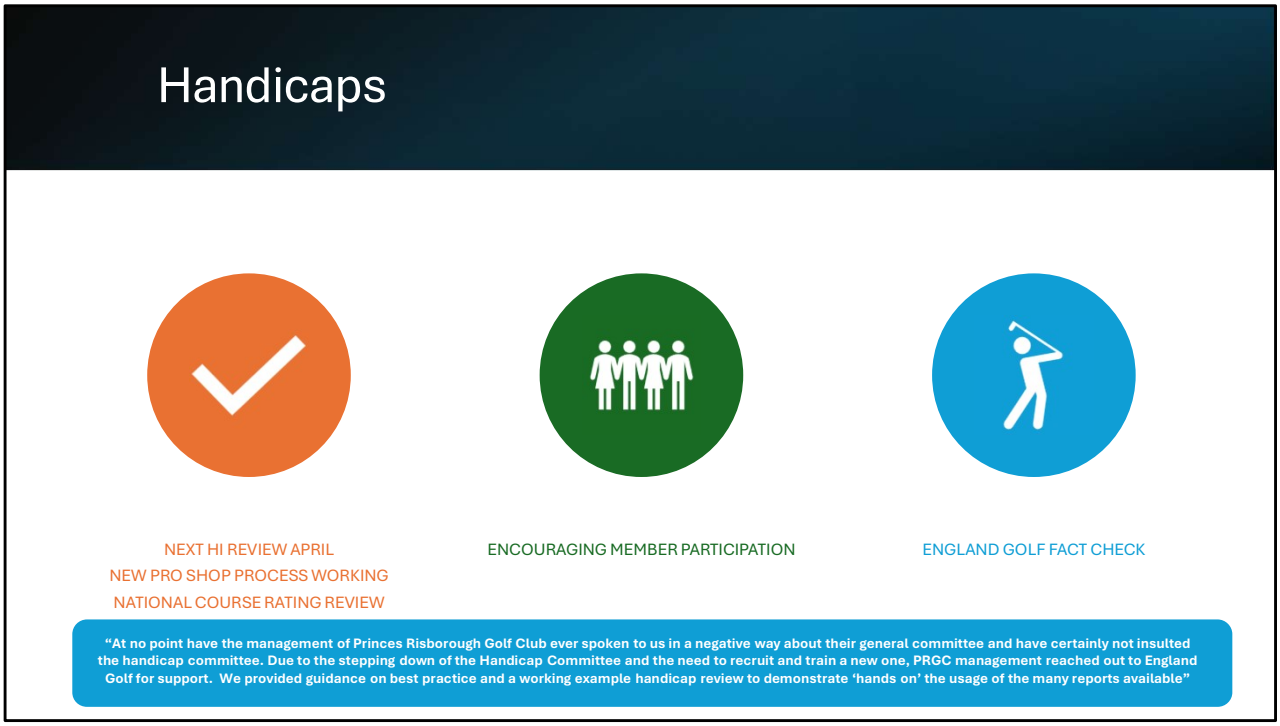


We acknowledged that effective course management benefits all members, not just those playing on Saturday mornings. The discussion highlighted the complexity of course congestion and the collective (all members / players and management) responsibility we share in ensuring smooth play.
The forum identified two initial focus areas:
Encouraging timely play by raising awareness and accountability within groups, possibly through visible on course time cues / signs and group nominated timekeepers.
On specific competition days like Monthly Club Stablefords or Medals where we know that the potential for slower play is heightened, clarifying responsibilities for time management, ensuring all participants are prepared to maintain the pace of play is important – as is not letting complete beginners merge with the competition.

This is such an important aspect to a golfer's enjoyment of the game – not to feel rushed, but to feel accountable to the players behind them.

The importance of kindness and consideration for fellow golfers was discussed, reinforcing that everyone's enjoyment is enhanced when we support those

playing behind us (bunker raking, pitch mark repairs and avoiding slow play). Leadership within membership groups is encouraged to promote these values in a positive and supportive manner.



Handicaps - A follow-up review of handicaps is scheduled before next April, and we are pleased to see the new process for managing new handicaps through the Pro Shop working well.

Course ratings - determined nationally by England Golf, with a comprehensive data driven review due in 2026.

NB It is clear that there are many reasons for a club's success in matches, on particular days, or within particular seasons, not just course ratings and EG recognise that this is an emotive topic.

England Golf have a rigorous national process for establishing course ratings and a national data driven review process. PRGC 's course rating sits within that.

Encouraging Member Participation in the handicap committee -

Another important aspect of a golfer's enjoyment is that this is a competitive sport. Handicaps are there to make games as competitive and fair as possible. Reviewing people's handicaps is therefore essential and local knowledge of the

circumstances relating to a player's handicap very helpful. It is in all members interests to encourage and support fair handicaps.

Whilst PRGC are compliant with EG's process in having a committee, management would encourage other members to be part of the review process. At the end of the day, it is members that play each week with other members and have the best knowledge of whether a handicap has become unfair and why.

If people wish to step forward to add value to this handicap management process, the process will be better for it.

NB and to be clear – being elected to or volunteering for supporting the handicap committee is an irrelevant distinction. The key point is – having good local knowledge is very helpful in the review process.

The importance of putting cards in is also critical to handicap management whether that be cards for general play or competitions. The new process of signing in for Saturday competitions is starting to work.

England Golf have been incredibly supportive with training and guidance on best practice with respect to handicaps and refuted the suggestion by an individual at the AGM that management had been in anyway disrespectful in seeking their help. In short, management had no choice and like the forum attendees wanted to focus on the future and the importance of recruiting local knowledge to the committee rather than the past.

Some brief point on competitions.

We are excited to announce early the promotion of summer knockout competitions, with further details to follow from Sarah and Luke.

Ahead of the meeting, the outgoing competition secretary clarified that for the start of the 2026 season the All Winners Medalists Board Comp became an All 'White Tees' Champion of Champions Board Comp including Monthly Club Stablefords when played off Whites. A pre-forum challenge had been received suggesting reversing the outgoing Competition Secretary's decision but on fact checking the challenge and out of respect for the previous committee, the management saw no reason to revisit it, particularly as the change had already been announced.
The Pro Shop's focus is to promote the last competition secretary's strategy and make competition entry as transparent and motivating as possible.

Prizes – the management are exploring designs for 'special PRGC medal' awards – more to follow. The issue of trophy engraving was also discussed – it has clearly been the bane of prior Captains' lives.

The following opinions were shared. Board engraving is very important – it is legacy. Trophy engraving for items that largely sit in a cabinet all year and are only really used for pictures – less important to engrave. Personal trophies – more expensive to personalise – but perhaps more important than the hidden cabinet trophies.

Mixed Comps – the increasing number of mixed comps and mixed opportunities to play is exciting. This broadens the appeal for lady golfers or male / female partners, husband / wives, girlfriends/ boyfriends. Ladies Morning on a Wednesday is great and so now are the other opportunities to play eg ladies playing with the grumpies or sods or wags or Sunday Stableford or Friday Mixed Stableford or the Tuesday morning mixed comp etc.

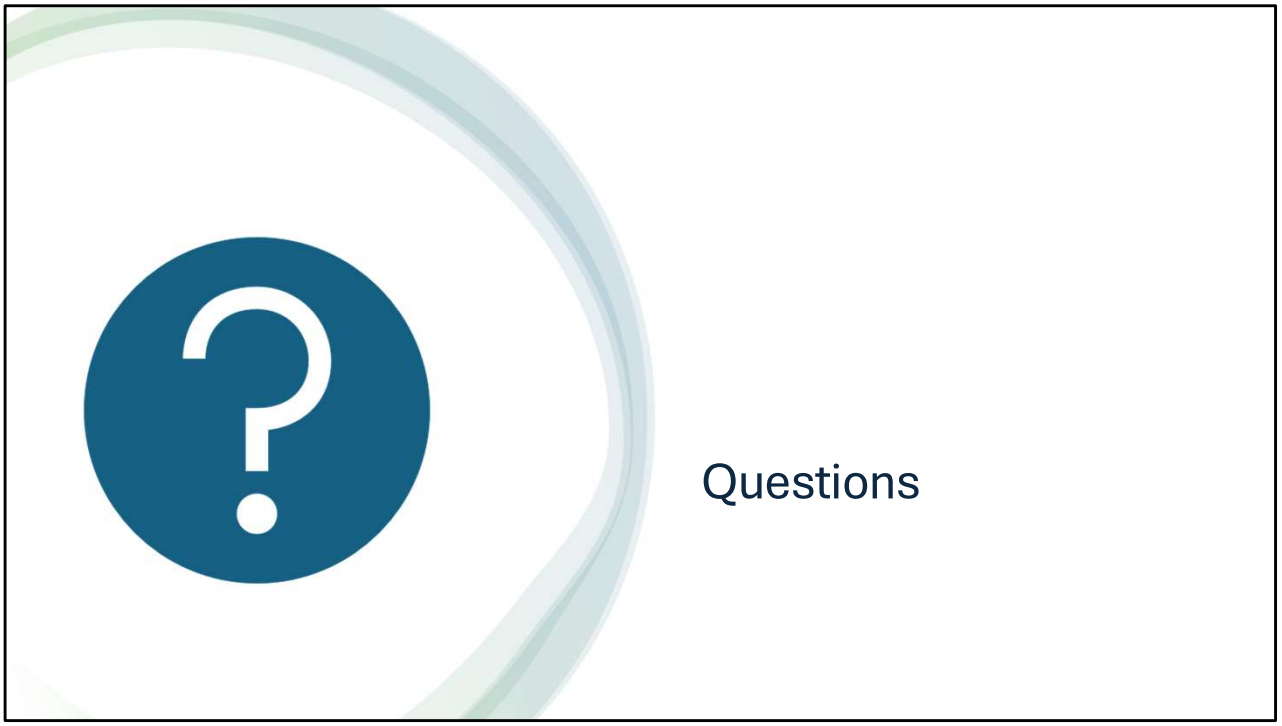
Club Championship – 18 men and 5 ladies played in the last Club Championship and at the last forum it was agreed that the comp would reduce to Saturday only to increase inclusivity. It was also agreed that the format for the day comp would be discussed.

The outcome was that more time might be needed to finalise it but some thoughts looked interesting:
1) Not everyone wants to play more than 18 holes
2) Not everyone wants to play whites and whites favour certain golfers.
3) Keeping it simple
4) Building on tradition
5) Last years numbers cannot be ignored

There was a proposal for further discussion that included:

* Elite white club champ = 36 holes (maybe 27) + white handicap winner
* A new Gold Championship possibly to be introduced to run in parallel

This requires more thought and possibly a break-out group to discuss. Discussions with the ladies on their club championship arrangements would take place separately.



There were no further questions.

The chair thanked everyone for coming and for their considerable contribution – lots of good healthy debate on matters that matter to members. The meeting concluded on time just before 6pm.