

PERFORMANCE AND AUDIT SUB-COMMITTEE

MINUTES OF MEETING HELD ON MONDAY 12 FEBRUARY 2018 AT 1800 HOURS IN ST JOSEPH'S LEISURE CENTRE, GRASSYARDS ROAD, KILMARNOCK

PRESENT: Independent Trustee Robin Hume; Councillor Clare Maitland, Trustee; and Independent Trustees Jackie Livingston and June Minnery.

ATTENDING: John Griffiths, Chief Executive; Jackie Biggart, People and Finance Manager; Anneke Freel, Countryside Services Manager; Adam Geary, Cultural Services Manager; Dianne McGregor, Marketing and Development Manager; and Lorraine Russell, Senior Accountant, all East Ayrshire Leisure Trust; and Gillian Hamilton, Democratic Services Officer, East Ayrshire Council.

APOLOGIES: Councillor Neil McGhee, Trustee.

CHAIR: Independent Trustee, Robin Hume, Chair.

DECLARATIONS OF INTEREST

1. Independent Trustees Robin Hume and Jackie Livingston, both representing users of facilities, declared a non-financial interest in Item 3 below, which neither considered significant and accordingly remained and participated in consideration of this Item.

MINUTE OF PREVIOUS MEETING

2. There were submitted and approved as a correct record the Minutes of the Performance and Audit Sub-Committee meeting held on 16 November 2017 (circulated).

CHARGES OF SERVICES 2018/19

3. There was submitted a report dated 1 February 2018 (circulated) by the Chief Executive, which presented the proposed schedule of charges for 2018/19.

It was noted that this item of business was being presented to Performance and Audit Sub Group for the first time, having previous been submitted direct to the Board for consideration and it provided the Group with an overview of the process.

A target for increased net income of £15,000 for 2018/19 was included within the projections, predominantly achievable from an average 3% increase on SGP and indoor hall charges. This income was in addition to any income already declared within individual service reviews.

It was agreed:-

- (i) to note the concerns expressed by Trustees regarding the £1 transaction charge for all advertised ticketed bookings, including cash purchases, and the reasons for introducing a consistent transaction charge, as detailed in the report and discussed during the meeting;
- (ii) to note the concerns expressed by Trustees regarding the proposed increase in East Ayrshire Youth Theatre charges. It was agreed that the viability of different payment options would be looked at to assist youth theatre participants; and
- (iii) otherwise, to note the contents of the report.

PERFORMANCE REPORT OCTOBER TO DECEMBER 2017

4. There was submitted a report dated 1 February 2018 (circulated) by the Chief Executive which provided details of the Trust's performance for the period October to December 2017, the third quarter of the 2017/18 financial year. The report showed sound performance across all areas of the Trust's remit.

It was agreed:-

- (i) to note the positive progress achieved across most indicators in the Business Plan, however there had been a reduction in recorded attendances compared to targets, mainly due to facility maintenance closures;
- (ii) to note that financial performance was on target with a breakeven position projected at year end;
- (iii) to note the total unallocated reserves figure of £90,064;
- (iv) to note in the allocated reserves analysis, the reallocation of funds for Annanhill Golf Course – 4th Green to Keep Scotland Beautiful to carry out an audit of venues to measure performance in energy efficiency (£5,000) and to supplement the play area at Dean Castle Country Park (£6,346);
- (v) to note the intention to submit a brief to Procurement by the end of the financial year for website development;
- (vi) to note that representatives of Unique Events would attend the Board meeting on 27 February 2018 to give a full presentation on the 2017 Illuminight Event and their 3 year proposal to grow and develop the Event in Kilmarnock;
- (vii) to note the update on the Internal Audit Plan 2017/18, and the minor issues that had been identified and addressed during the location audit of Loudoun Leisure Centre, as reported verbally at the meeting;
- (viii) that Trustees were happy to proceed with verbal updates on completed audits (as opposed to written reports);
- (ix) to note the move to contactless payments up to £30, from 12/13 March 2018;
- (x) to note that Internal Audit and Glasgow City Council, having relevant experience, were reviewing all policies and procedures related to the governance and the constitution for the integrated Trust (East Ayrshire Leisure and Kilmarnock Leisure Centre Trust);
- (xi) to note the summary of key findings for the customer and employee satisfaction surveys and the actions being taken forward for staff including staff newsletter, EAL email addresses, more openness about meetings schedule and more visibility of senior managers. A staff information day was being planned for June 2018. A working group was looking at the format of this event. An employee satisfaction survey action plan with quarterly updates was available to staff. Staff working groups had been re-established to promote understanding of services internally within the organisation;
- (xii) to note that the Performance Scorecard need to be better aligned with the progress against action plan table and that the Chief Executive was taking this forward. Trustees were happy to keep the Performance Scorecard on the agenda in the meantime;
- (xiii) to note that the Barclay Review of Business Rates had been removed from the risk register. As previously reported, rates relief would not now be removed from ALEOs

such as East Ayrshire Leisure. The Barclay Review made it clear that future expansion of ALEOs should be deterred both in terms of the number of ALEOs and the number of facilities no longer paying rates. As a result of the Barclay Review, at least 2 Councils had shelved proposals to create new Leisure Trusts and there were emerging issues with rates relief for new facilities being added to existing Trust remits; and

(xiv) otherwise, to note the contents of the report.

MYSTERY SHOPPING

5. There was submitted a report dated 1 February 2018 (circulated) by the Marketing and Development Manager which updated Trustees on the 'Mystery Shopping' exercise carried out by Visit Scotland in November 2017.

It was agreed:

- (i) to note that work was taking place on an induction video for new staff, to reinforce expectations of them, particularly in relation to engaging customers; and
- (ii) otherwise to note the report.

STAFF RECOGNITION AWARD

6. There was submitted a report dated 1 February 2018 (circulated) by the People and Finance Manager which provided details of nominations for the East Ayrshire Leisure's Staff Recognition Scheme for the period October to December 2017 for consideration.

It was agreed:-

- (i) to approve the preferred nomination for the award of 'Delivering Excellent Customer Service' and the preferred nomination for the award of 'Going the Extra Mile';
- (ii) to note that the recognition awards were having a positive impact on staff morale; and
- (iii) otherwise, to note the contents and appendices of the report.

DATE OF NEXT MEETING

7. East Ayrshire Leisure Trust Board of Trustees - 27 February 2018.

The meeting terminated at 1940 hours.