



To: Regional Forums		Subject: Regional Forum Update
From: Scottish Golf		
Date: March 2019	Ref:	

1. General

The focus since the last Board meeting has been the next steps in relation to the roll out of the IT system to clubs. However, as we enter a New Year there is a considerable amount of other work ongoing to ensure that we are in a good position to hit the ground running when the Scottish golf season kicks off in earnest.

2. Summary Report since last Board meeting

Strategic Pillars:

We are finalising a new dashboard reporting system that will track at company, team and individual level the key priorities and objectives. Following a trial period, we have just in the last week switched to using a live platform and training on the reporting functionality is being undertaken just prior to the February Board Meeting. Reporting will be evolved over the remainder of the financial year to ensure meaningful and up to date information fully aligned to the strategic plan can be shared on a regular basis to different audiences, including leadership team, Board and Regional Forums.

CEO Events Attended:

The following have taken place since the December Board meeting:

- 2 CE Home Nations Meetings in Birmingham – emphasis on World Handicapping System;
- Presentation with Clare Queen to SportScotland Institute of Sport re service provision going forward;
- Launch of Solheim Cup Ambassador Programme at North Berwick GC and;
- Area and County Forum at Stirling Court Hotel.

3. Departmental Reports

Development

Women and Girls – As we move into Solheim Cup year, workload around Women and Girls activity has increased, with the launch of the Solheim Cup Club Ambassador programme (targeting 150 club sign-ups) and promotion of the R&A Women in Golf Charter (target 100 clubs) taking place in late January and early February. Early feedback and engagement from clubs has been positive. Our Young Leaders Award is also being rolled out this month through six Local Authorities.

National Junior Framework – We have scheduled a series of 18 regional forums for PGA pros and junior convenors across Scotland in March and April, working in partnership with the PGA to gather insights, best practice and feedback on our initial proposals around the national junior framework. This work is being led by Gavin Forrester and Allan Martin, the coaching manager for PGA Scotland.

To encourage more on course junior development, we are running a national Junior Golf Sixes competition in partnership with the Golf Foundation, with 70 clubs registered to take part across 13 regional leagues. In the area of child protection and safeguarding, the new Safe Golf accreditation (a GB&I initiative) is being rolled out across clubs, aimed at ensuring improved standards and policies. One additional major project is the Young Person's Golf Panel, with the first meeting of our 12 new recruits taking place on 26 January and the group being tasked with a research project for their peer groups.

Club Business – Led by Iain Evans, we are undertaking a review of our Club Business Services and developing a new training plan for our RCDO team to improve delivery of core services such as business planning, governance, marketing and members forums. A number of smaller regional forums have taken place in partnership with the marketing team, with a focus on the new digital platform, with encouraging numbers in the South, where all but one club in the region was in attendance. Our next series of workshops will take place in April and May, providing education for Visitor Marketing, supported by the SGCMA and Regional Golf Tourism Groups.

Handicapping & Course Rating – A number of our staff are being trained by The R&A in April to deliver workshops and support clubs with the transition into the new Worldwide Handicapping System, with our own club workshops planned for April and May. A focus for our Course Rating work is the piloting of new software developed by England Golf, aimed at improving efficiency, while we are also working with the marketing team to raise awareness and improve understanding of Course Rating for clubs and members, in addition to the roll out of a new training programme for new course raters.

Performance

Performance Pathway Review

The Area & County forum took place in January with the Coaching pathway being one of the discussion topics on the day. The Areas & Counties have agreed to supply information on their coaching and competition activity so that Scottish Golf can look at what opportunities are available for golfers at different levels and assess where the gaps are. There may also be an

appetite for Areas and Counties to work more closely together in some areas and this will be explored.

The pathway working group met twice in January. Work is ongoing to establish a visual diagram of the whole pathway, as well as a specific diagram which represents the performance part of the pathway.

Training and Events

Four of the women's squad competed in the Portuguese Women's International in January. Chloe Goadby and Hazel MacGarvie tied for 5th place, Hannah Darling finished T17th and Shannon McWilliam finished in 27th place. Various members of the women's squad will also compete in the upcoming Spanish Ladies International and the Italian Amateur Championship in February and March.

Seven of the UK based men's squad have travelled to South Africa in February to compete in three events. The trip which is supported by funding from the Alfred Dunhill Links Foundation will involve the squad competing in the African Amateur Championship, the South African Strokeplay Championship and the South African Amateur Championship. The group will also take part in a friendly match with the South African Golf Development Group.

Junior Solheim Cup

The Solheim Cup Development Group granted a Scottish Golf application for funding to assist players with the costs of competing in Junior Solheim Cup qualifying events in 2019. Hannah Darling will be the main beneficiary of this funding as her handicap and world ranking will enable her to enter all the events and selected other players will receive some funding to support events they can gain entry into.

Events

- All planning meetings now complete.
- Correspondence sent to all OOM stakeholders outlining support offered Inc. new counting event logo and rules options.
- Events mailing scheduled to go out to all clubs in late February.
- Store cleared, all equipment reviewed and current stock listed.
- Championship trophies currently with engraver.
- Small van in process of having new internals and flooring fitted.
- Terms of the competition, policy documents and rules hard card finalised.
- 2019 championship entries opened at 12 Noon on Friday 1st February with 200+ entries received in the first 3 days.
- Fraser Munro and Toni Finch attending Level 3 Tournament Administrators and Referees Seminar / Exam in early February.
- Arrangements ongoing for events team to host a Level 2 Rules School at Glenberrie (current officials only) in March.
- PVGs will be issued to all officials attending Junior events (who do not currently have one) ahead of L2 Rules School.
- Area and County Meeting took place in late January to discuss future direction of Area/County events – feedback is being collated and options circulated asap.
- Recruitment and selection process for seasonal intern and van driver positions ongoing.
- Future host venues identification and selection ongoing.

Commercial

Digital – The initial testing phase with clubs has been slightly delayed. Our first test club (Gourock) is currently planned for w/c 11th Feb. Offers of employment have been accepted by our two regional tech project managers. Calum Grant from SGL, and Alan Cargill will start their training in March.

Operations

Affiliation & Invoicing

Invoicing has been undertaken and sent to 95% of clubs. We are working closely with the remaining clubs where discrepancies are creating some cause for concern. Our numbers for adult playing members are currently down 3.4%

Operational support needs

A strong focus has been placed on reviewing the business processes that are heavily administratively reliant. A new system (Jotform) has been tested and introduced to improve efficiency. This will be utilised in a number of functions where information is gathered from clubs, including an early implementation of an easy to use online process for club development grant funding. It is planned to roll out the same system to deliver a new PO system in the near future, as well as in other areas of the business as and when an efficiency of process is identified as being required.

New internal IT system rolled out

Successful transition to new server and equipment across all departments. All staff have been upskilled with the new Remote Desktop System for secure access when working away from the Duke's, with little to no teething issues. IT partners, Grant McGregor were excellent in their delivery and dealt with the transition efficiently.