

LIVE BORDERS

Minutes of Meeting of Live Borders held on Monday 22 May at 6.30pm
At Live Borders head office and Online

Present: Alison Moore (Chair), Ross Gardiner, Bill White, Ewan Elder, Pete Smith, Keith Allan (online), Raymond Kerr, Neil Richards, John Fordyce, Tom Weatherston (online), Cllr John PatonDay (online)

Not present: David Pye

Apologies: Sarah Mathieson, Pete Smith

In Attendance: Ewan Jackson, Laura Steven, Graeme McMurdo, Jason Moyes, Owen Adams, Sarah Simpson (minutes)

1.	Chairs Welcome/ Apologies of Absence	Actions
	The Chair welcomed all to the meeting.	
2.	Board Administration	
	<p>a) Declaration of Interest: None</p> <p>b) Board business: AM announced that Keith Allan has resigned, and this would be his last meeting – a replacement from NHS Borders will be proposed in due course.</p> <p>AM announced that David Pye had resigned with immediate effect.</p> <p>A new Board member Carly McCallan, who was suggested by SM will be a great asset to the board and is recommend and formally proposed by AM and seconded by RG. She joins the Board in August.</p> <p>Sarah Mathison moving from the Finance Committee to the H&S Committee</p>	
3.	Spotlight: Creative Communities	
	<p>Jason Moyes presented an overview of what is happening in the Creative Communities then answered questions relating to the slides.</p> <p>The Board noted the update.</p>	
4.	Spotlight: People Annual Report	
	<p>Owen Adams presented the People Annual Report as circulated</p> <p>OA read out some key points from the report. Bamboo recording sickness absence and annual leave entitlement to hours.</p> <p>Pay gap reporting currently negative -0.7% male</p> <p>Sickness absence lower than UK average</p> <p>Recruitment admin updating this year to cut out duplication of work</p> <p>Rostering to go onto an app</p> <p>Whistleblowing policy – access through SharePoint or G drive to see policy and raise concerns or queries either to their manager or direct to the people team.</p> <p>Onboarding process can be updated to include whistleblowing.</p>	

	<p>OA answered questions from the Board regarding the paper and confirmed the following: Looking at more formal rewards and recognition scheme Recruitment consultant costs come from a central cost Reliance on casual and temporary staff is reducing.</p> <p>The Board noted the report.</p>	
5.	Adoption of the Extraordinary Minutes of 27 March 2023	
	The minutes of the Board meeting held on 27 March were approved by RG and seconded by NR.	
6.	Matters Arising	
	<p>David Spiers is waiting to hear back from RBS re overdraft. CEO report – hall bookings service review, fixed phone answering service, process mapping and looking to switch from invoicing to pay and you go booking. Hall bookings are different from community centres re bookings and clarity is to be made on the LB website. Chambers Institute Development Project – continued to being worked on. Burgh hall ceiling work done and open day very positive feedback. Phase 2 bid if further levelling up. H&S policy being worked on to come to board later after end of June.</p> <p>Other items were included on the agenda for the current meeting.</p> <p>The Board noted the update.</p>	
7.	Joint Strategic Review Update	
	<p>AM update on joint review being undertaken jointly between Scottish Borders Council and LB. Observations – steering group monthly meetings. Review work started with empathy workshop with managers, survey of LB & SBC staff finished this week. Workshops booked for this week with Board members. Media release in papers covered last week with message about joint review which LB called for. Creating a sub-group of the review to focus on GTOS and how future funding should look and how it compares to other similar museums across the country. Interim report expected in June, may need another extraordinary meeting after it is published.</p> <p>The Board noted the update.</p>	
8.	Chief Executive Officer’s Report	
	<p>EJ summarised the CEO Report The Board discussed the CEO report.</p>	

	<p>Financial performance cumulatively the full year deficit is now £574k. KSI trends learn to swim membership is down. Low recovery with smaller sites. Tri-fitness doing well.</p> <p>Clarification requested on KSI 14 graph – LS to report back after meeting.</p> <p>Page 35, 2.9 Complaints - staff being able to see customer passwords, EJ to check GDPR compliant. Maybe an audit is required, or will this be covered by review?</p> <p>Head Office Move – board agreed to move to St Mary’s Mill, Selkirk in February 2023 meeting. Since then, EJ has received letter from SBC CEO asking to discuss possible move to civic centre hub in Newtown. GMc Looking at options to include moving both Selkirk and Gala offices to Newtown. CEO at SBC looking at other partners to move into the hub. LB having conversations. Board agreed to look into all options.</p> <p>The Board noted the report.</p>	<p>LS</p> <p>EJ</p>
9.	<p>Strategic Goals</p> <p>a) FY22/23 update GMc gave an update Board agreed in February on key initiatives, p46 tables 17 carrying forward as projects. 10 complete or can be measured in unit plans. Digital strategy to go forward. Single platform should be used rather than 3 different digital suppliers i.e., Gladstone, Patronbase, new apps. Review should look at this to have one digital strategy. LB trying to develop one app to cover all sections. Teviotdale and Tri-fitness apps working well. AI will need to be thought about in future.</p> <p>b) Strategic Projects Update GMc went through paper and summarised current projects. Social prescribing - large grant will be available from SBC – EJ meeting with SBC to discuss grants later this week. Key point we can make a difference and feed back into how it has made a difference. Review needs future proofing so that any new projects coming forward don’t put us back financially. Resource needed. Revenue possibility needs matching to capital budgets.</p> <p>The Board noted the update.</p>	
10.	<p>FY 2023/24 Budget</p> <p>a) Revenue Budget LS summary of paper agreed at previous meeting. Implementation of management actions underway. Increase of income required now fed to all management along with funding cuts, who are not happy but understand why. Updated threats and opportunities table. Insurance claim for Peebles pool in expected to be lower amount but as yet not confirmed. Energy costs summary and forecast.</p>	

	<p>Updates to come to Board in August on how we can top up budgets. Board agreed - other costs was too great a figure not to be broken down into more detail.</p> <p>b) Capital Budget LS summary of paper. Compliance in Sports infrastructure surveys. Plant room surveys been commissioned to look at aging estate. Large investment required in Eyemouth due to failure of air handling units plus boiler at Gytes failed. Large sum of money required to replace/repair both, approx. £300k plus. Review – longer term investment plan re replacement of plant re Net Zero and how SBC will fund this. Finance Committee agreed underspend of grant being offered back to SBC.</p> <p>The Board noted the update.</p>	
11.	Spotlight: Measuring Customer Satisfaction	
	<p>EJ – report prepared by marketing team explaining how it is arrived at Net Promotor Score Information. Sample size can vary, recent survey back up to target 30 and expect to get closer to 40 as year progresses. Marketing looking at data to see how services can be improved. Mystery shopping is done across sports, libraries, museums & HofH.</p> <p>The Board noted the update.</p>	
12.	Spotlight: The Great Tapestry of Scotland	
	<p>GMc – report written as an overview - VisitScotland advised GTOS that it had retained its 5-star accreditation, footfall is good, channel 5 filming recently done. Promotions, school events and tours.</p> <p>The Board noted the update.</p>	
13.	Spotlight: Health & Safety Report	
	<p>EJ summarised the paper. H&S management has changed with a new third-party author. Highlighted where we could do better. Comment about incidents and accidents which were being under-reported and now looking at what should and shouldn't be reported. Looking at consistency. RIDOR report highlights major incidents. Fire risk assessments for all buildings – suggested all bins secured & locked – EJ to follow up.</p> <p>New system is a digital H&S system, all sites and people are being trained. Question - Are Insurers made aware of incidents? Question - Are we safeguarding the company against H&S over spend v common sense? Are we at risk of demarcation point with SBC? What is the SBC speed of response to requests and what is reasonable period of time before we do something if no response? If EJ not able to sign off funds i.e., on holiday, what is LB policy on how to proceed? EJ to check. Onboarding process should ensure all managers aware of H&S.</p>	<p>EJ</p> <p>EJ</p>

