

MINUTES of the MEETING of the BOARD OF DIRECTORS of WEST Lothian LEISURE LIMITED held within WEST Lothian LEISURE HEADQUARTERS, BATHGATE on Thursday 27<sup>th</sup> April 2017.

Present – Cindy Brook (Chair), Cllr Jim Dixon, Cllr Dave King, David Eardley, Karen Anderson, Bev Greer, Cllr John McGinty, Cllr Tony Boyle.

Apologies – Cllr Harry Cartmill.

In Attendance – Robin Strang, Heather Duncan, Billy Key, Mark Chambers, Eric Stafford, Russell Brown (West Lothian Leisure), Jim Cameron, Paul Stark (West Lothian Council).

Action

1. QUORUM  
The Chair advised that a quorum of members was present and the meeting could proceed as planned.
  
2. ADDITIONAL OR ANY OTHER COMPETENT BUSINESS TO BE CONSIDERED AT THE END OF THE MEETING.  
Cindy advised there were three additional items to be discussed at the end of the meeting.
  
3. DECLARATIONS OF INTEREST  
Cllrs John McGinty, Tony Boyle, Jim Dixon and Dave King declared a non-financial interest in the whole of the agenda as elected members of and appointees to the Board by West Lothian Council. David Eardley declared an interest in any matters involving the performance or remuneration of the Auditors or the planning or results of any audit undertaken by Scott Moncrieff.  
  
Cindy introduced Cllrs. John McGinty and Tony Boyle and welcomed them to the Board of West Lothian Leisure. She then advised that we have a vacancy for an Independent Director and await notification from the Trade Union of the Trade Union Representative who will join the Board.
  
4. NEW ON-LINE SERVICES – DEMONSTRATION  
Mark gave a presentation outlining the changes made to our online services. He detailed stats from our website showing significant increases in visits, page views and mobile usage. There have been improvements made to membership sign-up from mobiles, seamless linking to online bookings, e-mail reminders, social media and the learn 2 swim lessons parent portal, all of which have been well received by customers. Cindy thanked Mark for the impressive developments.
  
5. MINUTE OF THE BOARD MEETING ON 23<sup>rd</sup> February 2017 and the SPECIAL BOARD MEETING on 29<sup>th</sup> March 2017 (attached)  
The minute of the Board Meeting held on 23<sup>rd</sup> February 2017 was accepted as a true and accurate record. Matters arising :

Heather is working on developing a new format for financial reporting and asked Directors if they have any suggestions to contact her directly. ALL

Heather then advised that our payroll function is due to be transferred to WLC in May or June 2017.

**Decision: The minute was accepted as a true and accurate record.**

MINUTE OF THE SPECIAL Board meeting 29<sup>th</sup> March 2017

The minute of the Special Board Meeting held on 29<sup>th</sup> March 2017 was accepted as a true and accurate record. Matters arising :

David asked if the final paragraph could be amended to show a prefix to the second sentence, reading 'after substantial dialogue there was unanimous agreement'.

**Decision: The minute was accepted as a true and accurate record with the amendment noted above.**

6. MINUTE OF THE AUDIT & FINANCE SUB COMMITTEE MEETING ON 29<sup>th</sup> March 2017 (attached)

The minutes of the Audit and Finance Sub Committee Meeting held on 29<sup>th</sup> March 2017 was accepted as a true and accurate record. Matters arising:

**Decision: The minute was accepted as a true and accurate record.**

7. PERFORMANCE REPORT APRIL 2016 - MARCH 2017 (REP-0701)

**Overview**

Robin went through the performance dashboard for the period April 2016 to March 2017 (the provisional year-end results), highlighting key points and concluding that, given the high level of competition in the area, we have had some good results this year.

**Finance**

Heather advised that the 2016/17 provisional year-end financial position will be reported to the Audit and Finance Sub Committee on 31<sup>st</sup> May 2017 for discussion and scrutiny before being taken to the June Board Meeting. Scott-Moncrieff will undertake the audit of our accounts in June/July so that audited accounts can be presented to the AGM in September.

The first finance report for the 2017/18 financial year will be presented to the Board on 29<sup>th</sup> June 2017, and will cover

trading for April and May 2017.

### **Operations**

Billy went through the performance of membership sales and retention. He also reported that our Net Promoter Score (customer rating) remains high and well above the industry average.

Billy then reported that one of the new gym facilities in Livingston has lowered their membership cost to £6.99 per month which points towards a very aggressive approach.

Our new Young Adult membership has proved very popular and we have another membership promotion starting shortly.

Our cafes continue to do well and Billy outlined the year-end performance showing significant sales increases from 2015/16 to 2016/17.

### **Business Development / Marketing**

Mark reported that the new concession scheme (Access Xcite) is proving a huge success with attendances up by 80% on the same time last year. For the full launch on 1<sup>st</sup> May we will seek Council support to enable us to inform all those eligible to use the scheme what it offers.

Work on the roof at Xcite Broxburn Sports Centre has been delayed by 8 weeks due to wet weather and some material availability issues. After completion we will carry out some minor refurbishment works within the centre.

Xcite Bathgate gym is due for kit replacement and refurbishment in 2017/18. Mark reported that he is looking at options to extend the gym into the Rubb Hall. Plans are at an early stage and are being costed.

### **HR and Training**

Eric detailed current staff training which is being restricted to that which is essential to deliver front line services.

The sickness absence rate for the year was 4.28%, this is relative to the organisation's annual performance target of 3.5%. Employee turnover rate was 15%, again relative to the company's annual performance target of 14%.

David asked if management at Xcite Linlithgow had been aware of any underlying cause for such a large absence rate and was advised that there have been a few long term absences.

### **Risks**

Robin went through the key risks to achieving performance

targets. Our biggest risk is still the unprecedented competition in the West Lothian area.

**Decision: To note the report.**

8. BUSINESS PLAN 2017/18 (REP-0702) (attached)  
Robin presented the draft business plan for financial year 2017/18, noting that it is still incomplete as we are waiting for the service specification for the transferred services from the Council. Once we have them the business plan will be completed and presented to the Board. In the meantime if anyone has any comments, please contact Robin directly.

ALL  
Directors

**Decision: To note the position.**

9. HEALTH & SAFETY REPORT 2016/17 (REP-0703) (attached)  
Russell presented the 2016/17 Health & Safety report to the Directors.

The recently transferred facilities will be added into his next report which is due to be presented to the Board in October 2017.

**Decision: To note the report.**

10. HEALTH & SAFETY POLICY 2017/18 (REP-0704) (attached)  
Russell presented The Company's Health & Safety Policy which is reviewed every year. No changes to the previous years' policy were recommended apart from the reference to 'Board of Trustees' which will be changed to 'Board of Directors'.

**Decision: To approve the policy.**

11. FREEDOM OF INFORMATION REQUESTS AND STAGE 2 COMPLAINTS ANNUAL REPORT 2016/17 (REP-0705)

attached)

Robin presented the annual FOI and stage 2 complaints report for 2016/17, reporting that we are averaging 9 to 10 FOI enquiries per year and even fewer stage 2 complaints, and that all were answered within the 20 working day deadline.

**Decision: To note the report.**

12. **AOCB**

Robin circulated a letter from Scott-Moncrieff regarding the audit of the statutory financial statements of West Lothian Leisure for the year ended 31 March 2017. The letter set out how Scott-Moncrieff will carry out the audit and their terms. Robin asked Directors if they were happy for the Chair to sign a letter of engagement on behalf of the Board so that it can be returned to Scott-Moncrieff in advance of the audit starting in June. All Directors were in agreement. David asked it to be noted that he had declared an interest in this matter and took no part in the discussion or decision.

CB/RS

Robin advised the Board that he received a request via the Chief Executive of the Council asking if the Board would approve the naming of the swimming pool within Xcite Armadale the 'Jim Sibbald Pool'. This is to commemorate the significant contribution that former Councillor Sibbald had made to the area. This was approved, noting that the facility would remain branded and called Xcite Armadale but the pool within the facility would be called the Jim Sibbald Pool. Robin was invited to liaise with WLC's Corporate Communications Team over the following weeks to put this into place including an 'unveiling ceremony' with members of Mr. Sibbald's family.

RS

As Karen has almost completed 3 years as a Board Director, she is due to step down. Elections will take place soon to elect an Employee Director to serve for 3 years from the June Board meeting.

Jim Dixon reported that he will be retiring from the Council shortly and that he will no longer be eligible to sit on the Board of Directors for WLL. Cindy thanked both Karen and Jim for their significant and valued contribution over the past few years.

13. **Dates of Next Meetings:**

**Audit and Finance Sub Committee Meeting :** Wednesday 31<sup>st</sup> May 2017, 6.30pm at Xcite Bathgate

**Main Board Meeting:** Thursday 29<sup>th</sup> June 2017, 6.30pm at Xcite Bathgate.

