

**FCSTL Board Meeting  
Tuesday 10<sup>th</sup> April 2018 @ 4.00pm  
Meeting Room 1, Iona House, Kirkcaldy**

**Present:** Brian Lawrie (Chair) (BL) Frank Quinault (FQ) Sarah Scarlett (SS) John Kilgour (JK) Drew Shedden (DS)

**Attending:** Heather Stuart (HS) CEO, James Marshall (JM) Catering Transition Manager, Lindsay Jenner (LJ) Commercial and Business Development Manager, Jonathon Ellington (JE) Temp Accountant, Julie Aitchison (JA) Corporate Business Co-ordinator, Diane White (DW) PA.

**Apologies:** Kirsty Keay (KK) Director of Corporate and Commercial Development.

**1. Welcome**

BL welcomed everyone to the meeting, and introductions were made around the table for the benefit of new Board and staff members.

**2. Apologies**

The apologies were noted above.

**3. Declarations of Interest**

There were no declarations of interest indicated.

**4. Minute of the meeting of 12<sup>th</sup> December 2017**

The minute was accepted as an accurate record of the meeting. There was some discussion around the format and length of minutes for the FCSTL Board. It was agreed that some changes to the format and length of the minutes could be made, and that the minute should be mindful of commercially sensitive information.

**Action – DW and JA to look into a new format for the FCSTL Board minutes.**

**5. Completed Action Log**

All action points were complete or would be covered later in the meeting. It was noted that Board members action points would be done in conjunction with staff members and would not be left incomplete.

**6. EPOS and XERO – Paper 1**

The purchase of an EPOS system had been lengthy and difficult. The additional paper (Item 7, Business Case – Paper 2 and Appendix 2) gave more information behind the decision to purchase with EPOS now and this was thought to be helpful. BL opened the topic to discussion.

DS indicated that he had met with Raymond Campbell, regarding EPOS and that he wanted to seek assurances that the implementation and the roll out of associated training and development and testing of the system could be effectively and smoothly delivered. HS stated that both LJ and JM are the right people with the experience and knowledge to lead on this implementation.

It was agreed that the reports from the system would be high priority, along with the assurance that the staff are well trained and confident in using the new system. BL stressed that Board Members need feedback on this and asked to be kept informed.

JK asked if there would be a benefit in rolling the system out partially, but it was thought not. HS clarified that detailed training would be provided, there would be no additional cost for training and that the training is unlimited with the contract being pursued. Ongoing support is also cost effective. HS and JM commented that staff are rising to the challenges of new technology, and teams are really positive about the EPOS changes. The rollout date is yet to be confirmed. JA to let the Board know when this is.

**Action – Board to be kept updated on the implementation and training regarding EPOS and to be given feedback on its usage.**

**Action – JA to let the Board know the rollout date for EPOS once confirmed.**

## **7. Business Case – Epos – Paper 2**

This had been covered under item 6.

## **8. Performance Report – Paper 3**

BL asked for comments regarding the performance update paper.

JM commented that the report showed losses being made, yet 7 months of FCT management have made a big improvement. The AST café has now reopened. Staff costs remain the largest cost in Catering. There was discussion around the Rothes Halls catering offering and the new challenges and opportunities within this. SS suggested that the website be looked into as the access to venue information was muddled. It was agreed that FCT venues should be promoted further for conferences etc. SS reported that she was volunteering at Fife Family History event at Rothes Halls and will give feedback.

LJ reported that a Retail Manager and Retail Assistants had been recruited, and that this has greatly benefited sales. There was some discussion around stock and quantities ordered. Smaller amounts of stock are now being bought. Footfall is proving to be an issue with possibly only 21% of DCL&G visitors going into the shop. Solutions to this were discussed including merchandise cases in exhibition spaces, money off coupons in brochures, and a trail which takes you to the shop. Successes included sales at Panto, goodie bags at Horrid Henry event and the possibility of a Gruffalo event in summer. Venues could be used for craft/food/Christmas fairs, along with Jack and Jill Markets.

Meeting Room Hires were down due to the current climate and more informal meetings taking place. It was noted that this seemed to be a common trend across similar businesses.

It was agreed that meaningful performance targets will be worked on when new systems are in place.

The outstanding catering invoice with FC is still in dispute and HS has written formally to Keith Winter regarding this. It's hoped that an answer will be received by next week.

**Action – LJ to look into venue booking information on websites and to promote FCT Venues further for conferences etc.**

**Action – SS to give feedback on Fife Family History Fair at Rothes Halls.**

#### **9. Audit Paper – Closure of Accounts – Paper 4**

This paper was circulated for information only. JE reported that the interim audit had taken place on 6<sup>th</sup> April and had gone well. It was hoped that the year-end process would be much smoother this year.

#### **10. Budget Update 2018/19**

This paper was circulated for information only.

#### **11. AOCB**

BL thanked everyone for their hard work especially under difficult staffing situations. He stressed that electronic means be used to send updates to the Board outwith meetings.

**Action – Updates to be sent to FCSTL Board electronically on issues raised before the next meeting**

Date of Next Meeting – Tuesday 28<sup>th</sup> August 2018 @ 4pm