



Buggies: usage guidance and agreement 2024-2025

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Buggy Usage at Queen's Park (updated April 24)

Purpose

The purpose of this buggy policy is to ensure that the use of buggies for the playing of golf at Queens Park encourages and facilitates access for those with disabilities or restricted movement, whilst ensuring the safety of the public and members at all times.

It also ensures that any restrictions on usage are proportionate to the risks identified and in doing so do not directly or indirectly discriminate against any protected characteristic as defined under the Equality Act 2010.

Background information

Queens Park has operated and maintained a fleet of purpose-built off-road buggies for the specific purpose of playing golf for several decades. These are available for hire and season ticket holders have preferential hire rates. This initially allowed access for those with disabilities or restricted movement.

1. The request for the use of privately-owned buggies started to increase in the mid 2000s.
2. It is very much at the discretion of an individual golf course whether they allow the use of privately-owned buggies. All golf courses had, and still do have, three main options:
 - 3.1. To refuse the request to use privately-owned buggies on their course
 - 3.2. To only allow access using the course's own managed and maintained fleet of purpose-built buggies
 - 3.3. To allow the use of privately-owned buggies in which clear and concise policies must be followed to mitigate against any insurance liabilities.
3. By allowing the use of privately-owned buggies within a course, the course takes on additional liabilities and subsequent insurance risks for the use of such personal equipment.
4. Most privately-owned buggies are adapted standard mobility buggies that have had some minor alteration to allow some off-road capability. They are not as stable as the purpose-built buggies used within most golf course managed fleets.
5. Purpose-built privately owned buggies are rare (mainly due to cost) and a policy has been written to cover all buggy usage within the golf course, not specifically for personalised buggy usage.
6. By agreeing with an individual the use of their privately-owned buggy to play golf, an individual also agrees to abide by the terms of condition of their usage. These policies are specifically designed to mitigate courses against

these additional liabilities. By allowing usage, the course also accepts liability for the safety of any said user, whilst undertaking an organised and paid for activity.

7. This is not the case if an individual who, by their own free will, enters a public open space on a non-adapted privately-owned buggy, as it is not specifically linked to any sanctioned, organised or paid for activity. Their use is usually undertaken on level and made up ground (designated footpaths) and thus is undertaken at their own risk.

Queens Park Golf Course

1. The underlying geology of Queens is sand & gravel. As a result, it is renowned for draining very quickly after significant rainfall.
2. Unlike many other local courses built within the local flood plains, it does not suffer from significant prolonged flooding.
3. Queens Park only ever shuts after significant and persistent rainfall over several days.
4. On average, the course only shuts completely on 6 occasions per annum.
5. Queens Park is therefore one of the last local courses to shut during periods of sustained inclement weather and one of the first to open. Play at Queens significantly increases during these periods because of the prolonged closure of other local courses.
6. Despite its location within the conurbation, Queens Park has several steep sided valleys and inclines, which the course has been designed to cross at several locations as a feature of play.
7. The course does not have a designated hard-standing metallic buggy path (planning restricted) and as a result these steep descents and climbs are grass covered. During periods of wet or icy weather these do become extremely slippery.
8. It is only during these periods that we restrict the usage of vehicle movements within the course including golf course maintenance equipment, fleet buggies and privately-owned buggies.

The Buggy Policy

1. This initially introduced in 2008 in order to allow access for those with disabilities and/or restricted movement by assisting them to continue playing golf, assisting in their continued health and wellbeing.
2. As a local authority it was considered that we should be encouraging access by all, rather than simply denying a request to use privately-owned buggies or charge for the use of our own fleet.
3. The policy was initially written in consultation with the Council's Equality & Diversity team, the Council's Insurance team. Guidance was also sought from The English Golf Union and by observing and seeking good practice from within the golfing sector.

4. The policy has been regularly reviewed and adapted to account for changing legislation and feedback. The last review was undertaken in February 2021.
5. Permission is only granted to use privately-owned buggies for the playing of golf with a valid course ticket, in which compliance with the buggy policy is formally agreed by the user.
6. The policy is published on our website www.queensparkgolfcourse.com/buggypolicy. Users are also reminded of the policy on the renewal of their season ticket annually, as a condition of purchase. This though must also be read in conjunction with our bad weather & frost policy.
7. These policies apply to all players at Queen's Park Golf Course and not to any single individual or group.
8. Electric trolleys are made available. It is recognised that disabled users would have priority usage of these when buggy restrictions are in place.
9. Queen's Park Golf Course prohibits buggy use whenever it is considered that the state of the course, or part of it, and/or the weather constitutes an unacceptable risk – to the safety of the user and/or to other users of the public open space. Unsuitable conditions could include heavy rainfall, storm force winds, excessive waterlogging and/or frost & snow.
10. We are aware of some 'near misses' at Queens of golf buggies sliding down the inclines. Nationally, there are recorded incidents of this occurring and buggies turning over causing serious injuries to their users when ground has been unsuitable for their usage.
11. We therefore have a duty of care to ensure the safety of all users of the golf course (player & public) and therefore need to mitigate against these risks.
12. We do try to have a flexible approach in managing access to the course, encouraging members to plan their playing times in advance and in accordance with predicted weather forecasts, rather than sticking to firmly to set days and specific times.
13. Whilst we take every effort to facilitate golf play with the use of privately-owned buggies and/or private hire buggies and encourage members to plan their week around weather forecasts, the course at times becomes too dangerous to allow the use of any vehicles, buggies and golf maintenance equipment for a limited number of days per year.

Current mitigation to reduce the impact of this policy

1. The course and team have recognised and actively encouraged the use of personal buggies to enable access by disabled members.
2. An alternative flatter route may be available at interim periods where buggies are permitted.
3. When restrictions are in place, we provide additional facilities, such as electric trolleys of which disabled users have preferential usage with no additional charge.

4. We are proactive with our communications through our website, booking system, social media and where practical via direct telephone contact with private buggy users as early as possible to inform them of any restrictions that may in place or when they have been lifted.
5. We only restrict buggy usage specifically on the grounds of health & safety and not on the grounds of any potential damage that may be caused to the course and public open space due to their usage.
6. All documentation is reviewed on an annual basis, whilst daily data is kept on the course conditions for reference and analysis.

The current policy has been assessed and it has been concluded that:

1. The Policy does encourage and facilitate access by disabled users to the course, in which any limited restrictions that may be imposed from time to time are proportionate to the risks identified and mitigates the Council against those risks.
2. The policy does not directly or indirectly discriminate against any protected characteristic as defined under the Equality Act 2010.
3. The Council is fulfilling its legal obligations in which it retains significant liabilities under the:
 - a. The Occupiers Liability Act 1957 applies to permitted visitors (licensees) and provides that the occupier owes those licensees a duty to take reasonable care in the circumstances to ensure that the licensees will be reasonably safe in using the premises for the purposes of being there (in this case, to play golf).
 - b. Consumer Rights Act 2015 (CRA), in which the (Council) operates the land as a golf course it is likely to be constrained by the CRA which only allows the occupier to exclude liability for negligence (which includes a breach of duty owed under the OLA) where the following conditions are met:
 - i. the licensee is obtaining access for recreational purposes
 - ii. the damage may be suffered due to the dangerous state of the premises
 - iii. the occupier is not allowing access in connection with a trade or business.
4. The operator (Council) by allowing access in connection with trade / business (i.e., the operation of the golf course), that the CRA does not permit the Council to exclude liability under the OLA in these circumstances to either users of buggies or the potential harm they do to other users of the public space in which the golf course is situated. (e.g. if a golf buggy were to slide down a slope onto a third-party user).
5. This differs from the use of personal buggies for recreational activity within a public open in which the CRA would not apply.
6. If the council is not satisfied that the user requesting use of a buggy can do so

safely (relating to injuring himself and others) then we should not be seen to permit something we had assessed as unsafe. (Insurance Team)

7. A risk assessment has been undertaken for the use of buggies, which outlines the hazards and control measures put in place to mitigate the risk to users and the public who use Queens Park public open space. It concluded that in unsuitable ground & weather conditions or when the ground is wet and/or icy the use of vehicles, including buggies has been identified as a high-risk activity.
8. It has been determined that the mitigation in place is proportionate to the risks identified, which includes the suspension of buggy usage during those identified limited periods of high risk.
9. The Buggy Policy is consistent with industry good practice and current national guidance.

Other References

1. English Golf Union: governing body for amateur Golf, [Buggy Policy Guidance](#):
2. Review of other golf course buggy policies.
3. Queen's Park Golf Course is owned and operated by BCP Council. In developing this policy, the Council has sought guidance from the Legal, Insurance, Health and Safety and the Equality and Diversity teams.
4. Equality Impact Assessment 2021 (see appendices).
5. Safe use of Buggies, Risk Assessment 2021 (see appendices).



Using a ride-on buggy at Queen's Park Golf Course

Introduction

It is recognised that some golfers cannot play golf without the assistance of a motorised ride-on buggy. This document sets out the safe and considerate operation of motorised ride-on buggies on Queens Park Golf Course regardless as to whether they are privately-owned or Council owned. The document also sets down the criteria to be applied and conditions to be met when the course considers applications for their use and the conditions in which their permission for use will be withdrawn or temporarily suspended.

Definitions

Buggy

A small-motorised ride-on vehicle designed for use by golfer and their equipment – single-seater for privately-owned and two-seater for Council owned.

Disability

As defined by the Equality Act 2010, i.e. "physical or mental impairment which has a substantial and long term adverse effect on ability to carry out normal day to day activities".

Certificate of Insurance

For a policy that provides a buggy user with Third Party Liability cover of at least £1,000,000.

Authorisation

The use of a privately-owned buggy is granted only to members of the public who have demonstrated incapacity to play golf unaided. Any golfer who accepts the privilege of using a buggy is deemed by so doing to have the full knowledge, training and skill to operate the buggy safely, to have the required insurance cover and to be fully accountable for his/her actions and the consequences thereof. Course buggies are to be used at the discretion of the Course Manager, following the Buggy Safety Policy, Code of Operating Practices and by signing the Safety Policy Acceptance Form (Appendix E).

Queen's Park Golf Course Code of Operating Practice

The buggy used shall, at all times:

1. Not move off until all persons properly seated.
2. Remain seated while the buggy is in motion.
3. Hands, feet and head must be kept inside the buggy at all times while the vehicle is in motion.
4. Not to enter prohibited areas.
5. Use the buggy only to progress the game, avoiding excessive detours, e.g. repeatedly driving backwards and forwards when looking for golf balls,

especially within environmentally sensitive areas e.g. heather.

6. Keep away from tees, greens and the slopes leading to them.
7. Stay at least 5m away from any greens, bunkers, ditches or ponds – or slopes leading to them – except when using designated routes or bridges.
8. Check area behind the buggy before reversing.
9. Set the parking brake before leaving the buggy.
10. Ensure the buggy is immobilised before leaving the vehicle by removing the key and employing the parking brake.
11. Drive only as fast as the terrain and safety considerations allow, and never more than 8mph (13kph).
12. Be alert to prevailing conditions – terrain, vehicular, pedestrian and animal traffic conditions and other environment factors – that may affect buggy operation. In particular the user shall:
 - * avoid tipping over on severe slopes – bypassing them if possible or driving straight up and down severe slopes to minimise tilt
 - * slow down before corners
 - * make turns at reduced speeds
 - * avoid sudden stops or changes of direction that may result in loss of control
 - * be extra careful when the course is wet and muddy.

Important:

If the buggy breaks down, is damaged or involved in an accident, DO NOT move the buggy and report the incident and position to the Course Manager immediately.

Application of privately-owned buggies

All requests to use privately-owned buggies must be in writing to the Course Manager. Only requests from users stating that not using their own buggy prevents them from playing golf will be considered. If the request is approved the applicant will be asked to complete the Buggy Usage Form. Authorisation for buggy use will only be granted upon receipt of the completed and signed form, together with a copy of a valid insurance certificate. Queen's Park Golf Course reserves the right to withdraw the use of a private buggy if his/her disability ceases or if there is non-compliance with the conditions for its use as set out in this document.

First time visitors must apply to the Course Manager prior to the date on which they wish to use a buggy on the course.. A register of authorised buggy users will be kept therefore it is only necessary to bring the documents for inspection on the day of play – on the understanding that buggy use will not be re-authorised if the documents are found to be unsatisfactory.

Suspension of authorised usage during adverse environmental conditions.

Queens Park Golf Course prohibits buggy use whenever it is considered that the state of the course, or part of it, and/or the weather constitutes an unacceptable risk – to the safety of the user and/or of damage to the course. Unsuitable conditions could include heavy rainfall; storm force winds, excessive waterlogging and/or frost (see Frost Policy).

To minimise disappointment users should contact the Booking Office to check on the situation before travelling to Queen's Park.

The Course Manager's decision will be final.

Queen's Park Golf Buggy Safety

Queens Park Golf Course has a duty of care to all users of the golf course; the course provides safe access for all staff, golfers, dog walkers and members of the public. It also ensures the safety of all users and non-users of golf buggies, who might be at risk from a mechanically defective buggy or the careless use of a buggy.

Course Condition System

Our course condition system will be published via our online booking system (BRS) and is available from the golf shop.

- | | |
|----------|--|
| Level 1: | Fully open |
| Level 2: | Trolleys and single buggies only |
| Level 3: | Alternative flat route must be followed |
| Level 4: | Trolleys only, no buggies |
| Level 5: | Total ban, no trolleys and buggies, carry only |

Conditions of Use

- Private buggies must be single seater only.
- A buggy may only be used on Queens Park Golf Course by authorised persons, who shall under no circumstances allow its use by non-authorised persons, in the event of difficulties (e.g. mechanical breakdown) assistance should be sought from the golf pavilion in the first instance.
- The buggy driver must hold a valid driving licence.
- The buggy shall remain insured at all times in respect of claims for damages arising out of the buggy's use on Council property and produce a certificate of that insurance for inspection at the Courses request.
- The buggy shall be maintained in a safe operating condition.
- Buggies shall be operated with the utmost courtesy, care and consideration

Appendix B - Safe use of Golf Buggies Risk Assessment

for the safety and convenience of other golf course users. Non-buggy users must be afforded the right-of-way at all times.

- Buggies shall follow the preferred route as closely as possible and avoid the prohibited areas. Any additional warning of dangerous or prohibited areas posted at the shop shall be heeded at all times
- Buggies shall be operated and parked in such a manner that they do not impede or interfere with normal use of roadways, ramps, pavements and pathways.
- Operators are responsible for ensuring that buggies are immobilised when left unattended e.g. keys to be removed and parking brakes on.
- No buggy shall be operated in excess of 8mph (13 kph).
- Buggies shall only be used between dawn and dusk.
- Buggies shall be operated in compliance with normal "rules of the road" regardless of whether on pavements, roadways or pathways.
- Buggy operators shall stop at blind intersections and proceed with caution.
- The safe operation of buggies on the course requires conscientious adherence to the Buggy Safety Policy attached.
- The buggy shall at all times be driven in accordance with the general Code of Operating Practice as described below.
- Buggy operators must not be under the influence of alcohol or drugs (except those required due to a pre-existing medical condition).
- Queen's Park Golf Course accepts no responsibility for ensuring safe operations of buggies on its property other than any operated by their servants or agents. The course will accept no responsibility for any loss or damage caused to any property other than that arising from the negligent use of a buggy by their servants or agents.
- Buggies must not be used on the ramp adjacent from the car park
- Buggies can only be used within the confines of Queens Park Public Open Space.
- Buggies shall follow the route to the car park as described in the map provided in the appendices.

Users of buggies do so at their own risk. Queen's Park Golf Course will not accept any liability for any loss or damage, however caused, to the golf buggy or by the golf buggy to any other property or persons. Users shall indemnify the Club against third party claims for any such damage.

General Risk Assessment

Activity	Safe use of golf buggies	Likelihood x Severity Risk Rating	SEVERITY				Reference
			1 Negligible injury No lost time	2 Minor injury Lost time <7 days	3 Major injury Lost time >7 months and <3 months	4 Severe or fatal injury >3 months lost time	
Service Unit or School	Environment	1 Rare	1	2	3	4	QPGR
Department	Parks	2 Unlikely	2	4	6	8	
Assessed by	Chris McMillan	3 Likely	3	6	9	12	
Assessment date	12-Feb-21	4 Certain	4	8	12	16	
Date review due		12-Feb-23					
<p>RISK RATING (Likelihood x Severity = Risk Rating)</p> <p>1-2 Low No further action necessary. Controls to be monitored to ensure that they remain suitable.</p> <p>3-4 Medium If likelihood is likely or certain, identify and implement further controls as soon as is practicable. In all cases controls to be monitored to ensure that they remain suitable.</p> <p>6-9 High If likelihood is likely or certain, identify and implement further controls without delay. In all cases controls to be monitored to ensure that they remain suitable.</p> <p>12-16 Extreme Action must be taken immediately to reduce risk to an acceptable level.</p>							
Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R	What other controls are needed?	By when?	Person responsible	
Players new to Queens Park golf course	Staff users and members of the public Injury due to lack of knowledge of buggy routes and unsafe areas	Buggy policy available on the website A5- Buggy Policy-2020-21 (queensparkgolfcourse.com) All staff and users who operate RCP Council buggies will have suitable guidance or training before they are permitted to drive them Signage on all BPC Council buggies to indicate 'key points' All users are informed of the preferred route that must be followed as closely as possible Users are advised of the prohibited areas that they must avoid Signage is installed warning of dangerous or prohibited areas	2 3 6	Copy of buggy policy to be provided to all users	On joining	Staff	

Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R			What other controls are needed?	By when?	Person responsible
			L	S	R			
		Suspension of authorised usage during adverse environmental and ground conditions						
Use of personal buggies	Users and members of the public Potential for non-authorised drivers using buggies	Buggy policy available on the website A6- Buggy Policy-2020-21 (queensparkgolfcourse.com) Risk assessment available on request Authorisation for buggy use will only be granted upon receipt of the completed and signed form, together with a copy of a valid insurance certificate Suspension of authorised usage during adverse environmental and ground conditions Staff will monitor use of buggies and continuing flouting of the rules may lead to buggy authorisation being withdrawn	2	2	4	Completed authorisation and valid insurance certificate to be obtained from all users Copy of policy to be provided to all users Insurance details will be reviewed annually	When requesting to use a buggy When authorisation is granted Annually	Staff
Use of BCP Council buggies by users	Users and members of the public Potential for non-competent drivers using buggies without appropriate training and guidance	Buggy policy available on the website A5- Buggy Policy-2020-21 (queensparkgolfcourse.com) Risk assessment available Staff will induct users on key controls of the buggy Drivers are to sign a declaration of compliance before each use Keys are controlled by staff with users to return keys to the golf shop after use Daily visual checks for any defects done by staff with an annual service by main dealer	2	2	4	Copy of buggy policy to be provided to users	On hiring of buggies	Staff
Use of BCP Council buggies by staff	Staff and members of the public	Copy of the buggy policy, code of operations provided to staff	2	2	4	Refresher training available if needed	As required	Staff

Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R			What other controls are needed?	By when?	Person responsible
			L	S	R			
	Potential for non-competent drivers using buggies without appropriate training and guidance	All staff to have suitable training before use - to be confirmed by an induction staff training check list and the 'driving ride on buggy' signed by user and trainer Users will receive competent training on the use of buggies and the environment conditions						
Fall from buggy Leaning out, driving too fast or driving in prohibited areas such as steep inclines	Users Injuries from impact	No buggy shall be operated in excess of 8mph, restricted speed limit Users must remain seated at all times while the buggy is in motion In all cases hands, feet and head should always be kept inside the buggy whilst it is moving Users are required to avoid greens, bunkers, ditches, ponds and bridges Where seat belts are fitted, these must be worn	2	3	6	-	-	-
Poor driving of buggy: Driving of personal or BCP Council buggies Unauthorised driving by others	Users and members of the public Injured due to impact with objects or a person Crush injury	Buggy policy available on the website A5- Buggy Policy-2020-21 (queensparkgolfcourse.com) Suitable guidance and training given before use for those using BCP Council buggies Users must ensure the buggy is immobilised before leaving the vehicle by removing the key and employing the parking brake If buggies are driven in an irresponsible manner then they will be returned to storage or if personal ones the owner will be asked to leave the course	2	2	4	Staff to monitor compliance with the rules	As required	Staff

Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R			What other controls are needed?	By when?	Person responsible
			L	S	R			
		Continuing floating of the rules may lead to buggy authorisation being withdrawn						
		Buggies shall only be used between dawn and dusk In all cases hands, feet and head will be always kept inside the buggy whilst it is moving Users to remain seated while the buggy is in motion Users must check the area behind the buggy before reversing Users shall follow the preferred route as closely as possible and avoid the prohibited areas Signage installed warning of dangerous or prohibited areas Users must be alert to prevailing conditions – terrain, vehicular, pedestrian and animal traffic, conditions and other environmental factors that may affect buggy operation Users must slow down before intersections, corners and make turns at reduced speeds Users must avoid sudden stops or changes of direction that may result in loss of control Buggies to be parked on a flat area, out of the way of passing players and members of the public Users will ensure that hand brakes are firmly applied before leaving the buggy	2	3	6	Staff to monitor compliance with the rules	As required	Staff
Free rolling of buggy Failure to apply breaks Faulty brakes	Users and members of the public		2	3	6	Users of BCP Council buggies are to notify any faults to the golf shop	As required	Users

Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R			What other controls are needed?	By when?	Person responsible
			L	S	R			
Parking on a steep incline	Injuries from impact or crush between buggy and object or pedestrian	Users must ensure the buggy is immobilised before leaving the vehicle by removing the key and employing the parking brake Electrically operated brake on BCP Council buggies to restrict them from rolling on hills with warning alarm Daily visual checks for any defects done by staff Annual service by main dealer Users of personal buggies are responsible for ensuring that they are maintained and kept in a safe manner Pedestrians have right of way at all times						
Risk of injury to pedestrians during the operation of all buggies	Users and members of the public Injury due to collision between buggy and pedestrian	Restricted speed limit in place Buggy users must keep away from tees, greens and the slopes leading to them Signage, website and scorecards advise of the presence of members of the public Buggy users are required to avoid greens, bunkers, ditches, ponds and bridges	2	3	6			
Course hazards	Users and members of the public Injury or damage due to collisions, slips, trips, falls, overturning and entrapment	Users are not permitted to enter prohibited areas Users to adhere to and be aware of course information signage BCP Council and personal buggies must not be used on the wooden ramp adjacent from the car park Duggy users are required to stay at least 5m away from any greens, bunkers, ditches or ponds – or slopes leading to	3	3	9	Staff to monitor compliance with the rules	As required	Users

Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R			What other controls are needed?	By when?	Person responsible
			L	S	R			
		them – except when using designated routes or bridges						
		Course is inspected every morning to check suitability of areas and concerns are documented						
Unsuitable ground or weather conditions: Wet or icy ground conditions during inclement weather	Users and members of the public. Injury due to slips, falls and overturning	Queens Park golf staff decide if BCP Council and personal buggies are permitted for use as per the golf policy and current or upcoming weather and ground conditions Buggy users will be notified of any restrictions at the golf shop Website to be updated at earliest opportunity informing if buggies are not permitted due to ground conditions Where possible contact known users of personal buggies informing them that buggy use is not permitted due to ground conditions Motorised or pushed trolleys are available on request to assist golfers on a first come basis Opportunity available to play at flatter courses where buggies are permitted Breakdowns, damaged buggies, and accidents are to be reported to the golf shop immediately Contact details on BCP Council buggies and on scorecards BCP Council buggy taken out of service until safe to use again	3	3	9	Consideration of allowing certain holes only to be played Encourage users to attend flatter golf courses where buggies are permitted in inclement weather	As required	Staff
Breakdown of BCP council buggy	Users Injury from use of unsafe vehicle User stranded on golf course		2	2	4	Users are to ensure that breakdowns, damage and accidents are reported to the golf shop immediately	When issue occurs or is noted	Users

Task or hazard	Who might be harmed and how?	Existing control measures	Risk rating L x S = R			What other controls are needed?	By when?	Person responsible
			L	S	R			
		BCP Council buggies are regularly maintained with daily visual checks and an annual service by the main dealer BCP Council buggies are supplied with surgical wipes for use before and after each use						
Potential exposure to Covid-19	Staff and users Contracting Covid 19 due to users being in close proximity to others	All users of buggies, where sharing with someone else, should wear face coverings unless they are from the 'same household' or exempt	2	2	4	Users are to ensure that they comply with Covid guidance	On each use	Users

Appendix C - BCP Equality Impact Assessment Template

BCP Equality Impact Assessment Template

Executive Summary and Conclusions

Once the Equality Impact Assessment Template has been completed, please summarise the key findings here. Please send a copy of your final document to the Policy and Performance Team.

The current Buggy policy at Queens Park Golf Course was reviewed in January 2021. It has been agreed that the policy does not directly or indirectly discriminate against any protected characteristic as defined under the Equality Act 2010.

It was found that: -

1. An Equality Impact Assessment needs to be undertaken and developed
2. That the positive benefits of the policy and mitigation that have already been put in place to support the reduction of inequality of access to the facilities are made more apparent.
3. That amendments to the current buggy policy wording are undertaken, to reflect current thinking and legislation
4. The focus of the policy is to ensure safe usage of Queens Park Public Open Space and the associated golf course by both golfers and members of the public.
5. That any restrictions temporarily introduced to restrict buggy usage are designed to mitigate against these identified hazards.

Part 1 - The Project

Policy/Service under development/review:	Queens Park Golf Buggy Policy
Service Unit:	Environmental Services
Service Lead:	Andy McDonald
Equality Impact Assessment Team:	Shaun Woodland Andy McDonald Sam Johnson

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Insight, Policy and Performance Team
December 2019

BCP Equality Impact Assessment Template

Part 1 - The Project

Date assessment started:	12 th January 2021
Date assessment completed:	12 th January 2021
What are the aims/objectives of the policy/service?	To allow access to the course in order to play golf by those who have a disability or restricted movement, through the provision of motorised buggies, either provided by the facility or by allowing access through the use of personal golf buggies.
What outcomes will be achieved with the new or changed policy/service?	Allowing those with a disability access to play golf at Queens Park Golf Course will improve individual's personal fitness and their sense of well being
Are there any associated services, policies or procedures?	<ol style="list-style-type: none"> 1. Adverse Weather Policy:- Covers the playability of the course in the event of adverse weather such as lightning, storms, heavy rain, frost and fog, which would natural restrict usage or close the course to all players, protecting players and members of the public on the grounds of safety. 2. Health Safety at work Act 1974 3. The Occupiers Liability Act 1957 4. Consumer Rights Act 2015

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Insight, Policy and Performance Team
December 2019

BCP Equality Impact Assessment Template

Part 1 - The Project

<p>Please list the main people, or groups, that this policy/service is designed to benefit, and any other stakeholders involved:</p>	<p>All groups with restricted mobility who would not be able to access the course to play golf without the aid of motorised transportation (Buggies)</p>
<p>With consideration for their clients, please list any other organisations, statutory, voluntary or community that the policy/service/process will affect:</p>	<p>N/A</p>

Part 2 – Supporting Evidence¹

Please list and/or link to below any recent & relevant consultation & engagement that can be used to demonstrate a clear understanding of those with a legitimate interest in the policy/service/process and the relevant findings:

Sam Johnson Policy & Performance Manager (Equality & Diversity)
 Fiona Manton: Risk & Insurance Manager (and the Councils Insurer)
 Sian Ballingall: Head of Legal Services
 English Golf Union, Governing body for all amateur golf in England
 Queens Park Golf Club (Secretary)
 Consultation with buggy users
 Consultation with other golf courses

¹ This could include: service monitoring reports, research, customer satisfaction surveys & feedback, workforce monitoring, staff surveys, opinions and information from trade unions, previous completed EIAs (including those of other organisations) feedback from focus groups & individuals or organisations representing the interests of key target groups or similar.

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Insight, Policy and Performance Team
December 2019

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence¹

Background info:

1. Queens Park has operated and maintained a fleet of purpose-built off-road buggies for the specific purpose of playing golf for several decades. These are for hire in which season ticket holder have preferential rates. This initially allowed access for those with disabilities or restricted movement.
2. Queens Park is a public open space with access to all members of the public, in which an 18-hole championship golf course is laid out within.
3. The request for the use of personal buggies started to appear in the mid 2000's
4. It is very much at the discretion of an individual golf course whether they allow the use of personal buggies. All golf course had and still do have three main options
 - 4.1. To refuse the request to use personalised buggies on their course, this may contravene the Equality Act 2010.
 - 4.2. To only allow access using the courses own managed and maintained fleet of purpose-built buggies
 - 4.3. Or to allow the use of personal buggies in which clear and concise policies must be followed in order to mitigate against any insurance liabilities or potential damage to the course.
5. By allow the use of personal buggies within a course, the course takes on additional liabilities and subsequent insurance risks for the use of such personal equipment
6. By agreeing with an individual the use of their personal buggy to play golf, an individual also agrees to abide by the terms of condition of their usage. These policies are specifically designed to mitigate courses against these additional liabilities. By allowing usage the course also accepts liability for the safety of any said user, whilst undertaking an organised activity.
7. This is not the case if an individual who by their own free will enters a public open space on a non-adapted personal buggy, as it is not specifically linked to any sanctioned activity. Their use is usually undertaken on level and made up ground (designated footpaths) and thus is undertaken at their own risk.
8. Most personal buggies are adapted standard pavement electric buggies that have had some minor alteration to allow some off-road capability. They are not as stable as the purpose-built buggies used within most golf course managed fleets.
9. There are a few purpose-built personal buggies, these however are rare (mainly due to cost) and a policy has been written to cover all buggy usage within the golf course, not specifically for personalised buggy usage.

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Part 2 – Supporting Evidence¹

Queens Park Golf Course:

1. The underlying geology of Queens is sand & gravel
2. It is therefore renowned for draining very quickly after significant rainfall.
3. Unlike many other local courses built within the local flood plains it does not suffer from significant prolonged flooding.
4. Queens Park only ever shuts after significant and persistent rainfall over several days.
5. On average the course only shuts on up to 6 occasions per annum.
6. Queens Park is therefore one of the last local courses to shut during periods of sustained inclement weather, a fact frequently forgotten by the members, but at the same time also has an uplift in pay & play rounds as a result of the closure of other local courses.
7. Despite its locations within the conurbation Queens has several steep sided valleys and inclines which the course has been designed to cross at several locations as a feature of play.
8. The course does not have a designated hard standing metallic buggy path (planning restricted) as such these steep descent and climbs are grass covered. During periods of wet weather these do become extremely slippery. There are a few designated paths, but these are positioned away from the main areas of play. Buggy users are encouraged to use these rather ascending or descending the main slopes.
9. It is only during these periods that we ban the use of all buggies within the course and not just the use of personal buggies. We would also restrict the usage of our own golf course plant, equipment and vehicles for the very same reason.

The Buggy Policy

1. This was first introduced in 2008 to allow access for those with disabilities and/or restricted movement, assisting in their continued health and wellbeing.
2. As a local authority it was considered that we should be encouraging access by all, rather than simply denying a request to use personal buggies or charge for the use of our own fleet.
3. The policy was written in consultation with the Council's Equality & Diversity team, the Council's Insurance team, Legal services, whilst guidance was sought from the English Golf Union and by observing good practice from other golf courses.

Part 2 – Supporting Evidence¹

4. The policy has been regularly reviewed and adapted to account for changing legislation and feedback.
5. Permission is only granted to use adapted buggies for the playing of golf with a valid course ticket, in which compliance with the buggy policy is formally agreed by the user.
6. The policy is published on our website.
7. Users are also reminded of the policy on the renewal of their season ticket annually, as a condition of purchase. This though must also be read in conjunction with our bad weather & frost policy.
8. These policies apply to all players at Queen's Park Golf Course and not at any single individual or group.
9. We also make available electric trolleys which was recognised that disabled users would have the priority of use when buggy restrictions are in place.
10. When ground conditions allow a interim flatter set of holes can be played in which buggy usage would be permitted, which avoids the major hazards within the course layout that would prevent full buggy usage throughout the 18 hole course.
11. Queen's Park Golf Course prohibits buggy use whenever it is considered that the state of the course, or part of it, and/or the weather constitutes an unacceptable risk – to the safety of the user and/or of damage to the course. Unsuitable conditions could include heavy rainfall; storm force winds, lightning, fog, excessive waterlogging and/or frost.
12. We are proactive on our communication, website, booking system, social media and on several occasions, where practical, private buggy users are contacted directly as early as possible to inform them of any restrictions.
13. We are aware of some near misses at Queens of golf buggies sliding down the inclines when the ground has been saturated and nationally there are recorded incidents of this occurring and buggies turning over causing series injuries to their users.
14. We therefore have a duty of care to ensure the safety of all users of the golf course including use by members of the general public and therefore we must have some controls in place to mitigate against these risks.
15. We do try to have a flexible approach in managing access to the course, but unfortunately some members still insist on playing on set days and specific times, rather than planning their week in accordance with predicted weather forecasts.

Whilst we take every effort to facilitate golf play with the use of personal and/or private hire buggies and encourage members to plan their week around weather forecasts, the course at times becomes too dangerous to allow the use of any buggies (& golf maintenance equipment) for any users for a limited number of days per year.

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence¹

We have rather than ban buggies completely recognised and actively encouraged their use to enable access by disabled members and provided additional facilities (Electric trolleys), if they can be used at any specific time. Rather than be obstructive I feel we have gone out of our way to encourage usage by disadvantaged groups.

Therefore the policy exists to encourage usage by all, whilst reducing the risk of litigation to the Council from a foreseeable hazard, which could have been mitigated against.

Please list or link to any relevant research, census and other evidence or information that is available and relevant to this EIA:

- <https://www.englandgolf.org/club-support/club-governance/policies-procedures-and-guidance/our-golf-traffic-buggy-policy/>
- <https://www.englandgolf.org/vwp-content/uploads/2019/11/Creating-an-equitable-buggy-policy-how-to-guide-for-clubs.pdf>

Please list below any service user/employee monitoring data available and relevant to this policy/service/process and what it shows in relation to any Protected Characteristic:

Data is recorded to record the weather conditions and state of the course daily, which aids in determining if any course restrictions are put in place and the number of days when the course closes due to adverse weather conditions

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BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine to the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. Click here for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
1. Age ²	Allowing access to the course by older players	May impact on ability to play when access to the course is denied due to adverse ground conditions
2. Disability ³	Allows access to the course to play golf	May impact on ability to play when access to the course is denied due to adverse ground conditions
3. Sex	Not specific	Not specific
4. Gender reassignment ⁴	Not specific	Not specific
5. Pregnancy and Maternity	Not specific	Not specific
6. Marriage and Civil Partnership	Not specific	Not specific

² Under this characteristic, The Equality Act only applies to those over 18.

³ Consider any reasonable adjustments that may need to be made to ensure fair access.

⁴ Transgender refers people have a gender identity or gender expression that differs to the sex assigned at birth.

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BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. [Click here](#) for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
7. Race	Not specific	Not specific
8. Religion or Belief	Not specific	Not specific
9. Sexual Orientation	Not specific	Not specific
10. Any other factors/groups e.g. socio-economic status/carers etc ⁵	Not specific	Not specific
11. Human Rights	Not specific	Not specific

Any policy which shows actual or potential unlawful discrimination must be stopped, removed or changed.

⁵ People on low incomes or no income, unemployed, carers, part-time, seasonal workers and shift workers

BCP Equality Impact Assessment Template

Part 4 – Equality Impact Action Plan

Please complete this Action Plan for any negative or unknown impacts identified in the assessment table above.

Issue identified	Action required to reduce impact	Timescale	Responsible officer
The restriction of usage of personalised buggies in playing golf at Queens Park Golf Course	The implementation of the buggy policy and implementation of the mitigation introduced as outlined in the supporting evidence	On going	Head of Parks & Bereavement Services
The restriction of usage of personalised buggies in playing golf at Queens Park Golf Course	To review policy on a regular basis	Annually	Head of Parks & Bereavement Services

Key contacts for further advice and guidance:

Equality & Diversity:

[Sam Johnson - Policy and Performance Manager](#)

Consultation & Research:

[Lisa Stuchberry – Insight Manager](#)

Appendix D - Approved Buggy Route



Flat buggy route

Golfers to play holes 1 to 5, 14, 12, 13 & 18, please use the buggy paths on 2nd, 4th & 5th.

1st Hole → 2nd Hole → 3rd Hole → 4th Hole → 5th Hole → 14th Hole
 → 12th Hole → 13th Hole → 18th Hole

Consent for usage

This form, when completed and signed by both parties, authorises the applicant to use a buggy on Queens Park Golf Course from 1 April 2024 to 31 March 2025. Please use BLOCK CAPITALS.

Full Name:

Address:

Post Code:

By signing below I acknowledge that:-

- I have read and understood and I will comply with the Safety guidance.
- I understand and will adhere to the stated Conditions of Buggy Use and the Code of Operating Practice.
- I will follow the preferred routes and avoid areas that are prohibited for buggies of which I am fully aware.
- My buggy is maintained in a safe working condition (copy of maintenance record to be given when requested at any time)
- I confirm that I have a Disability within the meaning of the Equality Act 2010, which prevents me from playing golf without the use of a buggy.
- I have a valid insurance policy that covers liability for risks to third parties, arising from buggy use, to a minimum of £1,000,000, and have supplied the Course with a copy of the current Certificate of Insurance.
- I have a valid driving licence.


I agree to indemnify Queens Park Golf Course against all claims, costs and demands arising out of, or in connection with, the use of a buggy.

Signature of Applicant:

Date:

Signature of Course Manager:

Date:

 Any personal information you provide us with, will be held and used in accordance with the law and the Data Protection Act 2018. If you would like to find out more information about how we use your information, please see our Privacy Notice here: bcpcouncil.gov.uk/privacy