



## ED&I Club Audit Checklist

**Inclusivity is at the heart of England Golf's core strategy, as set out in our Course Planner that defines how we intend to widen golf's appeal, highlighting our sport as more inclusive and accessible than ever. Golf clubs play a vital role in making this vision a reality, through inspiring people to play and enjoy the benefits our great game provides.**

This tool is designed to support you and your club in identifying and reviewing areas of your operation, processes, and procedures that may require improvement to offer a more inclusive experience to all, aligning with the club's ED&I policy.

These questions may also provide ideas as to where and how improvements could be made and, where any are identified, your club support officer is on hand to offer help in making any reasonable changes.

There are five checklists relating to relevant areas of the club's operation:

1. Course access for members relating to gender and age, including competition provision and weekend access
2. Membership processes, including entry requirements, waiting lists and retention processes
3. Disabled access
4. Volunteer recruitment and opportunities
5. Language and image

### Before you start...

Please ensure that you have the following in place before working through these checklists and accompanying resources:

- An up-to-date **equality and diversity policy**, checked and approved by your club support officer
- A relevant set of member/visitor disciplinary procedures, checked and approved by your club support officer



## 1. Course Access

As the key benefit of joining a golf club, access to the golf course is a key element of a club's operation that should promote fairness and equality.

Question/Consideration	Answer (Yes/No/Not Sure)	Guidance Notes
<p>Do the following segments of members have equal access to the golf course, taking into consideration competition closures, match tee closures:</p> <ul style="list-style-type: none"> <li>- Men and women who can play any time of the week</li> <li>- Men and women who can only play at weekends (peak times)</li> <li>- Players of all adult ages</li> <li>- Gender neutral accessible tees for all</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Members that pay the same subscription should be able to access the golf club on equal terms and must not be discriminated against based on any of the protected characteristics, such as age or sex.</p> <p>Members who pay a reduced subscription may be limited to when they can play, but it's worth considering the benefits of the social and competitive inclusion of all members when reviewing this.</p>
<p>Does your club run competitions open to all members?</p>	<p>Yes</p>	<p>Hosting competitions that all members can play in boosts the sense of community, aids inclusivity whilst avoiding any danger of discrimination. Divisions based on sex, age and handicap are acceptable and encouraged</p>
<p>Has the club had all relevant tees measured and rated for males and females, or do you plan to in your next course rating?</p>	<p>Yes</p>	<p>Through the inclusive nature of the World Handicap System, all tees can be measured and rated for men and women, allowing for players to select a tee set that</p>



		suits their preference, based on technical ability, physical ability, or time needs
Do you offer alternative day competitions to cater for midweek and weekend players?	Yes	<p>Where you may have members who find it difficult to play on the main competition day, the committee may arrange an 'alternate day(s)' for their club competitions.</p> <p>This can be done to enable as many players as possible to play in competitions, promoting participation inclusivity and the return of scores for handicapping</p>
Do juniors have opportunities to play and compete with adult members?	Yes	<p>Whilst it is likely that juniors pay a much-reduced fee compared to members in adult categories, allowing them to play and mix with adult members boosts the sense of inclusion and feel a part of the club, benefitting the chances of long-term membership into adulthood. In competition, junior competitors could have their own, separate prize if not included in the main adult competition.</p> <p>Safeguarding practices should be considered at all times</p>



## 2. Membership Processes

Entry to membership should be available to all that aspire to join a golf club.

Question/Consideration	Answer (Yes/No/Not Sure)	Guidance Notes
Are the membership entry requirements the same for all adults?	Yes	You should ensure that prospective members are not discriminated against based on a protected characteristic. For example, women should not have different criteria (such as a maximum handicap) compared to men
Does your club have separate membership caps, and therefore waiting lists, for men, women, and juniors?	No	Whilst it's important to have a membership cap to avoid overfilling and to support budgeting, there is a danger that if not managed, it could further hinder the progression of women's and junior participation and membership if not managed separately
Are there alternative routes to membership for: - Men - Women - Juniors - Disabled golfers	Yes	Diversity is about recognising that different people have different needs to allow them to be attracted to and included in an activity. In this case, a good example could be a junior academy pathway to help those new to golf into long-term participation and membership
<b>Membership categories</b>		
Is there an induction process to support the integration and inclusion of all new members?	Yes	Joining a new golf club can be an intimidating time, even if the new member has friends at the club. A warm welcome and detailed



		induction process can help ease any doubts and support the member in settling in, boosting their chances of long-term participation and membership
Are all members offered the chance to provide feedback?	Yes	Allowing all members, the opportunity to provide feedback ensures that everyone has the chance to have their say, whilst allowing the club to better understand overall satisfaction levels. It also heightens the sense of value, especially when acted upon
Is feedback analysed based on certain individual characteristics, such as gender, age, background?	Yes	In addition to above, analysing feedback based on certain characteristics, such as age and gender can help you understand where satisfaction may differ across your membership, allowing for changes to be made to better the experience of certain groups and improve member retention rates



### 3. Disabled Access

It is a legal requirement that disabled people have the right to “reasonable adjustments” that make services accessible to them.

Question/Consideration	Answer (Yes/No/Not Sure)	Guidance Notes
Has the club reviewed its disability access to: <ul style="list-style-type: none"> <li>- The course (including tees, bunkers)</li> <li>- The clubhouse (parking, entrances and all internal areas)</li> <li>- Practice facilities</li> </ul>	Yes	Clubs do have a legal duty to make their facilities accessible under the Equality Act 2010. Often referred to reasonable adjustments, including disabled people should be a key consideration to enhance the service and experience you offer.
Does the club have an up-to-date, equitable buggy policy?	Yes	To disallow disabled golfers to use a buggy, unless for health and safety reasons on every hole, is discriminatory. An accurate buggy policy sets out who can use a buggy, where and when
Does the club have any volunteers that support golfers with disabilities in playing the course and using the club’s facilities?	Yes	To boost participation opportunities and the sense of value and inclusion, volunteers could support golfers with disabilities in playing. For example, partially sighted golfers would benefit
Does the club offer coaching or playing opportunities specifically for disabled golfers?	Yes	The usual coaching setting, or process of playing amongst other members on a busy day, may be off-putting or inaccessible to a disabled golfer. Offering coaching sessions and playing opportunities to suit their needs would be an



		inclusive step, and one that would create an increased sense of value and care
Does the club provide any opportunities for local disability groups to utilise the club's facilities	Yes	In offering the club and services to local disability groups, you could be providing them with a welcoming and inclusive environment and an activity that could suit their needs – opening up the club a new group of prospective users and members
Does the club collect information regarding disabilities from members?	Yes	In collecting this information, you can better understand the needs of individual members and the collective group, so to be able to identify where reasonable adjustments need to be made, and the level to which they are required

#### 4. Volunteer access and opportunities

Having a diverse range of members in board and committee positions support the feeling of representation, inspires others to volunteer and creates a sense of unity. Likewise, taking up a voluntary position at any level could enhance the enjoyment of the club for members, so anyone willing to offer their time and services should be able to do so.

Question/Consideration	Answer (Yes/No/Not Sure)	Guidance Notes
Does your Board reflect the diversity of your membership base across age, gender, ethnicity and other protected demographics. Does it also reflect the various ability levels and	Yes	England Golf encourages clubs to ensure that the makeup of a board or committee is diverse, with at least 30% of either gender represented, a range of ages, ethnicities and abilities that represent the make-up of the membership. This can go some



<p>motivations of golfers who play at your club?</p>		<p>way in dispersing a sense of bias and can act as an inspiration for others to follow. Likewise, you could look to recruit members who use the club for varying reasons</p>
<p>Is your club captain role open to men and women?</p>	<p>Yes</p>	<p>Historically, the club captain role has been filled by male members. This is not often down to purposeful gender bias, but the process in which a club captain is selected. To open this up to women, you could review the selection process, alternate between men and women, or revert to having men's and women's captains of equal standing</p>
<p>Are vacant roles widely advertised with relevant role descriptions?</p>	<p>Yes</p>	<p>Research shows that not having clear and specific role descriptions for voluntary roles can detract from the willingness to apply, with a fear of the unknown with regards to responsibilities and time-need putting some off. Likewise, having role descriptors enhances the chances of finding the right person, with experience and knowledge, for the vacant role</p>
<p>Do club committees have a responsibility to both men's and women's matters?</p>	<p>Yes</p>	<p>Whilst it can seem more effective and efficient for separate sections to manage their own matters, bringing matters, and people, to the same table creates a sense of unity, improves understanding and consistency. An example could be to instal a joint handicap and competitions committee</p>





Have you reviewed your recruitment and induction processes for all volunteer roles, including board and committee members?	Yes	Having a transparent and repeatable process for recruiting volunteers, plus a robust induction process, builds trust amongst the membership in the structure and governance of the club, whilst also enhancing your ability to reach and find the right people for the roles available
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## 5. Language and Image

The way in which a club portrays itself through language and image can be a powerful method of enhancing its reputation, especially with regards to accessibility and inclusivity, likely leading to increased awareness, demand and business.

Question/Consideration	Answer (Yes/No/Not Sure)	Guidance Notes
Does your website and other online channels show images of a diverse range of golfers? (Men, women, juniors, disabled golfers)	Yes	Showing that your club can be and is enjoyed by a diverse mix of people enhances the important feeling of "like me" relatability, which research shows is key to encouraging people to try a new sport, or in joining a community in which they'd feel comfortable and welcome
What language is used to refer to genders? i.e. men/gentlemen; women/ladies?	Ladies/Women Gents/Men Juniors	There has been a shift in recent years, across sport and society, the move away from the terms "ladies" and "gentleman", as some relate them to describing people of a high social class and,



		therefore, being exclusive. This is something worth thinking about in relation to attracting new audiences, as well as your current membership
Has your club signed a R&A Women in Golf Charter?	Yes	This is a effective tool in, reviewing and planning changes to your operation and set up with regards to female inclusion. Moreover, using the charter to communicate your commitment to inclusivity is powerful to your overall image as a forward-thinking, inclusive club
Does the club proactively seek to attract golfers and new members from the local community?	Yes	We often find that the perception of a golf club to its local community often relates to a historic image of being exclusive, expensive and unwelcoming. Being proactive in the community can alter this perception, especially when making an effort to connect with and attract new golfers, or users of the off-course facilities you offer
Do you regularly review club rules to ensure they promote inclusivity?	Yes	Whilst golf's traditions are part of the enjoyment of some, and should be respected, research shows that too many rules (e.g., those relating to dress and etiquette) can create a sense of exclusivity and inferiority, hindering clubs' ability to attract new audiences, and golf's ability to be the inclusive and welcoming sport it can be



<p>Does the club have a code of conduct that members must adhere to?</p>	<p>Yes</p>	<p>Becoming inclusive acknowledges that you will be judged by the worst behaviour that you accept. Having a code of conduct that is reflective of the club's E&amp;D policy and standards, and shows what behaviours and language that are not deemed acceptable, giving you something to use should you need to act against any behaviour that falls below of the standards set</p>
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