

East Renfrewshire Culture & Leisure Ltd

(A company which is a Scottish Charity (Scottish Charity Number SC0045726) incorporated in Scotland under the Companies Act with company number SC486489)

Minute of a Meeting of the Board of Trustees of East Renfrewshire Culture and Leisure Ltd

Via Microsoft Teams Online, on Tuesday 17 November 2020 at 3.00pm

- Present:** Professor Grant Jarvie (Chair) (GJ)
Andrew Allan (AA)
Provost of ERC Jim Fletcher (JF)
Councillor Barbara Grant (BG)
Steven Larkin (SL)
Dr Noreen Siddiqui (NS)
Rob Crusher (RC)
Councillor Colm Merrick (CM)
- Attending:** Anthony McReavy, Chief Executive (AMcR)
Karen Storie, Director of Finance and Commercial Services (KS)
Mark Ratter, Director of Education ERC (MR)
Margaret McCrossan, Head of Accountancy ERC (MMcC)
Ian Pye, Head of Sports and Physical Activity (IP)
Robert Hammond, Head of Operations (RH)
Jude Smith, Marketing Manager (JS)
Christine Fairfull, Management Systems and Business Information Officer
Angela Burgess (minute taker)

Apologies: Councillor Paul O’Kane

1. Welcome & Introductions

The chair welcomed everyone to the meeting. GJ welcomed Mark Ratter on behalf of the Board.

GJ asked if item 8 – Report by Chair of the HR, H&S and Appeals Committee could be discussed after item 5 Matters Arising as RC had to leave meeting early. This was agreed.

2. Preliminaries (including apologies and quorum)

Apologies were received from Cllr Paul O’Kane.

The Chair confirmed there are no Declarations of Interest and the meeting was Quorum.

3. Minutes of previous meeting

Minutes from 15 September 2020 were agreed and approved.

4. Matters arising

Action Points from previous meeting:

- 5) 2019/20 Annual Accounts – KS waiting for final signed accounts from Wylie & Bissett – once received she will arrange for final copy to be delivered to AA.

- 7) Eastwood Masterplan – AMcR will canvas for dates to arrange a briefing session to Board members
- 10) Budget Planning 2021/22 – this will be discussed in the meeting.

8. Report by Chair of the HR, H&S and Appeals Committee

RC, Chair of the Committee, gave an overview of the meeting held on 11 November 2020. Due to today's announcement by Scottish Government that East Renfrewshire is now entering Tier 4 Covid restrictions and the fluid situations things have changed since the meeting was held.

RC gave an overview of the Trust's recovery so far including what venues/facilities are now open and the extended furlough scheme and how this has impacted the financial situation which will be discussed later in the meeting.

5. Change/Digital Journey Presentation

JS gave a summary of marketing and online communication we have had with customers during lockdown and the importance of keeping customers up to date with changes and the progression of our recovery. She also talked about the website development and the online customer journey from making bookings online to making online payments which is crucial for our recovery.

CF gave a presentation and demonstration on our new online app which is proving very successful with customers allowing them to book online, join waiting lists, paying online. She also spoke about our upgraded systems making it easier for us to keep in touch with customers.

Emails were sent to approx. 1900 customers with instructions on how to book online with 250 individuals booking spaces in first few days.

The development of Join At Home is ongoing which will allow customers to buy memberships online including setting up Direct Debits. Connect development will expand the product and services range and we are hoping to move to a hosted solution to give us 24/7 support.

After questions, CF left the meeting after agenda item 5.

SL left meeting.

6. Chief Executive's Q2 Scorecard and Business Performance Update.

AMcR presented the Q2 performance results.

Ongoing recovery plan includes:

- Swimming lessons restarted running about 50% pre covid
- Rebuilding of booking system Gladstone
- October Holiday programme – first paid programme since lockdown
- First Direct Debit for Gym Members taken on 15th November but this will need refunded since Tier 4 in place as closure will now be in place from Friday 20 November.

- Library Summer Reading Challenge which saw us 4th highest in Scotland for number of participants and 5th highest in Scotland for people completing the challenge.
- Some commercial groups returned to facilities e.g. Dance Schools, Out of School care

Capital Projects include:

- Completion of refurbishment of Eastwood Park changing facilities
- Completion of refurbishment of Clarkston Library – decision still to be made when it reopens.

A discussion took place regarding the performance in the period until 30 September 2020.

7. Report by Chair (AA) of the Finance, Audit and Risk Committee (FAR)

The FAR Chair provided a summary of the activities which took place at the FAR meeting held on 10 November.

a) 2020/21 Q2 financials and high level forecast

An overview of the Q2 financials was provided by KS, including the forecast for 2020/21. This is a high level forecast for the rest of year. £1.1m improvement due to the extension of furlough scheme.

With the announcement from Scottish Government and East Renfrewshire entering Tier 4 from Friday these figures will change. With the extension of the furlough scheme it is expected that this will continue to have a favourable impact.

AMcR said to help us improve the financial situations decisions to hold off opening all facilities at once would help.

b) 2021/22 Draft Budget

KS gave an overview of the 2021/22 draft budget and the key assumptions.

This will be refined as we progress through recovery of Covid 19 restrictions.

Discussions took place.

c) Cash

KS actively keeps up to date on cash payments, together with updates from the Council Treasurer informing of large movements.

We will likely require assistance from East Renfrewshire Council by the end of the financial year to meet financial obligations. MMcC agreed the Council will provide support.

d) Risk Register

The Risk Register was discussed with 2 risks increased and 5 decreased.

8. Discussed earlier in meeting

9. Press & PR

Issued separately

10. AOCB

Steven Larkin, Unison is now at the end of his term as elected member therefore unless re-elected this will be his last meeting.

A new Business Plan will be presented at next meeting.

Action Points

Agenda Item	Action	By

Next meeting Tuesday 16th February 2021