

## LIVE BORDERS

Minutes of a Meeting of Live Borders held on Monday 23 May 2022 at 6.30pm  
at Melrose Road, Galashiels

**Present:** Bill White (Chair), Alison Moore (on-line), David Pye, Ross Gardiner,  
Alasdair Hutton, Julie Ross

**Apologies:** Angela Cox

**Non-Attendance:** Raymond Kerr, Keith Allan

**In Attendance:** Ewan Jackson, Ben Lamb, Jane Hogg, Caroline Smith (minutes)

| 1. | <b>Chairs Welcome/ Apologies of Absence</b>   | <b>Actions</b>      |
|----|---|---------------------|
|    | The Chair welcomed all to the meeting.  |                     |
| 2. | <b>Board Administration</b>   |                     |
|    | <p>a) <b>Declaration of Interest:</b> No declarations made.</p> <p>b) <b>Board business:</b> Swap items 6 and 7 around</p> <p>c) <b>Board self assessment:</b> The Board discussed the self-assessment update and noted the survey scoring on Appendix 1 was lower in some areas than expected. The Board have asked that the Scheme of Delegation be reviewed and a paper brought back to Board in August.</p> <p>Training was discussed by the Board and it was agreed to organise training in the areas of charity law, governance and finance to reflect the findings of the survey. The training would be arranged for the afternoon on 26 September 2022 prior to AGM.</p> <p>d) Board discussed the responsibilities of the committees, main board and chair and asked the CEO to review and update the scheme of delegation and bring back to Board in August.</p> <p>The Board noted the update.</p> | <p>EJ</p> <p>EJ</p> |
| 3. | <b>Adoption of the Minutes of the Monday 28 February and 23 March 2022</b>  |                     |
|    | The minutes of the meetings on Monday 28 February and 23 March 2022 were approved by Alasdair Hutton and seconded by Ross Gardiner.   |                     |
| 4. | <b>Matters Arising</b>  |                     |
|    | <p>Matters arising update was discussed by the Board, noting all actions had been addressed.</p> <p>The Board noted the update.</p>   |                     |
| 5. | <b>Chief Executive's Report</b>   |                     |
|    | EJ updated the Board that highlighting the difficulties in comparing performance due to the impact of the pandemic on current and prior year. Some of the comparisons are based on the Directors best estimate.   |                     |

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|           | <p>Complaints levels have increased from Q3 to Q4, the Board noted pricing complaints had increased.</p> <p>Financial monitoring had been considered by the Finance Committee in detail, reporting a quarterly loss of £162k. A deficit of £77k for the year, which was £84k better than forecast.</p> <p>The database integration of Archive and Museums collection has been successful with plans of a soft launch in July.</p> <p>The Board discussed the complaints regarding access and opening times, it is a challenging time having lost 80% of the caretakers in the halls with retirement, you also lose their knowledge. It has been difficult to recruit to the posts, definitely less forbearance, but opening as much as it is safe to do so. Community halls/groups most affected. Recruitment is continuing and once we have it right we should see less complaints in this area.</p> <p>The Board discussed and noted the issue of difficulties for customers with the booking processes in general but in particular for community centres. Booking processes to be reviewed.</p> <p>The case studies were discussed and BW suggested inviting a Trustee to make future awards to staff.</p> <p>Memberships were discussed by Board and although the memberships are now plateauing. Learn to Swim continues to increase to previous level, group exercise continues to grow, as does gymnastics and play. There is more competition for the gyms, as members have found alternative ways of exercising, EJ reported he was not as confident on the increase of gym membership.</p> <p>The Board discussed the targets for the KSIs and recognise where we are just now and that it might take time to recover.</p> <p>Board noted the report.</p> | EJ |
| <b>6</b>  | <b>Resolution: Bank signatory</b>  |    |
|           | <p>The Board discussed the resolution to: remove Linda Ross as signatory from list of authorised signatories held with Nat West Group for Live Borders; and to the addition of Ben Lamb and Jane Hogg to the list of authorised signatories.</p> <p>The Board agreed and approved to the Resolution.</p>   |    |
| <b>7.</b> | <b>Service Redesign</b>  |    |
|           | <p>The meeting discussed the report, noting progress to date. The Board asked for a report on current position and explore some of the suggested ways forward and how we will manage the risk. Report to be brought to a special meeting to discuss the subject, to agree plan for EJ to go back to SBC.</p>   | EJ |

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|            | AM asked for budget figures to be put against the bullet point list on 3.1.  | EJ |
| <b>8.</b>  | <b>The Great Tapestry of Scotland : Monitoring</b>   |    |
|            | The Board discussed and noted the update.  |    |
| <b>9.</b>  | <b>Annual People report</b>  |    |
|            | The report was discussed and noted by the Board.   |    |
| <b>10.</b> | <b>Annual Health and Safety report</b>   |    |
|            | <p>BL updated the Board that is had been difficult and challenging year continually changing but nothing to flag as concerns. Current Health and Safety Officer, Mags Morrison is retiring at end of June 2022, wealth of knowledge we are losing is a concern. Great relationship with external consultants and will be using them until recruitment finalised.</p> <p>AM confirmed that she represents the Board at the Health and Safety forum.</p> <p>The report was noted by the Board.</p> |    |
| <b>11.</b> | <b>Committee Papers</b>  |    |
|            | <p>The following meeting notes were:</p> <p>a) Finance Committee: 15 March 2022 confirmed as approved previously by email</p> <p>b) Finance Committee: 10 May 2022 noted and approved</p>  |    |
| <b>12</b>  | <b>AOB</b>   |    |
|            | Date of next meeting: 22 August 2022   |    |

Meeting closed at 8.15pm