

EAST AYRSHIRE LEISURE TRUST BOARD OF TRUSTEES

MINUTES OF MEETING HELD ON TUESDAY 19 JULY AT 1800 HOURS IN CUMNOCK TOWN HALL, GLAISNOCK STREET, CUMNOCK

PRESENT: Independent Trustee Elizabeth Young; Councillors Eòghann MacColl and Neil McGhee; and Independent Trustees Robin Hume, Jean Brown, Jackie Livingston and June Minnery.

ATTENDING: John Griffiths, Chief Executive, Dianne McGregor, Marketing and Development Manager and Jackie Biggart, People and Finance Manager, all East Ayrshire Leisure Trust; and Gillian Hamilton, Democratic Services Officer, East Ayrshire Council.

APOLOGIES: Councillors Douglas Reid and Hugh Ross; and Chris McAleavey, Depute Chief Executive: Safer Communities, East Ayrshire Council, Ex Officio Trustee.

CHAIR: Independent Trustee Elizabeth Young.

DECLARATIONS OF INTEREST

1. No declarations of interest were intimated.

PREVIOUS MINUTES

2. There were submitted and approved as a correct record, the Minutes of the Board meeting held on 7 June 2016 (circulated).

Matters Arising

- 2.1 The annual performance report was being reformatted to incorporate the annual accounts.
- 2.2 The external audit was completed and no issues had been highlighted by the external auditor.
- 2.3 Staff representatives were taking forward Trade Union sponsorship of East Ayrshire Leisure's Staff Recognition Award with full-time officials.

MYSTERY SHOPPING

3. There was submitted and noted a report dated 13 July 2016 (circulated) by the Chief Executive which updated Trustees on the 'Mystery Shopping' exercise which was carried out in 2016.

During discussion it was further noted:-

- mystery shopping was a service improvement tool which provided a snapshot of visitor experience through the eyes of the customer at a point in time. It could be used to assess staff compliance with protocols/procedures, staff knowledge and attitude and to identify any training requirements. It was also useful in identifying any physical issues with venues or barriers to customer engagement;
- the exercise carried out in May 2016 had been helpful in identifying some issues with facility infrastructure and inconsistencies in customer care. These were being addressed;
- there were strong links to recruitment and corporate induction, to staff learning and development and to the Staff Recognition Award;
- following the mystery shopping exercise, an e-learning module covering all aspects of customer care has been rolled out;

- the approach to any under-performance identified would be supportive and consistent in terms of feedback and actions;
- in-house delivery of mystery shopping should be avoided as there could be associated disadvantages;
- there was opportunity to carry out mystery shopping at all levels across East Ayrshire Leisure; and
- the mystery shopping exercise had been highlighted in East Ayrshire Leisure's staff bulletin.

Jean Brown joined the meeting during the above discussion.

CHIEF EXECUTIVE'S REPORT

4. There was submitted and noted a report dated 13 July 2016 (circulated) by the Chief Executive which provided the Board with updates on key business issues including consultation on East Ayrshire Council's Draft Tourism Action Plan; East Ayrshire Council's Best Value Review of Leisure – timeous updates would be provided, Sport and Culture; budget savings targets; "Roon the Toon" 10K event; Annanhill Golf Course works; CIMSPA employer partner scheme recognition (Chartered Institute for the Management of Sport and Physical Activity); "Our Ladies of Perpetual Succour" performance; "Picasso at Play" exhibition; "Made in Dagenham" performance; review of Cultural Services; Dean Castle funding bid; Read, Write, Count events; Artists Work in Public Places; Countryside Events Programme; Dean Castle Country Park Spring Festival; rural skills volunteering events; Dean Castle Country Park Development Project; recruitment of Accountancy Assistant and Training and Development Officer; and the annual audit by Scott Moncrieff.

It was further noted:-

- (i) interviews would take place early September for the vacant position of Independent Trustee;
- (ii) the Best Value Review of Leisure would provide an opportunity for consideration of bringing aspects of support services in-house eg Payroll, Human Resources; and
- (iii) Trustees congratulated the Team on the excellent programme of performances and events summarised in the report.

SEVERANCES

5. There was submitted a report dated 30 June 2016 (circulated) by the Chief Executive which advised the Board of requests for voluntary severance from two employees of East Ayrshire Leisure which have been approved by East Ayrshire Council's Head of Human Resources under delegated authority and two which have been approved by East Ayrshire Council's Cabinet. Two employees were employed within Cultural and Countryside Services and two were employed within Sport and Community Venues.

It was agreed:-

- (i) to note the voluntary severance arrangements as detailed to Appendix A to the report; and
- (ii) otherwise, to note the contents of the report.

STAGE 3 GRIEVANCE APPEAL

6. It was reported by the Chief Executive and noted that a Stage 3 Grievance Appeal had been lodged. A Panel of 5 Trustees was required hear the grievance. The proposed date for the hearing was week commencing 15 August 2015. There was an associated training requirement for appointees, including refresher training for Elected Members.

It was agreed:-

- (i) to forward nominations to the People and Finance Manager; and
- (ii) that Trustees not in attendance be contacted by email regarding the requirement for a Panel.

LIVING WALL PROJECT AT DEAN CASTLE COUNTRY PARK

7. The Board noted that Jackie Livingstone and Jean Brown had recently attended a photo call event at the Dean Castle Country Park for the Living Wall Project funded by Tesco. It was agreed that a breakdown of funding be included in the next quarterly report to the Board; and the Chief Executive look into the organising of the event in respect of comments made at the meeting.

BBC RADIO NAN GAIDHEAL – MAR RADIO ALBA

8. Councillor MacColl reported on his recent participation in a radio show about art collections around Scotland, during which he was able to highlight the strength of East Ayrshire's collection, particularly at the Dick Institute, Kilmarnock and the Burns Museum, Mauchline. The show would be broadcast later in the year; Trustees would be advised regarding the date and appropriate promotion would be arranged.

YOUNG ACCOUNTANT OF THE YEAR

9. The Board congratulated Elizabeth Young on her Young Accountant of the Year nomination.

The meeting terminated at 1900 hours.