**CULTURE NL BOARD MEETING**

**MINUTE OF BOARD OF DIRECTORS**

**HELD IN MEETING ROOM, MOTHERWELL CONCERT HALL AND THEATRE, MOTHERWELL**

**ON MONDAY, 22 DECEMBER 2014 AT 1.00 P.M.**

Present: Heather McVey (Chair)

Alison Denvir

Michael McPake

Allan Graham

Adam Smith

Jim Law

John Lambert

Alan Stevenson

Tom Curley

In Attendance: Jillian Ferrie, Culture NL Chief Executive

Paul Hughes, NLC Head of Financial Services

Hugh MacMaster, Culture NL Finance

Fiona Ekinli, NLC Principal Solicitor (on behalf of the Company Secretary)

Barbara Phillibin, NLC Community Learning and Inclusion Manager

Apologies: Karen Fleming

Harry Curran

Lizanne McMurrich, NLC Head of Community Information and Learning

June Murray, NLC Executive Director of Corporate Services

# **Apologies**

Apologies were noted.

# **Minutes of Previous Meeting on 3 November 2014**

ASm proposed and JL seconded.

# **Matters Arising from the Minutes**

AS asked if there was any update on the IT Update Report (item 14, Agenda, Monday 3 November 2014). ASm requested that under AOCB, in the final line, the word “noting” be replaced by “decision”.

# **Q2 Performance Report**

The Chief Executive presented the Q2 Performance Report to the Board. It was noted that Culture NL is taking a lead role in local government benchmarking.

84% of targets were within or above threshold and sickness absence is down.

A Service Planning update will be included in future quarterly performance reports.

In terms of performance indicators only 2 were showing as red RAG status.

The Chair noted that this was a more substantial report than previous.

TC enquired about the reason for the reduction in sickness/absence figures. The Chief Executive confirmed that Managers are looking at better communication with staff and that an improved monitoring method, checked by audit, has been implemented.

The Chair made a request to make practice with regards to sickness/absence consistent and to share good practice.

AS noted that ticket sales are down compared with Q2 last year. The Chief Executive noted that the 2013/14 quarter 2 high ticket sales were due to the year long programme of events scheduled for Celebrating Lanarkshire 2013 .

JL enquired whether it was possible to repeat this event. The Chief Executive noted that funding for the 2013 Celebrating Lanarkshire event was provided by Creative Scotland.

The Chair asked for suggestions on how Commonwealth Games attendance in North Lanarkshire could be reported. The Chief Executive mentioned numbers for the Queen’s Baton event, library attendance and attendance at Summerlee as possible figures to report on.

MMc noted that 25,000 visitors had attended Coatbridge Library for the Hawaiian event.

The Chair suggested that further community led events should be sought out.

The report was noted by the Board.

# **Employee Survey Feedback Report**

The Chief Executive presented an employee survey feedback report to the Board. It was noted that this is the first survey of all staff and that a good return of 40.8% was achieved. The survey revealed a positive attitude to the organisation however there was a poorer response on perceived job security.

Areas currently under improvement are staff development and consistency of management standards across Culture NL. Managers will now be informed of the survey feedback.

The Chair recommended that staff should be informed of the next step in the survey process in the Culture NL newsletter and that staff should be asked for further feedback.

AG asked what Manager training is being provided. The Chief Executive confirmed that a training on positive leadership is taking place over three days in early 2015 with the focus on the development of the management team and not just individual development.

AG enquired about employee perception and the interpretation of percentage of negative comments result in the survey. JL suggested that the 19 percent negative comments may be that no answer was provided rather than a negative comment being made. He also confirmed that staff will know how well they are doing by effective internal communication.

ASm enquired about the current lack of formal review for staff. The Chief Executive confirmed that the Senior HR Officer is developing a new PRD Scheme for 2015. ASm further commented that an interim review of new PRD system would be desirable to make sure the system is working.

The Board noted the report.

# **Internet Access Policy Amendment Report**

# The Chief Executive presented a report on internet access policy amendment. The report was noted by the Board.

# **Chief Executive’s Report**

The Chief Executive presented an update report for the period 11 October to 15 December 2014. It was noted that staff reviews were ongoing for catering and libraries. A new Business Development Manager will join CultureNL on 5 January 2015.

The third set of interviews for the position of Records Manager had not produced an appointment. One further advertisement of the post will be made and the job description will be reviewed if no appointment results.

With regard to the appointment of an independent Director it was agreed that there would be no change of personnel for the Culture NL Selections Panel.

The Chair confirmed that training on the roles and responsibilities of Company Directors will be provided in February for the new Directors and this will also act as a refresher for existing Directors.

The Heritage Horizons placements were discussed.

The Chief Executive advised that Internal Audit had asked for the Audit and Governance Group to agree meetings for 2015.

The Chief Executive advised that a draft Scheme of Delegation was currently being drafted.

The Chair and the Chief Executive have been invited to give a short presentation at the NLC LLS committee meeting in February in order to highlight Culture NL’s first year’s performance.

The success of the annual pantomime in Motherwell Theatre, Cinderella, was noted with 32,000 seats being sold and over £1,500 raised for St. Andrew’s Hospice at the VIP evening.

# **Revenue Monitoring P8 Report**

The CultureNL Accountant presented to the Board a P8 revenue monitoring report for the period 1 April 2014 to 7 November 2014.

TC asked if there had been any developments re the issue of costs associated with Councillors Surgeries in schools. The Chief Executive advised that the issue may have been resolved but that she will provide an update at the next meeting.

JLa enquired about the catering overspend which the Accountant advised was due to the cost of food.

The Chair noted that the menu offer will change in 2015.

The Chair noted an increase in income from functions. JLa requested that the presentation of the profit and loss accounts be amended to show profit as gross and net profits. He also requested that bar income figures were shown separately. The Accountant agreed to change the wording/format of the finance report for future meetings.

JLa noted the success of the cafe at Drumpellier Country Park. The Chair enquired as to what is being done differently at Drumpellier Country Park cafe and if this could be replicated at other facilities.

ASm enquired about mobile facilities. The chair advised that costings for mobile facilities have been obtained but more detail would be required before further consideration.

The report was noted by the Board.

# **IT Update Report**

The Chief Executive presented an update report on NLC ICT Service to Culture NL. Planned improvements to multi-function device functionality in libraries and improved log on capabilities were noted. Funding has been secured for these improvements.

The Chief Executive advised that Iris Ticketing software will no longer be used once the contract concludes. There was then discussion of the use of a cloud system and the advantages of this. The Chair commented that there will need to be discussion on the system as this constitutes a key business decision. It was suggested that we should undertake further research into the ticket systems used by other theatres. The Chair enquired if IT could come to the next meeting to answer the Board’s questions on new systems.

The report was noted by the Board.

# **Press and Promotions Update Report**

The report was noted by the Board.

# **Addition to the Agenda -**

# **Overview of Encounters 2014**

The Chief Executive brought to the attention of the Board the need for external funding for this event and noted that this funding is reducing annually. The Chair asked for any suggestions for sources of external funding.

# **AOCB**

ASm asked if there is a social media policy in place. The Chief Executive advised that a North Lanarkshire Council policy requires to be adjusted for Culture NL use. The Chair noted that it is key for all Culture NL personnel to have training in this policy and emphasised the need to embrace national standards.

ASm commented that some community groups feel that increases in facility hire fees are excessive compared to previous years. The Chair noted that the north area hire fees are slowly being brought into line with the rest of the areas within North Lanarkshire. It was suggested that community groups should be referred to sources of external funding/grants to help with the cost of lets.

# **Date and Time of Next Meeting**

The next meeting will be on 23 February 2015.