

ANGUSalive

NOTE of MEETING of the Board of Directors of ANGUSalive held at 10.00am at Forfar Community Campus on Friday 22 February 2019

Present:

Name		Title	Initial
Kenneth	Fraser	Independent Director - Chairperson	KF
Hannah	Whaley	Independent Director - Vice Chairperson	HW
Kirsty	Hunter	Chief Executive	KH
Colin	Brown	Council Director	CB
Gordon	Cargill	Service Leader (Governance & Change)	GC
Charlie	Cameron	Independent Director	CC
Fiona	Dakers	Senior Manager Libraries Customer and Culture	FD
Lynne	Devine	Council Director	LD
Bill	Duff	Council Director	WD
Lesley	Hadden	Executive Management Team Personal Assistant	LH
Colin	Knight	Senior Manager Sport and Leisure	CK
Kevin	Lumsden	Angus Council Finance Manager	KL
Ken	McKay	Independent Director	KM
Ronnie	Proctor	Council Director	RP
Alan	Rae	Independent Director	AR
Iain	Stevens	Senior Manager Business Management and Development	IS
Apologies			
Lisa	Dallas	Company Secretary	LD

Did not attend:

Item No	Note
1.	<p>Welcome & Apologies</p> <p>KF welcomed everyone to the meeting including new Board member Cllr Ronnie Proctor.</p> <p>The Directors of ANGUSalive agreed to ratify the appointment of Ronald Proctor as a Director of the Company as of 7 February 2019.</p> <p>Apologies: Lisa Dallas</p>
2.	<p>Declarations of Interest</p> <p>Directors were asked to consider whether they had any declarations of interest in relation to any item on the agenda for the meeting. No declarations were made.</p>
3.	<p>Minutes of Meeting on Friday 7 December 2018</p> <p>The Directors approved the minutes of the above meeting.</p> <p>Proposed as accurate by WD and seconded by LD</p>
4.	<p>Matters arising from the Minute of Meeting Friday 7 December 2018</p> <p>Critical Pathway Will be tabled in confidential matters at the end of the meeting.</p> <p>Gender Pay Gap KH highlighted ANGUSalive reported late in 2018 as there was genuine confusion, including within the EHRC, about whether Trusts were required to report. An extended deadline was agreed however this reports as a late filing on the system and confirmed this year it is imperative we are able to file prior to the deadline of 04 April 2019 and ideally as soon as possible. KH advised we first requested the ANGUSalive employee information at the snapshot date of 5 April 2018 required to create our Gender Pay Gap report for 2018 in October 2018. The delays in getting the information mean we have missed the opportunity for the full Board of Directors to approve the Gender Pay Gap Report in advance of</p>

	<p>publication.</p> <p>Sharon Falkner Head of HR, Digital Enablement & Business Support – People Directorate, Angus Council confirmed the issues with the new reporting system were only resolved last week however the team have re-prioritised other work to concentrate on the ANGUSalive data to ensure it is with us by Friday 22 February.</p> <p>SF confirmed it has been agreed to discuss with ANGUSalive the timeframe for pulling off these reports well ahead of schedule to avoid any similar situations arising with a proposed calendar being developed.</p> <p>The Board unanimously agreed as an exception, the Gender Pay Gap Report will be shared and approved offline.</p> <p>Annual Accounts KH confirmed the Annual Accounts were submitted to Companies House</p> <p>Risk Register KH confirmed the Risk Register would be presented to Board quarterly.</p>
<p>5.</p>	<p>Chief Executive Update</p> <ul style="list-style-type: none"> • Angus Council Budget Meeting KH provided an overview of discussions held at the Angus Council Budget meeting. • HGIOPLS KH advised a Self-Assessment was undertaken by members of staff within ANGUSalive Libraries led by Christine Sharp, Jason Anderson, Paula Fenwick and Lesley Marr. All facilities officers participated in an initial briefing workshop in May 2018 and then various training sessions with frontline staff took place. <p>A Peer Review visit took place at Arbroath Library on 21 February 2019 and was conducted by Professor Peter Reid (Robert Gordon University), Ms Jeanette Castle (University of West of Scotland) and Ms Yvonne Barclay (Aberdeen City Libraries).</p> <p>KH confirmed the final report for the review of Quality Indicator 3: Learning Culture at ANGUSalive Libraries had been submitted and confirmed the outcome that the standard of service provision and impact is Level 5 - very good.</p>

Arbroath Signal Tower

The Signal Tower development is progressing well. Target date for launch is late summer 2019.

- **Whats On**

KH confirmed ANGUSalive have a super programme of activities, events and shows on offer to inspire healthy, active and creative lifestyle choices this Spring/Summer.

Copies of the Guide are on their way to all ANGUSalive sites to be prominently displayed alongside those covering October 2018 to March 2019 which are still current until the end of this month. The programme will be online soon and copies will be issued with Direct Distribution over the next couple of weeks.

- **Alliance Leisure**

KH advised a meeting was held with Alliance Leisure to consider Membership Growth, organisational Development, Marketing Support and Facility Options in assessing growth potential.

KH confirmed the team attended a site visit arrangement to the case study site at Salt Ayre in Lancaster. Presentation to be shared with Directors.

- **Angus Glens Walking Festival**

The event takes place 30 May – 2 June 2019. The festival this year covers 20 walks over 4 days guided by local Mountain Leaders and our Countryside Rangers who have excellent knowledge of the beautiful Glens, including its wildlife and history.

CK confirmed 85% of walks were sold out.

ANGUSalive Sport Awards 2018

The ANGUSalive Sport Awards celebrate sporting success throughout Angus. KH advised the Sport Awards recognise the achievements of sporting individuals and teams across Angus. KH confirmed the independent panel, comprising representatives from Angus Active Schools, Dundee & Angus College, sportscotland, Scottish Disability Sport and an ANGUSalive Independent Board Member, met on Thursday 18 January to review the high calibre of local sports stars, coaches, volunteers and teams nominated in each of the nine categories.

Nominees, family, friends, club supporters are invited to the awards ceremony on Friday 8 March 2019 at the

	Reid Hall, Forfar. CK confirmed tickets are now sold out for this year's event.
6.	<p>Finance and Audit Sub Committee Information Report</p> <p>HW provided a high level overview to the Board of the Finance and Audit Sub committee Meeting held on 25 January 2019.</p> <p>Following discussions the Board unanimously agreed the following:</p> <ul style="list-style-type: none"> • Terms of reference are to be updated for the Finance & Audit Sub Committee; • The membership of the full Board is to increase. KH to investigate Board sizes in other Trusts; • The membership of Finance & Audit Sub Committee to be increase; • Creation of additional Sub Committees
7.	<p>01_19_Charging and Pricing 2019-20 Update</p> <p>The Board approved the Finance sub-committee terms of reference (Report 10_17 refers) to be updated to reflect the revised sub-committee name and ensure all of the delegated functions from the full Board are included in the remit and noted the Finance & Audit Sub Committee approved ANGUSalive charges for 2019/20.</p> <p>The Board further noted the review of charges for 2019/20 will be submitted to Angus Council's Communities Meeting on 26 February 2019 for noting.</p>
8.	<p>02_19_ANGUSalive Future Vision and Capital Programme</p> <p>The Board noted the content of the report and that ANGUSalive has advanced the Future Vision and Capital Programme.</p> <p>FD advised following broad workstreams further actions have been identified.</p> <p>FD highlighted ANGUSalive will receive further support from hub East Central Scotland on these workstreams.</p> <p>FD advised ANGUSalive will identify and source external organisational support requirements outwith that provided by hub East Central Scotland. Target completion of outline brief is June 2019. The outline brief will include vision and outcomes, accommodation schedule, low to high range redeveloped property costs and low to high level new build costs. Target completion of an outline a business case for the project is November 2019.</p>

	<p>ANGUSalive will report progress to Angus Council's Policy and Budget Strategy Group (PBSG) at the group's next scheduled meeting after the outline brief is available.</p>
<p>9.</p>	<p>AA03_19_Digital Road Map</p> <p>The Board noted the content of the report.</p> <p>IS confirmed it has become apparent that certain aspects of our digital footprint are not fit for purpose e.g. online bookings, website and workforce management, and therefore require some investment in terms of new technology and financial resource.</p> <p>IS highlighted the Board approved the procurement of a new ANGUSalive customer and facility Management System (Report 22_17 refers) and Legend was implemented in December 2017.</p> <p>IS highlighted ANGUSalive have installed a module to allow us to send electronic invoices to our customers. The next identified module to be implemented is Legend Online Services which will offer our customers online class bookings, membership sign up and account management.</p> <p>The customer journey will be improved through the introduction of 24/7 self-service options for customers to access when it is most convenient for them. The transition to online booking will result in a reduction in the use of telephone and in person channels as customers take control of their own membership. This will ensure the team can focus on the customer service needs of those unable to access digital channels and provide an enhanced customer service for complex enquiries.</p> <p>IS advised a temporary website was created to facilitate the transfer of culture, sport and leisure services from Angus Council to ANGUSalive in December 2015.</p> <p>Angus Council, support the current web support service. During the first set of meetings in the project went live it became clear the scope was not going to meet our business requirements to engage dynamically with our customers or provide them with adequate functionality to deliver the customer experience they would expect in the 21st century. IS confirmed ANGUSalive have since procured a website build and design service from our management system provider Legend and the project is well underway.</p> <p>IS confirmed Phase 1 has a target delivery date of the end of April 2019. It will provide the fundamental components of our new website and the critical information required by customers. The website will then be developed over time to include supplementary information as required by the different areas of the business.</p> <p>IS advised Kronos Workforce Ready was recently procured which offers a suite of automated tools including integrating HR, time and attendance, leave and payroll.</p>

	<p>Kronos Workforce Ready is a cloud-based solution suite which is designed to help assist with our diverse workforce. It has the tools we need to not only make work easier and more productive, but it will also deliver a great employee experience through an intuitive user interface. Our current time-consuming processes will be streamlined and visibility into our employee data will be enhanced to help us make smarter business decisions.</p> <p>The Timekeeping System module was procured to allow ANGUSalive to manage and nurture our employees in ways that inspire them to succeed.</p> <p>IS confirmed Kronos Workforce Ready is a very positive investment for ANGUSalive, given the current manual methods of tracking time, absenteeism and duplication of effort throughout the organisation. The benefits of real-time visibility, self-service and pro-active decision making will not only deliver a return on investment but also a much-improved foundation for moving our organisation forward and advised we expect to deliver on the project for the beginning of the new financial year in April 2019.</p> <p>AR advised a discussion with the Trade Unions with regards to the implementation of a new Workforce Management System would be beneficial.</p> <p>LH to add to the agenda of the next Consultative and Safety Meeting.</p>
<p>10.</p>	<p>Any other competent business</p> <ul style="list-style-type: none"> • SportScotland 4yr partnership deal has been agreed. Further meeting to be scheduled in early 2019. • Macmillan Move More CK to provide an information report at next Board Meeting
<p>11.</p>	<p>Date of Next Meeting</p> <p>Friday 26 April 2019</p>
<p>12.</p>	<p>Confidential Matters & Directors De-brief</p>