

MINUTES of the MEETING of the BOARD OF DIRECTORS of WEST LOTHIAN LEISURE LIMITED held within Head Office, Bathgate Leisure Centre on Thursday 22nd February 2018.

Present – Cindy Brook (Chair), Bev Greer, Cllr Tom Kerr, Cllr. Chris Horne, Robert Montgomery, Cllr. Angela Doran, Cllr. Harry Cartmill, Karen Anderson

Apologies – Cllr Andrew Miller

In Attendance – Robin Strang, Mark Chambers, Billy Key, Heather Duncan (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.
The Chair advised that there are three items to discuss at the end of the meeting.
3. DECLARATIONS OF INTEREST
There were no declarations of interest to record.
4. MINUTE OF THE BOARD MEETING ON 14th DECEMBER 2017 (attached)
The minute of the Board Meeting held on 14th December 2017 was accepted as a true and accurate record.

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

5. MINUTE OF THE SPECIAL GENERAL MEETING OF THE BOARD ON 31st JANUARY 2018 (attached)
The minute of the Special General Meeting of the Board on 31st January 2018 was accepted as a true and accurate record.

Matters Arising: Robin Strang confirmed that the decisions from the Special General Meeting of the Board were shared with senior Council officers the following day together with the savings measures proposed. Meetings with senior Council officers were held on 5, 12 and 20 February to agree a way forward. This will be covered in detail in items 7 and 8 of today's agenda.

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

6. MINUTE OF THE AUDIT & FINANCE SUB COMMITTEE ON 31st January 2018 (attached)
The minute of the Audit & Finance Sub Committee Meeting held on 31st January 2018 was accepted as a true and

accurate record.

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

7. PERFORMANCE REPORT APRIL 2017 TO JANUARY 2018 (REP-0729) (attached)

Finance

Heather Duncan went through the finance report.

Addendum: The severe weather conditions from 28 February has resulted in income loss. We will assess the level of loss and what can be done to address it.

Performance Dashboard

Robin went through the performance dashboard for the period from April 2017 to January 2018 highlighting that although income is below target the number of members at the end of January is up on last year following a successful New Year campaign. Customer visits are down by 1.5% on last year, primarily due to the bad winter weather during December and January.

The introduction of our new Concessionary Scheme last year has proved a huge success with visits almost double last year.

Operations

Billy Key outlined the Operations content of the Performance Report highlighting membership sales and cancellation figures. January has been a good month with a net additional 912 members.

Councillor Chris Horne asked how this January's campaign compared to previous years. It was noted that it has been the best for a number of years. The relative success this year is primarily due to strong junior and young adult sales.

Billy Key reported that our NPS customer survey results are still well above the UK benchmark average of 48, with a NPS for Xcite overall of 64, up on the previous period.

Business Development

Mark Chambers noted that the Bathgate Gym extension is going to plan as we aim for an opening date of 19th March. The existing gym will be close on 5th March for two weeks as we join the existing gym onto the extension.

Cllr Chris Horne asked if there would be any financial impact because of the two week closure. Mark said that customers are able to use other sites, and that it is likely to be quieter at that time of year, so the impact will be minimal, with losses mainly from pay-and-play gym customers.

Mark updated Directors on bringing the PW1 sites into WLL's IT network and that the target is to complete this by 31st

March 2018.

We are working towards GDPR compliancy by the deadline of 25th May 2018.

HR and Training

In Eric's absence Robin went through the HR report noting that essential training only continues as we continue to work hard to ensure our front-line colleagues are properly trained; the sickness absence rate to January 2018 has improved to 4.13% but still sits above target; the employee turnover has also improved to 19.56% but is also above target.

Risks

Robin went through the key risks to achieving performance targets which are: private sector competition leading to income reduction; and the continued reduction in management fee whilst operational costs increase.

Decision: To note the report and that measures will continue to be taken to get us back on budget.

8. THE FIVE YEAR PLAN (REP-0730) (attached)

Robin updated Directors that since the last Board meeting (on 31st January) at which the final proposals of the Five Year Plan were presented, he and the Chair together with the Director of Operations have had three productive meetings with senior council officers.

The scope, process and timescale of the review of phase 2 (now a four year plan) was agreed with senior council officers, and a copy handed to Directors. Following discussion Directors approved the document (with some alterations including the removal of Bathgate Regal Theatre. It was also clarified that the Linlithgow Burgh Halls was not in scope), a copy of the amended document is appended to this minute.

The four year plan will identify strategic risks. It was also agreed that a vision for the four year plan would be developed first and tested with Directors.

Decision: To note the position and instruct WLL officers to start the review of Phase 2 immediately. A WLL working group will be set up to progress the review and will include some Directors.

9. 2018/19 BUDGET (REP-0731) (attached)

Heather Duncan presented the draft 2018/19 budget noting that the Council had been consulted in setting the budget.

Decision: To note the report.

10. 2018/19 BUSINESS PRIORITIES (REP-0732) (attached)

Robin presented the proposed vision, values and business priorities for 2018/19, noting that should the final budget for 2018/19 be approved at next month's Audit and Finance Sub Committee the full business plan will be presented to the Board on 26 April.

Decision: To approve the vision, values and business priorities for 2018/19.

11. AOCB

OSCR Email – Robin circulated an email from OSCR received on 14 February regarding keeping vulnerable beneficiaries, volunteers and staff safe. This has been sent to all Scottish charities in the wake of the deeply troubling abuses connected to some charities working in the international aid sector. It was agreed that we review all relevant policies to ensure we create a safe environment for staff, beneficiaries and volunteers and that everyone in the

organisation is aware of and understands these policies. Robin also drew Directors attention to OSCR's Notifiable Events system, which gives OSCR the opportunity to provide guidance to charities when serious incidents happen.

Bathgate Regal Theatre – Robin circulated a letter he had sent to the Council's depute Chief Executive (on the 21 February deadline for submissions) regarding Bathgate Regal Theatre. Following discussions with senior council officers it has been decided that we withdraw from the process to decide who will operate the Regal Theatre.

12. Dates of Next Meetings

Audit and Finance Sub-Committee: Wednesday 28th March 2018, 6.30pm at Xcite Bathgate

Board Meeting: Thursday 26th April 2018, 6.30pm at Xcite Bathgate.