

MINUTES of the MEETING of the BOARD OF DIRECTORS of WEST LoTHIAN LEISURE LIMITED held within Head Office, Bathgate Leisure Centre on Thursday 13<sup>th</sup> December 2018.

Present – Cindy Brook (Chair), Bev Greer, Tony Sharkey, Paul Williams, Karen Anderson, Cllr Tom Kerr, Cllr Chris Horne, Cllr Andrew Miller, Cllr Angela Doran, Tom Carr-Pollock

Apologies – Cllr Harry Cartmill.

In Attendance – Robin Strang, Mark Chambers, Andrew Heron, Kirstin Purdie (West Lothian Leisure) 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.

Cindy welcomed Tom Carr-Pollock to the Board as Trade Union Director. Tom noted that he will abstain from any decisions taken today as he was unable to access the papers on the Directors portal prior to the meeting.

2. ADDITIONAL OR ANY OTHER COMPETENT BUSINESS TO BE CONSIDERED AT THE END OF THE MEETING.

The Chair advised that there were no additional items for discussion at the end of the meeting.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. MINUTE OF THE BOARD MEETING ON 25<sup>th</sup> October 2018

**The minute of the Board Meeting held on 25<sup>th</sup> October 2018** was accepted as a true and accurate record, noting that the wording on the fourth paragraph of item 8 is to be changed to read 'The council's decision not to support the ask that we close and decommission Xcite Livingston and Xcite Broxburn Pool is noted and respected...'

There were no matters arising.

**Decision: Noting the above amendment the minutes were accepted as a true and accurate record**

5. MINUTE OF THE AUDIT & FINANCE SUB COMMITTEE MEETING ON 28<sup>th</sup> November 2018

**The minute of the Audit and Finance Sub Committee on 28<sup>th</sup> November 2018** was accepted as a true and accurate record. Matters arising.

Cindy noted that at his induction Tom Carr-Pollock was asked

if he was prepared to join the Audit & Finance Sub Committee, to replace Robert Montgomery. Tom advised that he is considering the request. **TC-P**

**Decision: The minutes were accepted as a true and accurate record.**

6. PERFORMANCE REPORT: April to November 2018 (REP-0771)

Finance (to October 2018)

Andrew Heron went through the report in detail concluding that although we are facing a challenging time we have had a positive seven months of trading and are projecting a year end surplus of £70,000.

Paul asked if Andrew could supply cash projections for six months going forward and Andrew agreed to do this. **AH**

Performance Dashboard

Robin Strang went through the performance dashboard which shows non finance performance indicators. Employee turnover and sickness absence figures are slightly above target. Customer visits are up on last year but below target. All other indicators are on target.

Operations

Kirstin Purdie outlined the operations content of the Performance Report.

She advised that WLL had received a Gold Award at the UK Customer Experience Awards, noting that we are the only Scottish leisure operator to receive this award. In addition to this, Xcite Broxburn Pool won the 2018 CEA Best Customer Experience Award for UK swimming pools.

Retention is still an issue. A new Service Plan (Total Wellness Journey) has been launched and should positively contribute to sales and retention going forward.

Business Development

Mark Chambers reported that our 'Black Friday' join for £12 campaign achieved 125 new sales. Our January campaign will be 'Join for £19 in 2019'.

He then updated Directors on our new bookings App which has already been downloaded 2,530 times, plans are in place to drive more traffic to the App.

Xcite Linlithgow, Armadale and Broxburn Sports Centre will have some minor works carried out and some fitness equipment replaced. This work will be carried out over a two day closure for Armadale and Linlithgow and a three day

closure for Broxburn.

He concluded that Xcite Livingston pool will be closed until 28<sup>th</sup> December to allow essential repairs on the flumes and plant.

#### HR and Training

Kirstin went through the HR report highlighting that the sickness absence rate to 30<sup>th</sup> November 2018 was 4.59% against a target of 4%. Employee turnover is at 21.24% against a target of 17%. Transferred Services are now included in these figures.

#### Strategic Risks

Robin outlined the main risks to the business, the delivery of the 2018/19 Business Plan and the Three Year Plan, concluding that a revised strategic risk register will be presented to the Audit & Finance Sub Committee at its meeting on 30<sup>th</sup> January 2019 which will include any new risks that have emerged over the past 12 months.

**Decision: To note the report.**

#### 7. COUNCIL USE OF HOWDEN PARK CENTRE (REP-0772)

West Lothian Council is seeking £20,000 of free use of Howden Park Centre. This provision was not included in the service specification at the time of transfer so is presented to Directors for consideration.

Following discussion it was agreed that the council can have up to £20,000 of free use of Howden Park Centre subject to the following conditions:

- Council staff cannot book more than three months in advance
- There are no free lets for the theatre
- 'No-shows' will be charged for
- Any costs incurred by WLL will be charged to the council
- A charge is made for any equipment required
- Catering to be arranged through WLL
- Paying customers are not to be displaced
- This arrangement applies from 14<sup>th</sup> December 2018 onwards.

Robin will liaise with council colleagues to vary the service specification accordingly. **RS**

Directors agreed that there should be no further requests from the council for free use, and that this is a full and final adjustment to service specifications.

**Decision: To approve the request subject to the conditions noted above.**

8. COMMUNITY LEISURE UK (REP-0773)

Robin informed Directors of a change of name of the association that represents charitable culture and leisure trusts from Sporta to Community Leisure UK. This follows extensive community consultation.

Documents were shared with Directors which detail the value of the trust model and the value of being a member of Community Leisure UK.

**Decision: To note the report.**

9. AOCB

There was no additional business to discuss.

10. Dates of Next Meetings

**Audit and Finance Sub-Committee:** Wednesday 30<sup>th</sup> January 2019, 6.30pm at Xcite Bathgate.

**Board Meeting :** Thursday 28<sup>th</sup> February 2019, 6.30pm at Head Office, Bathgate

**Three items of business were heard in private.**

