

**MINUTES OF INVERCLYDE LEISURE  
BOARD MEETING**

**held on**

**Monday 31<sup>st</sup> January 2022 at 3.30pm  
within Greenock Sports Centre**

**Present:** Bill Hawthorne (Chair), Councillor Jim Clocherty, Councillor Graeme Brooks, Councillor Lynne Quinn, Councillor Chris Curley, Dr Liz Cameron, Chris Jewell, Puneet Gupta, Bobby McVitie.

**In Attendance:** Kieron Vango, Chief Executive, David McCorkindale, Head of Leisure & Community Facilities, Audrey Lavelle, Finance Manager and Andrew Hetherington, Head of Business Development and Corporate Support all Inverclyde Leisure and Hugh Scott, Service Manager and Ian Cameron, Principal Accountant both Inverclyde Council and Lesley Hallam, Minute Secretary.

**1.0            Apologies for Absence**

1.1            None.

**2.0            Minutes of Meeting of 22<sup>nd</sup> November 2021**

2.1            The minutes of the meeting of 22<sup>nd</sup> November 2021 were submitted and approved on the motion of Chris Jewell and seconded by Councillor Jim Clocherty.

**3.0            Matters Arising**

3.1            None.

**4.0            Financial Monitoring Report**

4.1            There was submitted a report dated January 2022 by the Finance Manager updating Directors with the financial projection to 31<sup>st</sup> March 2022 versus budget and discuss some of the financial assumptions for 2022/23. The projection is based on 9 months actual results and 3 months forecast.

4.2            The Finance Manager talked through the report and provided Directors with an overview of IL's finances.

4.3            Directors were informed that further to receipt of the agreed £1.745 funding from IC, IL are projecting an operating surplus of £502k. The Finance Manager advised Directors that since writing the report she had received confirmation from IC that the surplus is to be returned to them.

4.4 The Finance Manager informed Directors that at this stage income is approximately £510k ahead of plan and expenditure is projected to exceed target by £7k.

4.5 A report will be submitted to the March meeting updating Directors on the 2022/2023 forecast.

**Decided:**

i that the Directors noted the content of the report.

**5.0 Business Plan Update**

5.1 There was submitted a report dated January 2022 by the Chief Executive updating Directors on areas of the Strategic Plan being worked on by the team, new initiatives and update on work being undertaken as we recover from the pandemic.

5.2 The CEO talked Directors through the results of the recent customer satisfaction survey, which was very positive and confirmed that IL are still meeting customer's expectations.

5.3 Directors were advised that external quality audits were undertaken throughout November and the results were excellent with improved performance in all areas exceeding the corporate target of 75%.

5.4 Directors were informed that work is continuing with our developers to introduce the new document control system called Inverclyde Hub, which will launch in Spring of this year.

5.5 The CEO explained the findings for the Waterfront following the social value analysis carried out by Sheffield Hallam University. He referred to the tables to show factors incorporated into each social value taking indicators into consideration. The CEO stressed that it is important to understand the social value of the company and the benefit IL have in the community. A social value analysis will be carried out across the rest of IL's estate with the findings reported to a future board meeting.

5.6 In response to a question regarding the strategic framework and if it can be used and adapted for other partners use, the CEO advised that the framework is more leisure specific.

5.7 The CEO gave a brief update on the tennis centre delay and advised that he will keep Directors updated as the project progresses.

5.8 Directors noted the KPI framework for January.

**Decided:**

i. that the Directors noted the content of the report

## **6.0 Leisure & Community Facilities Update**

6.1 There was submitted a report dated January 2022 by the Head of Leisure & Community Facilities updating Directors on the company's operations in line with IL's three-year Strategic Plan.

6.2 The Head of Leisure and Community Facilities provided Directors with an update on the company's operations and highlighted the following key areas: -

- Price increases ranging from 2.6% to 7.1%, together with pay-as-you go prices will increase across the majority of IL facilities. There will be a price freeze on a number of headline membership packages.
- Planning for the Warrior Obstacle Event in June 2022 is ongoing. An internal projects team has been set up for this event. All information including the just giving page for Inverclyde Community Fund can be found at [www.inverclydewarrior.com](http://www.inverclydewarrior.com)
- The first week of the funded gym for young people has been very positive with many children taking up the opportunity.
- IL will support and work alongside Inverclyde Stride 2022.
- Refurbishment work at Whinhill has commenced on the new starters box. Timescale for completion is 1<sup>st</sup> April 2022.
- Roller Skating Disco will be held in Greenock Sports Centre on Tuesday 15<sup>th</sup> February 2022.
- Try Curling programme has now commenced.
- Gourock Outdoor Pool is scheduled to open on Friday 6<sup>th</sup> May for the summer season.
- Vaccination programme for Greenock and Port Glasgow Town Halls has been extended throughout January and February.
- Gourock Highland Games and the British Pipe Band will return to the Battery Park in May and June, respectively.
- Scottish comedian, Gary Faulds will perform in Greenock Town Hall on the 18<sup>th</sup> March, 2022.
- The Head of Leisure & Community Facilities will take note of the Scotland -v- England girls under 15s football match to mark the 50<sup>th</sup> anniversary of the first official women's international game which will take place at Ravenscraig Stadium on 15<sup>th</sup> May 2022.

### **Decided:**

- i. that the Directors noted the content of the report; and
- ii. that the Directors approved the approach to price increases effective 1<sup>st</sup> April 2022.

**7.0 Corporate Development**

7.1 There was submitted a report dated January 2022 by the Head of Business Development & Corporate Support updating Directors on the company's corporate development areas in line with Inverclyde Leisure's three-year Strategic Plan.

7.2 The Head of Business Development and Corporate Support provided Directors with an update on the company's corporate development and highlighted the following key areas: -

- Absence reports continue to be produced and discussed at the EMT's weekly meeting.
- During December COVID-19 related absences significantly increased and by using the dynamic employee scheduling IL were able to minimise the impact.
- Employees who are studying towards their BA Business Management degree have successfully completed the first module of the course. Mentors have been appointed to support them throughout their studies.
- A customer service training course has been organised for key employees which will take place in February. This training will be delivered by the WOW organisation.
- IL have successfully relaunched the WOW Awards. Directors were encouraged to read the customer comments which gives an insight into the exceptional customer service received from IL staff.
- A new member promotion of 1<sup>st</sup> month for £1 has been launched which is re-engaging old members and new, who are now returning to our facilities. New membership sales are on trend and confidence is once again returning. Direct debit uplift is showing 8% ahead of target to date.

**Decided:**

- i. that the Directors noted the content of the report

**8.0 AOCB**

8.1 None.

**9.0 Date of the Next Meeting**

9.1 The date of the next meeting will be held on Monday 28<sup>th</sup> March, 2022.

There being no further business the Chairman declared the meeting closed.

Chair.....

Date.....