

## Minutes of the Board Meeting held on 27<sup>th</sup> February 2020

### Present –

Gary Higgon (Chairman), Councillor Timothy Billings, Helen Campbell, Councillor Jean McClung, Ashley Pringle, Councillor John Sweeney, Anne Todd and Lorraine Tulloch

### In attendance –

Libby Cairns (Chief Executive), Colin Glencorse (Business Manager – Leisure), Laura Barrie (Business Manager – Physical Activity), Lee Gillan (Senior Finance and Support Officer), Fiona Comrie (Health and Wellbeing Manager), Scott Morrison (Community Sport Manager), Stuart McAlpine (IT Officer) and Christine Clark (Data and Support Officer)

The meeting started at 10.00am.

#### 1. Apologies

Apologies were received from Councillor Shaun MacAulay.

#### 2. Minutes of the meeting held on 30<sup>th</sup> January 2020

The minutes of the meeting held on 30<sup>th</sup> January 2020 were approved.

#### 3. Matters Arising

The Board requested a timetable for completing the outstanding actions identified in the external safety audits. The Senior Finance and Support Officer provided clarification on instructor rates of pay. Elected Members on the Board confirmed that it was agreed that Committee Services would be sent electronic agenda papers.

#### 4. Health and Safety Report

It was agreed the wording would be changed regarding outstanding actions from the external safety audit at Auchendarvie Pavilion. The Board noted Health and Safety performance across the Company.

#### 5. Business Report

There was discussion on the overspend within property costs for outdoor sports and increased expenditure for utilities at Auchendarvie Leisure Centre. An exercise will be carried out to investigate the overspend within golf employee costs and there will be supplementary information for the Circuit facility included in the Business Report from the June meeting. The Board noted:

- The current financial position
- The probable outturn position to 31<sup>st</sup> March 2020
- The reserves position

#### 6. Leisure Report

The Business Manager (Leisure) advised on possible dates for the next meeting of the Golf Development Working Group. He also advised that the Company will continue to take bookings for a further 6 months for the facilities at Bowencraig and Lochshore. There was discussion on by what means the Board should be involved in making decisions on the future direction of the Company. It was agreed that any decisions made should be in line with expectations set in the funding agreement and further to this the Board asked that it be minuted that further clarification should be sought from North Ayrshire Council on what their

expectations are. Future Leisure reports will contain more detail on strategic decisions and their impact. The Board noted performance across the business area.

#### **7. Active Lifestyles Report**

Following discussion it was agreed that in future the report will detail partnership working and external funding in relation to the activities provided by the Active Lifestyles Team. Future reports will also contain a calendar of upcoming events. The Board noted performance across the business area.

#### **8. Community Sports Report**

The Board noted performance across the business area.

#### **9. Staff Absence Quarterly Report**

It was requested that staff absences be further categorised to include work-related causes. The Board noted the Company performance with regards to days lost due to staff absence for Quarter 3 and for the financial year 2019/20 in total.

#### **10. Quarterly Complaints/Freedom of Information Report**

The Board noted the number and category of complaints and Freedom of Information requests received by the Company for the period and performance against response targets during quarter 3 of the financial year 2019/20.

#### **11. Pricing Review 2020 Report**

The Board:

- approved the proposed price increases to be implemented from 1<sup>st</sup> April 2020 and 1<sup>st</sup> June 2020 subject to two small changes and an agreed review of the Access Plus Scheme
- agreed the Golf Development Group consider options to meet the anticipated increase in golf activity income
- agreed the Operational management team will consider hire charges for club use across facilities
  - note that the Company will embark on a full price review in line with the Customer Relations Management system implementation in preparation for the Budget 2021/22 process.

#### **12. Fitness Report**

The Board noted fitness performance and actions.

#### **13. CRM Tender Report**

The Board:

- Agreed to invite Gladstone MRM Limited and Legend Club Management Services (UK) Limited to present their Customer Relations Management solution to staff groups and Directors to inform the final tender position.
- Noted following completion of the final phase of the evaluation (Supplier presentation) a decision to award the tender for the Customer Relations Management system will be made by Directors.

#### **14. Chief Executive Verbal Report**

The Chief Executive advised that dates will be circulated for Director Training and the audit process has begun. An additional Board Meeting might need to be scheduled before 30<sup>th</sup> April to consider the CRM system and the Company insurance. The Chief Executive extended her thanks to the Business Manager



(Leisure), Business Manager (Physical Activity) and all staff involved in producing and presenting the Performance and Impact Report to the cabinet of North Ayrshire Council.

**15. Any Other Business**

There was discussion on the Company's preparedness for the expected Coronavirus epidemic. The Chief Executive advised that all recommended advice and actions were being followed and the Board would be kept updated.

**16. Date of next meeting 30<sup>th</sup> April 2020**

The next scheduled meeting will take place on 30<sup>th</sup> April 2020.

The meeting concluded at 12.30pm