**CULTURE NL BOARD MEETING**

**MINUTE OF BOARD OF DIRECTORS**

**HELD IN**

**NORTH LANARKSHIRE HERITAGE CENTRE, HIGH STREET, MOTHERWELL ON MONDAY 27 MARCH 2017 AT 1PM**

**Present:** James Law (Chair)

Robert Burrows

David Craig

Michael McPake

Alison Denvir

Alan Stevenson

John Lambert

Adam Smith

**In Attendance:** Jillian Ferrie, Chief Executive, Culture NL (CNL)

Hugh MacMaster, Finance Manager (CNL)

Lizanne McMurrich, Head of Education Skills, Lifelong Learning & Youth Employment (NLC)

Thomas O’Hagan, Accountant, Learning & Leisure Services (NLC)

Fiona Ekinli, (Company Secretary), Principal Solicitor (NLC)

Chris Knudsen, Trainee Solicitor, (NLC)

**Apologies:** Heather McVey

Gillian Hunt

Paul Kelly

Karen Fleming

Charles Cefferty

1. **Apologies**

Apologies were noted.

1. **Declarations of Interest**

No declarations of interest were made.

1. **Minutes of Previous Meeting**

Draft minutes were presented to the Board. David Craig (DC) proposed and Adam Smith (ASm) seconded.

Alison Denvir (AD) made a point on the accuracy of the previous minutes regarding the finance report, requesting a breakdown of the incumbent expenditure of each catering unit.

The Board confirmed there were no other matters arising from the previous minutes.

1. **Revised Grievance Policy and Guidance**

JF presented the report to the Board. The purpose of the report was to request approval to introduce a revised Grievance Procedure with effect from 27 March 2017.

The Grievance Procedure has been approved by the Trade Unions, with all three Unions agreeing the revisions. The changes to the Grievance Procedure were introduced to develop a more streamlined process and to inform staff what constitutes grievance. It is also a more informal process in an effort to reduce the number of grievances at the first stage which will involve a discussion with the line manager. The emphasis is on dialogue and communication together with providing staff with more information on the topic.

John Lambert (JLam) asked how many grievances Culture NL deal with. Jillian Ferrie (JF) commented that initially CultureNL had received a number of grievances but this number has been significantly reduced since 2013.

James Law (JLaw) suggested including explicit information explaining at what point the senior managers would get involved in stage two of the process. JF will include this.

The Board approved the report.

Alan Stevenson arrived at 13:15.

1. **Arts Development Action Plan**

JF presented the report to the Board. The purpose of the report was to advise the Board of the actions to be taken within the Community Arts action plan 2017-19.

Community Arts, of significant importance to Culture NL (CNL), are handled by a small team within the organisation. This plan intends to review current community arts provisions, participation, benchmarking, cross section working and the development of the health & wellbeing strategy.

JLam asked who the benchmarking comparison would be carried out against and what would CNL be benchmarking. JF commented that CNL would identify organisations which are most similar and that benchmarking would include aspects such as cost and service provision. JLam added that CNL should drive improvement in this area.

Alan Stevenson (AStev) asked if the programmes are widespread or if there a focus. JF answered arts programmes are widespread and provide variety, such as photography, visual arts, and performing arts. Location can depend on the requirements of the arts programme offered and facilities available.

JLaw commented on the decrease in participation numbers within the Arts programme and noted that CNL need to be aware of competition from no cost programmes available.

Lizanne McMurrich (LMcM) commented that arts programmes funded by the Council are predicated not on arts but intervention on supporting other activities as it is more about the outcome of activity and how it is supporting the community.

JLaw added the first stage is to become aware of such issues and potential for joint working, asking that feedback on this point is given to CNL’s community arts team and LMcM to feedback to the Council on the same.

The Board approved the report.

Michael McPake arrived at 13:25.

1. **Q3 Performance Report**

JF presented to the Board the report for Quarter 3 from October 2016 to 6th January 2017.

This was a positive report with many service highlights.

At Q3 Income is up 3.4 % and attendance is down 4.9%, however CNL are still within threshold and hoping to improve this in the 4th Quarter. Key Performance Indicators (KPIs) are all green, with the exception of community arts.

In terms of customer feedback there were 30 complaints, 23 compliments and 3 comments.

ASm asked if there would be a cost attached to accessing the digitised library collection on the website - JF clarified there would be no cost to access the collection.

ASm also asked about the Board having an oversight of health and safety issues and about the health and safety committee. JF advised that accident statistics can be included in future reports and noted the requirement to revive the H&S committee.

JLaw made a point on table 4 regarding the 17 complaints on libraries, asking if they were IT related - JF clarified these were complaints regarding heating.

With regard to staff absence JLaw posed the question of whether there is scope to pre-emptively help people manage stress. JF explained there is a time for talking service and stress risk assessments are in place. ASm adding there are stress reduction classes available.

DC commented on the benefits of self-referral and JF noted this is already in place. JLaw asked if this could be put on any regular communication to staff such as newsletters.

AStev drew attention to page 19, commending the great work in developing the visitor /heritage centre and cafe within existing Clock theatre building within Colzium Estate.

The Board noted the contents of the report.

1. **Chief Executive Update Report**

JF presented the report to the Board.

In terms of the 2016/17 efficiency savings, the next board meeting report will provide a year-end position.

Further work is ongoing in the review of the facilities operating model.

CNL have appointed an ICT Development Officer who will be the link with the Council’s IT services. This should reduce IT project costs in the new financial year.

Regarding the ALEO review CNL have received formal feedback from the partnership unit and the final assessment template was circulated by JF. CNL will continue to meet with NL Leisure to discuss potential areas of joint working and will bring management teams together in May to discuss areas of overlap and where the best fit for services are. CNL board will continue to receive updates on the review.

CNL has contributed information to the NLC business plan.

CNL will continue to carry out significant work on the British Transplant Games.

National Theatre of Scotland project is progressing with applications for external funding being drafted.

JF working with Strathclyde University students to address potential areas of business growth at Summerlee.

CNL also hoping to obtain funding from the Scottish Attainment Challenge and Pupil Equity Fund.

CNL will continue to liaise with the Newarthill community groups utilising the library and community centre.

Michael McPake (MMcP) queried whether the Scottish Attainment Challenge goes direct to teachers - JF clarified that the pupil equity fund goes directly to schools.

ASm raised concerns over the geographical spread of the Easter programme of activities. JF explained that programming depends on where suitable facilities are located and CNL attempt to provide as wide ranging a programme as possible in terms of geographical location.

JLaw asked what the anticipated timescale is on the postponed facilities operating model - JF commented the aim will be by the end of 2017.

The Board noted the contents of the report.

1. **Finance Report**

Hugh MacMaster (HMcM) presented to the Board the Revenue Monitoring report for period 11, from 1 April 2016 to 3 February 2017. Adding Section 4 delivers a breakdown by service.

JLaw asked why there is increased expenditure in relation to the new Wishaw library and whether that should have been budgeted for. HMcM clarified that it was not included in original discussion and the property costs were based on projections. DC added the actual costing is done on a pro rata basis.

McMP brought up the subject of catering and risks, particularly the closure of the catering at Drumpellier Park during park redevelopment and advised that plans should be put in place to ensure CNL can offer catering there, even on a temporary basis. JF to chase this matter.

AD asked for an update on the occupancy of Muirfield. HMcM advised that no income was generated for the current year due to leasing issues being agreed, however the Council will subsidise CNL for the first three years. CNL are hoping to have three tenants in place by April 2017.

The Board noted the contents of the report.

**9) Marketing Update Report**

JF presented to the Board a report providing an overview of the operational marketing activities, strategies and plans for the period 9th January to 16th March 2017.

There is a focus on ticket sales, venues and the marketing plan. JLaw has offered to assist marketing team.

JLaw commented on the positive report and would like to pass thanks back to marketing team. Also suggesting the Business Development Manager should come to the next Board meeting in May to share an overview of the marketing activity and to ensure a balanced focus is taken.

DC pointed out the report focuses on campaigns for specifics, however would be good to see the promotion of Culture NL branding and CNL venues. JLaw would like an update on the rolling programme on branding to provide the Board with an insight. JF advised that library signage is required to be replaced next financial year.

MMcP asked if there has been anything done to mitigate traffic and parking problems at Summerlee. JF answered there are plans in place to manage traffic.

The Board noted the contents of the report.

**10) IT Update Report**

JF presented to the Board a report providing an update on the status of current and planned ICT project activities which support the implementation of Culture NL’s business plan.

JF noted there are three live projects which are all currently funded. JLaw added his thanks for the inclusion of completion dates on reports.

JLaw asked if there would be a reduction in fees to CultureNL for elements of projects now CNL have an ICT Officer. JF explained there should be a reduction in fees as it was anticipated that CNL would no longer need to pay NLC for project scoping costs.

The Board noted the contents of the Report.

**11) AOCB**

JLaw introduced an item on behalf of Heather McVey (HMcV) thanking all directors, members and staff for their participation in the running of CNL.

**12) Date and Time of next meeting**

The next formal meeting will take place on 22nd May 2017 at 1pm. Venue to be confirmed.