

BRIDPORT & WEST DORSET SPORTS TRUST LIMITED

MINUTES OF THE TRUSTEE'S GENERAL MEETING

HELD ON TUESDAY 22nd January 2019

Present: Susanna Newall (SN), Arthur Watson (AW), George Skellern (GS), Allan Staerck (AS), and William Thrower (WT)

Apologies: Margery Hookings (MHK), Peter Brook (PB), John Wright (JW), Chris Baker (CB), Malcolm Heaver (MH) and Alec Bailey (AB)

Non Attendees:

DECLARATION OF INTERESTS: None declared from agenda items.

MINUTES OF PREVIOUS MEETINGS- The minutes of the previous trustee meeting held on the 18th December 2018 were accepted and signed as a true record of the meeting.

MATTERS ARISING:

FUND FOR UNDERPRIVILEGED CHILDREN – Awaiting feed back from Malcolm Heaver.

STAFFING LEVELS – WT updated the meeting confirming that there had been a comprehensive review of the rota and 15 minute breaks for those working less than 6 hours were not covered, however signage displayed showing location of the panic alarm. All breaks over 15 minutes are covered by the operations staff. Training has been completed by Technogym on the My Wellness App and use of a tablet to enable the fitness suite staff to pro- actively engage with members using the fitness suite.

Alan Staerk (AS) suggested using this technology for publicity to attract younger members. SN stressed the importance of using social media and there needed to be an action plan. WT explained one of the new fitness suite staff members (EHG) will be tasked with promoting the fitness suite on social media.

ACTION POINT WT to arrange follow up meeting with John Wright, Chris Baker and Nadiya Wynn to formulate marketing action plan.

LIFT: Three quotes now obtained for essential work on the lift. Meridian / Onyx both Poole based companies potential contractors. WT to further investigate with other leisure centres to get feedback in particular with work completed by Meridian.

ACTION POINT: WT to look into funding opportunities for the work with WDDC via accessible funding streams.

SAFEGUARDING FOR TRUSTEES – All trustees are now required to undertake safeguarding training to fully understand the policies and their responsibilities. On line course has been identified by Sally Bragg at the cost of £23.00 per trustees. The training would take 2 hours and the certificate is valid for one year.

It was proposed by SN and seconded by George Skellern (GS) to use the provider identified by SB to complete the safeguarding training.

Agreed unanimously.

ACTION POINT: WT to liaise with SB.

SPORTS HALL LIGHTING- Decision from Low Carbon Trust delayed due to the holiday period. Decision expected ASAP WT to keep trustees updated.

NEW TRUSTEE RECRUITMENT- SN highlighted the provision in line with the new governance to ensure a solid provision for recruitment of new trustees as follows:

20.4 The Trustees shall undertake a regular skills audit of the Trustees to identify any skill gaps to be specifically targeted if any vacancies arise on the board.

23.7 The Trustees shall follow Charity Commission Guidance and/or best practice generally in relation to the recruitment, selection, appointment and induction of Trustees.

It was agreed that a more eye catching advert be produced in line with the format used to advertise the community forum.

ACTION POINT: WT to liaise with NW to produce advert to be displayed in the centre. Advert also to be placed on indeed site.

All other matters arising covered by the agenda.

MANAGEMENT FEE: Nothing to report.

HRTC: SN reported that Adrian Patterson was now the Chairman of the HRTC. Liaison meeting held on the 11th January the meeting was very positive.

STAKE HOLDER FORUM (SF):

The inaugural meeting will take place on the 28th January at 6pm and all trustees are encouraged to attend. Invitations have been sent to all previous members of the Trust and identified others in addition an open invite has been displayed on reception and media around the centre.

Format for the meeting will be a welcome and introduction by SN. MH will then chair the remainder of the meeting followed by a Q&A session. It is hoped that the forum will not be seen as a fund raising group but a platform to assist the trustees with a vision and identify skill sets to promote the centre. Pictures to be taken at the meeting if possible to be used for PR.

MANAGER'S REPORT:

Manager's Update

January 2019

WDDC / Lease Negotiations / Budgets		
Progress	Who	When
All WDDC Management Fees have been paid	Info	Monthly
RF has chased WDDC (17/01) re. Disallowed VAT invoice - this is to be paid and in our account by Friday 25 th January '19.		
Awaiting paperwork from WDDC confirming extension of supplementary agreement until April 2020 - Tony Hurley e-mailed: 18/01/2019.		

<p>AB / RF / WT met on 03/01 to discuss the revenue budget for 2019/20.</p> <p>Following competitor analysis - there have been marginal increases to Personal Training fees.</p> <p>Proposed revenue budget to be produced at February's meeting, the initial draft is positive.</p>	Info	February '19
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Staffing / Training / Programming		
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Progress	Who	When
<p>Open invite for all trustees to attend the Centre's 'all staff meetings' on: 06/02, 06/03 - 1.30pm to 3.00pm in the pavilion.</p>	Info	Ongoing
<p>WT met with Lucy Danes (Dorset CCG Programme Officer) on 17/12 to discuss a funded pilot for the delivery of a Diabetes / Obesity initiative. Awaiting feedback regarding the outcome of funding - to then progress for an April launch.</p>	WT	February '19
<p>Dementia Friends training booked for all staff: 30/01/19.</p> <p>Dementia hour programmed between; 2.45pm & 3.45pm on a Thursday - first session: 07/03/2019.</p> <p>WT to engage with Dementia Friendly Bridport prior to training.</p>	Info WT	March '19 February '19
<p>Autism awareness training booked: 15/01/19 & 24/01/19.</p> <p>Autism hour programmed between; 2.30pm & 3.30pm on a Tuesday - first session: 05/03/2019.</p> <p>SB to engage with a number of service providers and groups to raise awareness of these sessions prior to launch. Initial feedback has been positive.</p>	Info SB	March '19 February '19

Children's Activities		
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Progress	Who	When																								
<table border="0"> <tr> <td></td> <td>Enrolled</td> <td>Max Capacity</td> <td>%</td> <td></td> <td></td> </tr> <tr> <td>Swim School:</td> <td>536 (549)</td> <td>697</td> <td>77%</td> <td>Info</td> <td>Monthly</td> </tr> <tr> <td>Gym & Tramp:</td> <td>271 (279)</td> <td>343</td> <td>79%</td> <td></td> <td></td> </tr> <tr> <td>Racket Sports:</td> <td>21 (23)</td> <td>32</td> <td>66%</td> <td></td> <td></td> </tr> </table>		Enrolled	Max Capacity	%			Swim School:	536 (549)	697	77%	Info	Monthly	Gym & Tramp:	271 (279)	343	79%			Racket Sports:	21 (23)	32	66%				
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Memberships		
Progress	Who	When
1667 Adult Members (-39 compared to December 2017) 136 Swim Members (+17 compared to December 2017)	Info	Monthly

Marketing / Outreach		
Progress	Who	When
<u>School Water Safety Talks</u>		
<ul style="list-style-type: none"> Powerstock School: 17/01 (Approximately 56 Pupils) Beaminster St Marys: 21/01 (Approximately 108 pupils) Charmouth School: Dates and requirements to be discussed with CF. 	Info	Ongoing
<u>Marketing - Focus</u>	CF	Ongoing
<ul style="list-style-type: none"> Creation and distribution of new timetables for the Centre Creation and distribution of February half term activities Creation and distribution of Autism and Dementia advertising. Marketing Assistant re- connecting with local schools 	NW / NP	Ongoing

Energy		
Progress	Who	When
WT has chased up progress of Low Carbon Dorset application submitted in December 2018 - Dr Erik Blakely e-mailed: 18/01/2019.	Info	Update
WT to investigate possible energy saving alternatives for the pool hall lighting (possibly schedule a site visit to 1610 Dorchester).	WT	February '19

HRTC		
Progress	Who	When
SN & WT held initial liaison meeting with 2 representatives from the new HRTC committee on: 11/01/2019. Initial talks were positive. WT to hold monthly update meeting with the pro's.	Info	Update

<p>Repair works to damage playing wall to commence on: 22/01/19.</p> <p>WT scheduled to meet with contractors on; 21/01 & 22/01 and to be on hand throughout.</p> <p>Abel Alarms installing additional sensor point; 23/01/19.</p> <p>New entrance signage to court to be put up WC: 21/01/19 whilst the building is closed to members.</p>	<p>WT / HRTC</p> <p>Abel</p> <p>TS</p>	<p>January '19</p> <p>January '19</p> <p>January '19</p>
<p><u>Completed Tasks</u></p> <ul style="list-style-type: none"> ▪ Gutters cleaned by GK Paget 17/12/18. An inspection of the roof during these works identified 14x missing roof tiles. WT has requested a quote for these remedial works. ▪ External banks and parcel land has now been tidied following complaints from residents. WT reiterated at liaison meeting the importance for the pro's to keep on top of this. ▪ Fixed Electrical report received from Peter George Electrical - on file. 	<p>WT</p> <p>Info</p>	<p>February '19</p> <p>Ongoing</p>

Other Points				
Progress	Who			When
<p>3 quotes now received for repair works to the Lift:</p> <ul style="list-style-type: none"> ▪ Stannah (Existing Contractor) - £14,385.65 exc. VAT. ▪ Meridian - £10,480 exc. VAT. <i>To consider 30% deposit, 60% 1 week prior to delivery, 10% on completion.</i> ▪ Onyx Lifts - £13,999 exc. VAT. <i>To consider 30% deposit, 50% upon delivery, 20% on completion.</i> <p>Possibly factor in to expected capital expenditure for 2019/20.</p>	To Discuss			March '19
<p><u>Vending / Shop & Retail</u></p> <p>This area has now been handed to the Reception Manager (previously managed by the Head Receptionist). A comprehensive review of our offerings is under review, including the vending options. Update / Proposal to be submitted at February's meeting.</p>	WT / SB / KS			February '19
Key Performance Indicators (KPI's)				
Indicator	QTR 1	QTR 2	QTR 3	QTR 4

	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
Footfall (Individual Visits)	71,312	69,795	72,258	
Customer Comments (Total)	8	8	13	
Positive	3 (37.5%)	2 (25%)	2 (15.5%)	
Negative	3 (37.5%)	3 (37.5%)	4 (30.75%)	
Suggestion	2 (25%)	3 (37.5%)	7 (53.75%)	
Faults Reported (from WAM)	11	7	5	
Faults Rectified (from WAM)	6	5	7	
New Starters (Staff)	5	6	3	
Leavers (Staff)	3	3	1	
If Trustee's would like any additional KPI information, please do not hesitate to ask and I will update on a quarterly basis.				

WT proposed the following:

Upgrade to IT System

The current IT set-up at the Centre is now over 5 years old and whilst certain software (such as Technogym / Legend etc.) is now cloud based, there is however still a large and ageing server still on site.

The windows operating system is also fast approaching 'end of support' by Microsoft and this will inhibit us from moving forward with certain programmes (such as the Legend Front of House operating system).

Recommendation -

For the Trust to allow WT engagement with BCNS to upgrade the IT infrastructure across the Centre and allow movement to a cloud based service.

Initial discussions have been held with BCNS around the cost of upgrading (please see attached quote titled - BCNS upgrade).

Background/ History

The server and majority of the existing IT infrastructure is now over 5 years old, and in alignment with the asset register is due for renewal in 2019.

In addition to this, the Windows 7 operating system is soon not to be supported by Microsoft and at this point - reliability of the system may become compromised.

Since the installation of the Legend front of house system in December 2016, the Centre has slowly moved several of its services across to 'cloud' based solutions, therefore negating the necessity of a large 'on site' server.

The existing system also limits the seamless access to e-mails and documents by Senior Management when 'off site'.

Legend is also transferring their solution across to a new operating platform and this is not supported for Windows 7 users. Therefore, in order to allow for a seamless and uninterrupted transition it makes sense to change now prior to being forced to.

Our Sage platform will also shortly be transferring to the 'cloud' system - this will be the last large program left on our existing server.

Current Position

The allowance within the Asset register is for: **£10,750 exc. VAT** to be spent 2018-20 on IT.

Not all computers within this allowance need to be changed (7x @ £500 each = £3.5k), as they will be transferable to the upgrade.

All thin client computers however need to be upgraded.

Proposed Solution

The quote attached - BCNS upgrade estimates the following costings to update our services:

Initial Outlay of: £3,960 exc. VAT for 8x HP Micro Towers loaded with Windows 10.

Ongoing Monthly charge of: £190.90 exc. VAT for 23x user licences for access to

This will enable a far more friendly user interface and enable Senior Management to operate their systems when not 'on site'.

It will also enable us to stay one step ahead of software upgrades and offer up to date changes to our operating software.

This option is cheaper than replacing like for like, as there is no longer a requirement for an 'on site' server.

Alternatives

Continue to operate on the current version of Windows and only update office accounts to Microsoft Office 365.

However, the server and thin clients will eventually need replacing and should they 'fail' unexpectedly at any point - this could compromise the service that we offer our users.

Please advise whether the Treasurer has been consulted on any of the above costings if required: **NO**

It was proposed by SN and seconded by AS to approve the proposal from WT to upgrade the IT system.

Agreed unanimously.

AGENDA ITEMS FOR NEXT MEETING

Community Forum

Meeting closed at 1951

Minutes subject to approval