

MINUTES of the MEETING of the BOARD OF DIRECTORS of WEST LOTHIAN LEISURE LIMITED held within Head Office, Bathgate Leisure Centre on Thursday 26th April 2018.

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

Apologies – Cllr Harry Cartmill

In Attendance – Robin Strang, Mark Chambers, Heather Duncan (West Lothian Leisure) Donald Forrest, Jim Cameron, (West Lothian Council).

Action

1. QUORUM
The Chair advised that a quorum of Directors 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 was one additional item to discuss at the end of the meeting.
3. DECLARATIONS OF INTEREST
There were no declarations of interest.
4. MINUTE OF THE BOARD MEETING ON 22nd February 2018 & MINUTE OF THE SPECIAL GENERAL MEETINGS OF THE BOARD ON 13th and 28th March 2018 (attached)

The minute of the Board Meeting held on 22nd February 2018 was accepted as a true and accurate record.

Matters arising:

The severe weather conditions at the beginning of March had an impact on our income as we had to close all of our facilities for a day and some for two days. Despite this it was noted that the financial impact will be contained within our reserves.

A meeting is arranged for 3rd May to confirm that we are compliant with GDPR before the 25th May deadline.

It was reported that the new Bathgate gym is doing well and has had great reviews from customers.

The minute of the Special General Meeting of the Board held on 13th March 2018 was accepted as a true and accurate record.

The minute of the Special General Meeting of the Board held on 28th March 2018 was accepted as a true and accurate record.

Matters arising :

Our company lawyer has reported that the wording in the 2018/19 funding agreement is acceptable. It just remains for the level of management fee for the recently transferred sites to be agreed.

Heather reported that she is moving to a new position in Edinburgh. An interim Head of Finance, Andrew Heron, is in place and he will continue to provide financial reports, including monthly cash flow statements, for Directors. **AH**

Decision: The minutes were accepted as a true and accurate record and matters arising noted.

5. MINUTE OF THE AUDIT AND FINANCE SUB COMMITTEE ON 28th March 2018 (attached)
The minute of the Audit & Finance Sub Committee on 28th March 2018 was accepted as a true and accurate record.

Matters Arising:

Discussions on the Landlords Maintenance budget for the transferred sites are due to conclude next week. **RS**

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

6. PERFORMANCE REPORT APRIL 2017 TO MARCH 2018 (REP-0738) (attached)

Finance

The Head of Finance went through the finance report noting that we have outturned the financial year with a variance against target of -£64k but this can be contained within reserves.

The invoicing issue at transferred sites that was previously reported has been caught up and the impact of this will be discussed with the council next week. From April invoicing has transferred to WLL so we will be able to invoice more timeously going forward.

We have introduced a new finance system across the business which will allow us to have all sites on the same system.

Performance Dashboard

The Chief Executive went through the performance dashboard for 2017/18 highlighting that although income is below target the number of members at the end of March is up on last year following the hard work of the team, including a successful January campaign, the installation of the new

Bathgate gym and the continued growth of our concessionary and young adult memberships.

Our NPS (customer satisfaction) score for the year was 64, an increase of 6 since last reported and compares very well with the UK average score for leisure trusts of 48.

Operations

The Chief Executive outlined the operations content of the Performance Report highlighting membership sales and cancellation figures, and reporting that Quarter 4s figures are the best they have been all year.

Business Development

The Director of Business Development advised that we will be running a membership campaign from 1st to 20th May.

We are working towards GDPR compliance and a meeting has been organised for 3rd May to ensure we are compliant by 25th May. We will also seek customers to opt-in for future e-mail/mail correspondence as well as liaise with suppliers to ensure they conform to the new regulations.

IT provision for transferred sites has proved to be a challenge. Polkemmet Park golf has an issue with line availability, this has still to be resolved. Armadale and Linlithgow Academies both require further consultation before their IT is up and running. Low Port Centre, Howden Park, Deans & Inveralmond High Schools are all live on the WLL network.

The annual revalidation process has begun for all customers currently on our Concession Scheme.

HR and Training

The Director of Human Resources went through the HR report noting that we lost one of our long term staff, Claire Hannan on boxing day, it has been a difficult time for many of Claire's friends and colleagues.

The sickness absence rate to March 2018 has improved to 4.08% but still sits above target. Employee turnover has also improved to 18.23% but is also above target.

We have reported our gender pay gap data, which shows an average pay gap of -13.6% (i.e. the average female hourly rate is higher than the average male hourly rate).

Risks

The Chief Executive highlighted the key risks to the company during the year. It was noted that lack of investment in property maintenance is now a high risk.

Decision: To note the report.7. 2018/19 BUDGET (REP-0739) (attached)

The Head of Finance presented the Board with an updated 2018/19 budget for approval. This budget is being re-presented to the Board for approval to address the additional savings target required.

Decision: The budget was approved.8. 2018/19 BUSINESS PLAN (REP-0740)

The Chief Executive presented the draft Business Plan for 2018/19 to Directors. Following discussion it was agreed that any further comments would be given by 11 May and the final Business Plan presented back to the Board at its June meeting.

Decision: To provide any final comments to the Chief Executive by 11 May. ALL9. WORKFORCE MANAGEMENT POLICY (REP-0741) (attached)

The Director of Human Resources presented the company's proposed Workforce Management Policy which has been developed in liaison with the Trade Union. It was noted that it mirrors the council's policy. Following discussion the policy was unanimously approved.

Decision: To approve the policy.10. STRATEGIC RISK REGISTER AND RESERVES POLICY (REP-0742) (attached)

The Chief Executive noted that, in line with our practice, the strategic risk register and reserves policy has been reviewed and updates recommended.

Decision: the recommended updates were approved and it was noted that our reserves policy will be updated in due course.11. HEALTH & SAFETY ANNUAL REPORT (REP-0743) (attached)

The Health and Safety Compliance Manager presented the 2018 Health & Safety Report which provides an annual review on health & safety compliance and any issues identified.

During the year there was particular focus on the transferred sites. Audits were undertaken which resulted in a number of

recommendations, which are being acted upon.

Decision: To note the report and actions being taken to ensure continued compliance.

12. HEALTH & SAFETY POLICY REVIEW (REP-0744) (attached)

The Health and Safety Compliance Manager advised that he had carried out the annual review of our Health and Safety policy. Recommended changes were primarily to integrate the transferred services into the policy.

Decision: The updated policy was approved.

13. FREEDOM OF INFORMATION AND STAGE 2 COMPLAINTS ANNUAL REPORT (REP-0745) (attached)

The Chief Executive reported that seven FOI requests were received between April 2017 and March 2018, all were responded to within the 20 working days deadline. Four complaints were escalated for review by the Chief Executive during the year which were also responded to within the required deadline.

Decision: To note the report.

14. AOCB

The Chair advised that interviews to fill the two vacant places on the Board are to be organised and that a Nominations Committee will be established in accordance with our Articles of Association. The Chair and Cllr Horne were appointed to the Nominations Committee.

The Chair thanked Heather for her support and hard work during her time with West Lothian Leisure and wished her well for the future.

15. Dates of Next Meetings

Special General Meeting of the Board and Audit and Finance Sub-Committee: Tuesday 29th May 2018, 6.30pm at Xcite Bathgate.

Board Meeting: Thursday 28th June 2018, 6.30pm at Xcite Bathgate.