

Minutes of the Board Meeting held on 6th September 2021

Present –

Gary Higgon (Chairman), Councillor Timothy Billings, Councillor Shaun MacAulay, Councillor Jean McClung, Ashley Pringle, Councillor John Sweeney, Anne Todd and Lorraine Tulloch (Items 1 to 6)

In attendance –

Malcom McPhail (Interim Chief Executive), Colin Glencorse (Business Manager – Leisure), Laura Barrie (Business Manager – Physical Activity), Lee Gillan (Senior Finance and Support Officer), Stuart McAlpine (IT Officer), Alex Murray (Health and Safety Co-ordinator), Susan Kelly (Customer Service Manager – East), George Mitchell (Customer Service Manager - West), Fiona Comrie (Health and Wellbeing Manager), Scott Morrison (Community Sport Manager) and Christine Clark (Data and Support Officer)

Also in attendance from North Ayrshire Council– Rhona Arthur (Head of Service – Connected Communities) (Items 1 to 6) and Jenny Squires (HR Advisor – People and ICT)

The meeting started at 10.13am.

1. Apologies

Apologies were received from Helen Campbell.

2. Minutes of the meeting held on 29th April 2021

The minutes of the meeting held on 29th April 2021 were approved.

3. Matters arising

There were no matters arising.

4. Recovery and Renewal Interim Update Report

There was discussion on the impact of the loss of members and what is being done to enable recovery. The Board agreed to use the current projected outturn figures as the operational budget for financial year 2021/22. The Board noted the Recovery and Renewal Interim Update Report, incorporating financial information 2021/22, and its submission to North Ayrshire Council in September 2021.

5. Health and Safety Report

The Chairman congratulated the Health and Safety Co-ordinator on the Company's success in the annual RoSPA Health and Safety Awards. The Business Manager (Leisure) asked for his thanks to the staff of Auchendarvie Leisure Centre and the Customer Service Manager – West be noted for their actions following the incident on 25th May. He also asked that his congratulations of the Health and Safety Co-ordinator be noted following his achievement of being awarded a RoSPA Influencer of the Year Award. A new electronic reporting system will improve future incident reporting. It was agreed that an additional column should be added to the Employee Accidents Report to show what has been learned from the incident. The Board noted:

- Health and Safety performance across the Company
- Agreed the revised KA Leisure Health and Safety Policy
- The Company's success in the annual RoSPA Health and Safety Awards

6. Leisure Report

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Following discussion on the issues at Routenburn Golf Course and golf overall it was agreed that golf would be incorporated into the Recovery and Renewal Working Group. The Board:

- Noted performance across the business area
- Agreed to review the effectiveness of the temporary 17th green installation at Routenburn Golf Course over a period of time
- Agreed to replace the soft play at Vikingar with an interactive sports and gaming solution

7. Active Lifestyles Report

The Health and Wellbeing Service Report was shared with Directors and positive comments were received. The Board noted performance across the business area.

8. Community Sport Report

The Board noted performance across the business area.

9. Staff Absence Quarterly Report

The Board noted the Company performance with regards to days lost due to staff absence for Quarter 1 and for financial year 2021/22 in total.

10. Quarterly Complaints Report (Q4 – 2020/2021)

The Board noted the number and category of complaints and Freedom of Information (FOI) requests received by the Company for the period and performance against response targets during Quarter 4 of financial year 2020/21.

11. Quarterly Complaints Report (Q1 – 2021/2022)

The Board noted the number and category of complaints and Freedom of Information (FOI) requests received by the Company for the period and performance against response targets during Quarter 1 of financial year 2021/22.

12. Strategic Risk Register

The Interim Chief Executive advised that the planned development of the Strategic Risk Register would be a change to the format. The Board agreed the Company's Strategic Risk Register, 2021/22, and noted the review carried out by the Audit Committee.

13. CRM Update

Following discussion on the content of the report the Board noted updated information on the implementation of the replacement Customer Relations Management System.

14. Any Other Business

Concerns were raised regarding the delay in issuing Agenda Papers. It was agreed that previous timescales would be kept to in future. It was agreed that in future an Action Note would be issued following each Board meeting and an update issued before the next meeting.



15. Date of next meeting 28th October 2021

The next meeting will take place on 28th October 2021.

The meeting concluded at 12.48pm.

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