

Young Member Forum (YMF)



Terms of Reference

The Forum is set up to originate and develop ideas to improve the Member experience at the Club for Members aged between 18 and 35. To inspire young Members to fully utilize their Club membership, now and in the future. The Board of Directors retains overall responsibility for the budget and implementation of any scheme for the re-development of the Club's premises, facilities, and new services.

Purpose:

- To encourage young Members to be fully inducted and engaged in Club matters from the moment they first join.
- To suggest ideas on how the food and beverage and social events experience can be tailored to meet the needs of young adults.
- To develop ideas on how the Health Club wet and dry activity programmes and facilities best suit the younger adult Members.
- To advise how young Members can best benefit from a wide-ranging racket sports and golf programme through tuition, social, and competitive play.
- To be mindful of the heritage of the Club, the standards of presentation expected by the Club are always maintained and that modern principles of sustainability are incorporated into any new developments.
- To suggest how the Clubhouse and its operation can best suit young Member's aspirations and expectations.
- To advise how young Members can best benefit from all the various sections and activities of the Club.

Membership: Six Young Adult Members, Two Board Directors, Chief Executive, Racquets Director, Operations Manager (Golf, Games & Club), Operations Manager (Food and Beverage and Events), Health Club Manager. CEO PA to take minutes. The chairman of the Board is a member ex officio and may attend meetings at his or her discretion. The Members will serve for a three year term.

Term: One term of three years to enable fresh ideas. If a Member wishes to serve a second term of three years the Board will need to approve this request.

Quorum: Minimum of Four Members, two of which must be Board Directors, must be in attendance.

Accountability: To the Board of Directors via monthly updates.

Review: The Board of Directors to review progress of the Forum at its Board meetings throughout the year. The Board of Directors to be updated via the CEO and appointed Board Directors.

Ways of Working: To work with the Club's management team to consider all practical ways of improving the Member experience on a day-to-day basis as well as to consider development ideas for the Club's Masterplan 2035 with all decisions minuted. To report back to the Board as above.

Frequency of Meetings:

Three meetings a year

Chair of Meeting: Marc Newey, Chief Executive

Minutes: Taken for every meeting and the CEO PA to produce action points to be circulated to the Forum and the Board after each meeting. Minutes will be uploaded to the Members section of the Club website.

Sharing of Information: Reports will be shared with the management team and Board Sub Committees as appropriate.

Variation of Terms of Reference: The Board of Directors may at any time vary these terms of reference or any part of them, after consultation with the Forum.

May 2021

Senior Member Forum (SMF)



Terms of Reference

The Forum is set up to originate and develop ideas to improve the Member experience at the Club for Members aged 65 and over. To inspire Senior Members to fully utilize their Club membership, now and in the future. The Board of Directors retains overall responsibility for the budget and implementation of any scheme for the re-development of the Club's premises, facilities, and new services.

Purpose:

- To encourage Senior Members to be fully inducted and engaged in Club matters from the moment they first join.
- To suggest ideas on how the food and beverage and social events experience can be tailored to meet the needs of Seniors.
- To develop ideas on how the Health Club wet and dry activity programmes and facilities best suit the Senior Members.
- To advise how Senior Members can best benefit from a wide-ranging racket sports and golf programme through tuition, social, and competitive play.
- To be mindful of the heritage of the Club, the standards of presentation expected by the Club are always maintained and that modern principles of sustainability are incorporated into any new developments.
- To suggest how the Clubhouse and its operation can best suit Seniors' aspirations and expectations.
- To advise how Senior Members can best benefit from all the various sections and activities of the Club.

Membership: Six Senior Members, Two Board Directors, Chief Executive, Racquets Director, Deputy General Manager, Golf and Games Manager; Health Club Manager. CEO PA to take minutes. The Chairman of the Board is a member ex officio and may attend meetings at his or her discretion. The Members will serve for a three year term.

Term: One term of three years to enable fresh ideas. If a Member wishes to serve a second term of three years the Board will need to approve this request.

Quorum: Minimum of Four Members, two of which must be Board Directors, must be in attendance.

Accountability: To the Board of Directors via monthly updates.

Review: The Board of Directors to review progress of the Forum at its Board meetings throughout the year. The Board of Directors to be updated via the CEO and appointed Board Directors.

Ways of Working: To work with the Club's management team to consider all practical ways of improving the Member experience on a day-to-day basis as well as to consider development ideas for the Club's Masterplan 2035 with all decisions minuted. To report back to the Board as above.

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May 2021

Roehampton Club Family Forum



One of our Strategic Plan objectives is to make Roehampton Club as family friendly as possible. 70% of our waiting list are families with children and it is one of our main marketing tools to attract new Members. However, Members have commented that the Club is more child tolerant rather than family friendly. How can we improve that perception?

Therefore, it is suggested that we set up a Family Forum on the lines of the Health Club Forum where we will invite Members to discuss initiatives with Board Members and staff to see how we can improve the facilities we offer and address the culture change that some feel is necessary of making families feel welcome when using the Club.

Initial Thoughts on Areas to Cover

Short term

- Communication
 - o Junior / family newsletter
 - Regular communication aimed solely at families / juniors
 - o Junior / family noticeboard
 - Single dedicated noticeboard covering tuition and activity programmes
 - Placed in a prominent position to increase profile of programmes and of junior members and to provide quick and clear access to what is available, who to contact etc
 - o Online survey of family members
 - Inexpensive way of getting feedback
- Review activities / tuition programmes
 - o Junior groups / tournaments / progression
 - o Classes / groups (sporting & non-sport) during term time for parents
 - o Holiday activities / camps
 - o 12+ age group – teenage activities
 - o Informal activities not requiring payment for coaching
- Club environment
 - o Club café e.g. seating, buggies
 - o Rules e.g. dress codes, access
 - o Who is responsible for looking after junior / family members?

Medium term

- Facilities
 - o MUGA
 - o co-location of play facilities / MUGA / café / mini tennis
 - o Games room (unsupervised)
- Culture change to make families with young children feel more welcome
- Social media use

This document is intended to initiate the concept of a Family Forum where Management can respond quickly to operational improvements suggested by parents and to put forward investment ideas in facility improvement to the Board for consideration.

Marc Newey and Justin Ward

Chief Executive/ Board Director

June 2016