

**Salford Community Leisure Limited**  
**Fourteenth Annual General Meeting**  
**Monday 18<sup>th</sup> September 2017**  
**3.00pm**  
**Beesley Green Community Centre**

**PRESENT:** Ross Griffiths (Chair – Non Executive Director), Steve Hassall (Chief Executive – Executive Director), Ray Higson (Head of Finance and Support Services – Executive Director), Sarah Spence (Head of Libraries and Heritage – Executive Director), Dawn Williams, Kelly Harris, Paul Thomas, Danielle Morecroft, Geoff Hodges, Garry Bateman, Bill Cameron, Julie Nealon, Chris Farey, Tony Easom, Paul Bland, Lesley Downes, Adela Ramsbottom, Ceri Horrocks, Dan Stribling, Caroline Barrow, Keith Crook, Mark Chew, Rob Sides, Colin Richardson, Mark Dutton, Richard Milton, Mike Corless, Samantha Sandford, Nicholas Swettenham, Stephanie Jones, Hollie Tatlock, Harry Stafford, Helen Hu, Nicky Winkley, Amy Hallsworth, Jo Lacey, Paul Sherlock, Susan Leonard (Secretary to the Board – Minutes).  
**(TOTAL: 38)**

**1. Welcome and Introduction from the Chairperson**

Ross welcomed everyone to the meeting and was pleased to report that this was the fourteenth annual general meeting for a company emerging from the public sector. He congratulated all the members for their support of the organisation, explained that the greatest part of governance are the members, who can have the opportunity at the AGM to ask the Board and Management suitable questions.

**2. Apologies**

A. Swift, Adrain Hudson, Aimee Saunders, Alan Rick, Alan Walford, Alan Whatmore, Alan Whatmough, Alana La La, Alex Channon, Alex Mae Chaisty, Alexandria Stringer, Alice Searl, Alison Larwood, Alison Lomas, Alison Pope, Alison Robinson, Alison Smith, Alistair Smith, Allan Bower, Allison Windsor, Amanda Evans, Amy Hopkins, Andrea McCaffrey, Andrew Barcas, Andrew Watkins, Andy Boon, Andy Fethers, Angela Critchley, Angela Kelly, Angela Morris, Anisha Gandhi, Anita Colvin, Anja McMullen, Ann Chadwick, Ann Worsley, Anna DC, Anne Bellieu, Anne Hickman, Anne Higgins, Anne Kimber, Anne Marie Symonds, Anne Sagnia, Anne Slattery, Anneli Warburton, Anthea Handley, Anthony Skinner, Anthony Whitehouse-Smith, Anthony Wood, Arron Davies, Arthur Bronisz, Augusta Nolan, Avis Tonge, Avril Tomlinson, B Galassi, Baaska Baasnajav, Bankole Derbyshire, Barbara 2511, Barbara Cully, Barbara Nichols, Beth Molyneux, Betty Boop (email), Beverley Barnes, Beverley Robinson, Bill Heywood, Bill Morgan, Bimbo Browne, Birchall Bxx, Blue Khol, Bo Zenakw, Brian Booth, Brian Hudson, Bruce Cowen, Bull Lundy, C. Gu, Candice Wright, Carol Williams, Carole Henderson, Carole Ward, Caroline Boldrini, Carolyn Patten, Carrie Ann Redfern, Cath Dillon, Catherine Ince, Catherine Isherwood, Celia Standford, Charlie Dahan, Charlotte Pritchard, Cherly Ma, Cheryl Briggs, Chris Cunningham, Chris Hughes, Chris Jenkins, Chris Lees, Chrisine Drench, Christie Finegan, Christina Edwards, Christine Newens, Christine Rushton, Christopher Cussons, Ciprian Dumitras, Claire Blythe, Colin Ainscough, Colin Whiteley, Cormac Fulton, Cynthia Dubula, D Robinson, D. Paul, Dace Look, Dale Mulliner, Daniel Clare, Daniel Johnston, Danielle Giles, Danny Ng, Dave Coussons, David Bothamley, David Lawton, David Nichols, David Rhodes, David Watts, Dawn Atkinson, Dawn Green, Debbie Agnew, Debbie Burgess, Debbie Yates, Deborah Morris-Connearn, Deborah Townsend, Debra Frazer, Deepak V David, Denise Breasley, Denise Green, Des Makinson, Devon Nance, Diane Kasler, Diane Watson, Dianne Smith, Donna Howarth, Donna Phillips, Donna Sunter, Donna Wilson, Doreen Taylor, Dot Clem, Dot Tomkinson, Dr Sardharwalla, Edward Braine, Eileen Urey, Elaine Higgins, Elaine Yates, Eleanor Attenborough, Elena Wells, Eliyohu Rubinstein, Elizabeth Black, Elizabeth Charnley, Ellen Smith, Emily Waring, Emma Clayton, Emma Connolly, Emma Crook, Emma Hughes, Emma Nickson, Enid Farley, Ernie Rimmer, Essam KH, Esty Epstein, Exenow4 (email), Fairwinds (Email), Falon Mason, Fatai Salau, Frances Jackson, Frances Judge, Frank Parker, Frank Siddall, Gaz Warnock, Ged Brady, Ged Dale, Gemma Cowen, Gerald Johnstone, Gill Ormond, Gillian Barbour, Gina Robinson, Glyn Thomas, Graeme McCaig, Hadish Habtom, Hannah Nettleton, Hayley Passmore, Helen Barr, Helen Berney, Helen Wyatt, Helena Tomlin, Hilary Mills, I.dorel, Ian Agewell, Ian Brewster, Ian Stock, Ian Thompson, Irene Cogswell, Irene Foxen, Irene Qua, Jack Tandy, Jacqueline Mottershead, Jamal Sharker, Jane Campbell, Jane Eberhart, Janet Atkinson, Janet Browne, Janet Connolly, Janet Jackson, Janet Taylor, Janet Wooliscroft, Janice Snape, Janine Claireis, Jarnod Shaw, Jason Oxtan, Jayne Allen, Jean Edge, Jean Markland, Jean Pope, Jean Shepherd, Jean Wood, Jeanie Sasute, Jeff Parker, Jen Earl, Jennie Wright, Jennifer Earl, Jennifer Thomas, Jenny Jurkiewicz, Jim Williams, Joan Blood, Joan Clarke, Joan Healey, Joan Seeds, Joanne Bonnar, Joanne Garvin, Joanne Gleadle, Joanne Twigg, John Buckley, John Evans, John Gaffney, John Kerrane, John Leigh, Jojo Munro, Jonathan Eastwood, Jonathan Such, Jonathan Wilson, Joyce Freeman, Joyce Moreton, Joyce Swann, Judith Bruce, Judith Rose, Julia Block, Julie Carney, Julie Carroll, Julie Corrie, Julie Dove, Julie Pass, Julie Stevenson, Julie-Ann

Gatenby, June Lomas, June Sellars, June Walford, Kal Burbridge, Kalu Hardy Ogwougwa, Karen Billington, Karen Gilbert, Karen Jones, Karen Lyons, Karen Walsh, Kath Lowe, Kathleen Monk, Katy Walker, Kay Cooke, Kay Williams, Keith Ewing, Kellie Preston, Kelly Hayes, Ken Hux, Ken Summers, Kevin Eden, Kevin Gore, Kianoosh Nikpour, Koon Chew Leong, Kristen Edwards, Krystyna Zaba, L. Wright, Laksar Bahareh, Laura Booth, Lauren Hughes, Lee Cooper, Lefty 61267 (email), Leona O'Farrell, Lesley Taylor, Liam Phythian, Lillian Fallows, Lillian Jenson, Linda Blackburn, Linda Brown, Linda Hilditch, Linda Maxwell, Linda Mitchell, Linda Warburton, Linda Weir, Linzi Millett, Lionel Smith, Lisa, Lisa Allen, Lisa Doherty, Ilr blueyonder (email), Lorraine Kelly, Lorraine O'Reilly, Louise Halliday, Louise Holker, Louise McDonald, Louise Molyneux, Lukasz Lukasiewicz, Lydia Porter, Lynda Walsh, Lynette Crawthra, Lynn Hutton, Lynn Wilson, Lynne Hatfield, Lynne Kenny, M. Santhouse, Macus McBrown, Mahesh shikotra, Mandy Whittingham, Marcin Pryzynski, Margaret Daniels, Margaret Tilsley, Marggi Atunrase, Maria Unsworth, Marian (email), Marian Authemartin, Marie Greene, Marie Joan Ashton, Mario Dalli, Marion Rigg, Mark Green, Martin Gratton, Mary Copple, Mary Ford, Mary Hughes, Mary McBride, Matthew Hadcroft, Matthey Sherly, Maureen Henry, Maureen Ratcliffe, Maureen Royle, MC Coler9 (email), Melody Chivheyam, Micha Hughes, Michael Dartnell, Michael Elliott, Michael Hopkins, Michael Woolley, Michelle Burtwhistle, Michelle Hulme, Michelle McManus, Michelle Rogers, Monica Washington, Moogaloo47, Moradi Siamak, Morris Loveland, Mr Cowell, Mr Issler, Mr Lawton, Mr Roughly, Mrs Brewster, Mrs Meyer, MV\_Index (Email), Nadine Mesatewa, Nadine Sin, Najwa Khattab, Natalie Wodecka, Neil Dyson, Nicholas Clarke, Nicholas Duffy, Nicola Astbury, Nicola Evans, Nicola Farrell, Nicola Wild, Nicole John, Nigel Bird, Nina Keshishian, Nita Mellor, Norm Barrett, Ntratsas, Nuala Burrowes, Olga Banene, Onaiba, Orina Hall, Pam Jones, Pamela Robinson, Pameley Manley, Patricia Griffin, Patricia Rollinson, Patrick Norris, Paul Barker, Paul Durnington, Paul Holme, Paula Astles, Paula Boyce, Paula Brown, Pauline Canning, Pauline Wood, Pauls0753 (email), Pete Lyons, Peter Conroy, Peter Grindley, Peter Holden, Peter Purcell, Phil McCauley, Phillip Heyes, Phillip Owen, Poplars Pete (email), Rachel Dargie, Rachel Prince, Raja Nazir, Reita Sheehy, Rita Jackson, Rita Kenny, Rob MacDonald, Robert Hough, Robin Culpin, Ron Chrise, Ron Jones, Ronald Weight, Rose Harrison, Rosemary Boardman, Rosemary Hollowfield, Roughleys (email), Roy 3959 (email), Roy Jenson, Ruth Bullough, Sal Algedaner, Salau Fatai, Sammie Gratton, Sandra Ockerby, Sarah Berry, Sarah Connett, Sarah Cook, Sarah Green, Sarah Hughes, Sarah O'Brien, Sarah Pinkney, SB Wilson, Schnell Lee, Scott Cummings, Sharon Butler, Sharon Horan, Sharon Roberts  
 Sharon Samerville, Shelagh Rushbrook, Shoshana Barnett, Simon Tucher, Siobhan McCarthy, Stacey Stewart, Stephen Corr, Stephen Creely, Stephen Hitchen, Stephen Taylor, Steve Bond, Steve Jones, Steve O'Connor, Steve Protano, Steven Lucas, Steven Woodman, Stewart Owen, Stuart McInnes, Stuart Morris, Sue Astles, Sue Patel, Sue Roycroft, Susan Boyle, Susan Cardwell, Susan Fox, Susan Mitchell, Susan Richardson, Susan Wu, Susanne Greenwood, Suzanne McGaw, Tayo Iyortim, The Robinson Family (Email), The Smiths (email), Thelma Barnes, Theresa Coucill, Ton Shetwo, Tony Clayton, Tori Whittaker, Tracey Crehan, Tracey Daley, Tracey Ingleby, Tracey Redshaw, Tracey Sharp, Tracy Meek, Tricia Nuttall, Valerie Danson, Valerie Ralph, Vanessa Edge, Veronica Tuer, Vicky Coward, Vicky Postles, Vicky Ryan, Victoria Greco, Victoria Radcliffe, Vincent Walker  
 Virey Clarke, Vivian Bentley, Wendy Brown, Wendy Meek, Wendy Smith, Wendy Walker, Wesley Cooper, Wilf Phoenix, William Phillips, Yaakov Bruk, Yisroel Hassell, Yvonne McDermott, Adam Naylor, Alison Home, Amy Senogles, Amy Whitehead, Andrea Bushell, Angela Monks, Anna Farrelly, Beth Woodman, Carol Edwards, Carol Redshaw, Caroline Lindsay, Catherine Tweedy, Cheryl Swann, Christina Kennedy, Claire Gorton, Claire Webster, Emily Stock, Gareth Davies, Gill Rigby, Gill Waring, Glenn Collier, Joanne Reilly, Juanita Twiss, Julie Stonebanks, Kirsty Rawlinson, Louise Ashworth, Louise Seddon, Louise Sword, Lynn Leech, Lynn Mallon, Lynne Ashworth, Marie Leather, Martine Lennard, Michelle Healey, Natalie Wareham, Nicola Butcher, Olga Wynn, Patricia Holden, Paul Southworth, Pete McGloughlin, Sara Azzi, Sara Shipman, Sarah Coyne, Sue Bainbridge, Susan Smith, Tommy Curran.

**(TOTAL: 564 apologies)**

### 3. Chairperson's Report

As Chair, I have had the privilege of presiding over board meetings, in formal meetings and informal meetings whereby the Board has monitored performance and considered and discussed a full range of matters including financial and strategic priorities. SCL Board have also taken into account the social environment and working with Salford City Council considering the legislative and financial environment. We have considered changes in the trends of and habits of the users of our services. Consideration has been given to the impact of competition with the sport and fitness side of things, with the increasing trend of competitors entering the market, tailoring our services to the needs of the customer.

Ross advised that he has been involved, individually with business development and the Investment Committee.

#### **Q. A Member asked how SCL Management and Board listen to, change and take feedback from customers:**

Ross responded that there is a lot of feedback received through satisfaction and dis-satisfaction reports that comes through the portal of the website. Steve Hassall advised that when comments are received and referred to the appropriate service, the expectation would be that a response and/or feedback is provided. The Member responded by asking how would members know that comments have been actioned; is there not a process of ensuring that customers are assured their comment has been actioned. Steve Hassall thanked the Member for the suggestion and advised that this is an action point he will pick up away from the meeting.

#### 4. Financial Report

Ray Higson presented a financial summary of the accounts for 2016/2017. The summary can be found at the end of these minutes. A full set of accounts will be available on the internet in the coming weeks.

**Q. A Member asked if SCL start with a budget:** Ray explained that yes, each service has a budget, which is monitored monthly with service heads.

#### 5. Chief Executive's presentation, including report on the Society's performance and forward plans

Steve Hassall, Chief Executive, thanked everyone for coming along to the AGM, stating that time has flown in the last 14 years and that Salford Community Leisure has built solid foundations which can now enable it to focus on the future years and beyond.

Steve talked about:

Salford City Council's ambition for sport and leisure facilities working with Sport England and SCL to achieve £32m investment. The first capital project proposed is for Worsley Leisure Centre, with works starting later this year, to be completed September 2018.

New facility in Pendleton – options are being explored currently by looking at locations and starting to think about the design of a £16m development. Discussions are taking place with the City Council and Sport England.

Importance of linking to the new Physical Activity Framework – which involves getting more people moving and active. This is a great opportunity for SCL working with health partners and an important link to the Greater Manchester agenda.

Steve talked about the exciting Library Improvement Plan, which will provide a strong base to maintain and develop library services.

Steve reported how pleased he was at a recent performance at the Lowry, organised by Music and Performing Arts Service (MAPAS), seeing children perform, with 200 parents supporting their children. This was inspirational and very special and reminds us how important our day to day services are.

Beesley Green Community Centre saw over 40,000 visits to the centre and again reflects the importance communities attach to what we do.

With regard to Salford Museum and Art Galleries there have been some disappointments with unsuccessful/rejected funding applications, but that does not stop SCL, and we continue to look at other funding streams and sources of funding. Steve thanked the SCL colleagues for their work in writing the bids.

Training remains a high priority for SCL and there is a commitment from SCL to ensure that staff are trained for their roles and new customer service training will be seen later this year. Also training to ensure we put our values into the right behaviours – at every level.

Steve talked about the financial pressures that will continue and advised that he and the Board are mindful that these challenges need to be met and SCL ensure that we are in a position to raise money and grow, rather than enter a negative cycle of cuts and closures.

Steve expressed his thanks to the Board and the Forum for their support and advice. He thanked the employees and many volunteers for the roles they undertake.

**Q. A Member asked what the funding was for with regard to the Salford Museum and Art Gallery:** Steve explained that it was to open up one of the dis-used Galleries; to safely and securely move the city's archive. SCL are exploring different sources of funding, but the big challenge is that it is an old building and even basic maintenance is expensive.

A Member informed the meeting about one of the City Mayor's priorities of making Salford an Age Friendly City. He advised that he takes part in walking football sessions and **asked about the discounted rates for members attending this session, as discounted rates are provided for the annual membership:** Steve explained that work is continuing with public health to see how we can work together to increase the offer to ensure that more

people are active. He explained that there is a really difficult balance for SCL with other financial challenges, and ultimately to balance the books. Steve will take these comments away and work with Managers to see what solutions can be reached.

**Q. A Member asked if the proposals for the Library changes would mean extended library opening hours:** Steve advised that by a mixture of technology and use of partners and volunteers it is hoped that some libraries will see extended library opening hours.

**Q. A Member asked about the signage in libraries not allowing any photography and asked the reasons for this:** Sarah Spence, Head of Libraries and Heritage explained that this was a safeguarding issue to protect children and vulnerable adults.

## **6. Notification of Board Changes**

There were no Board Changes for 2016/2017.

## **7. Appointment of Financial Auditors**

The Chair advised that Beever and Struthers are Salford Community Leisure's current external auditors and that they had been recommended by the Board to the Forum to continue for the next twelve months. The Forum approved this proposal.

**Resolved: That Beever and Struthers be appointed as Salford Community Leisure's external auditors for the next 12 months.**

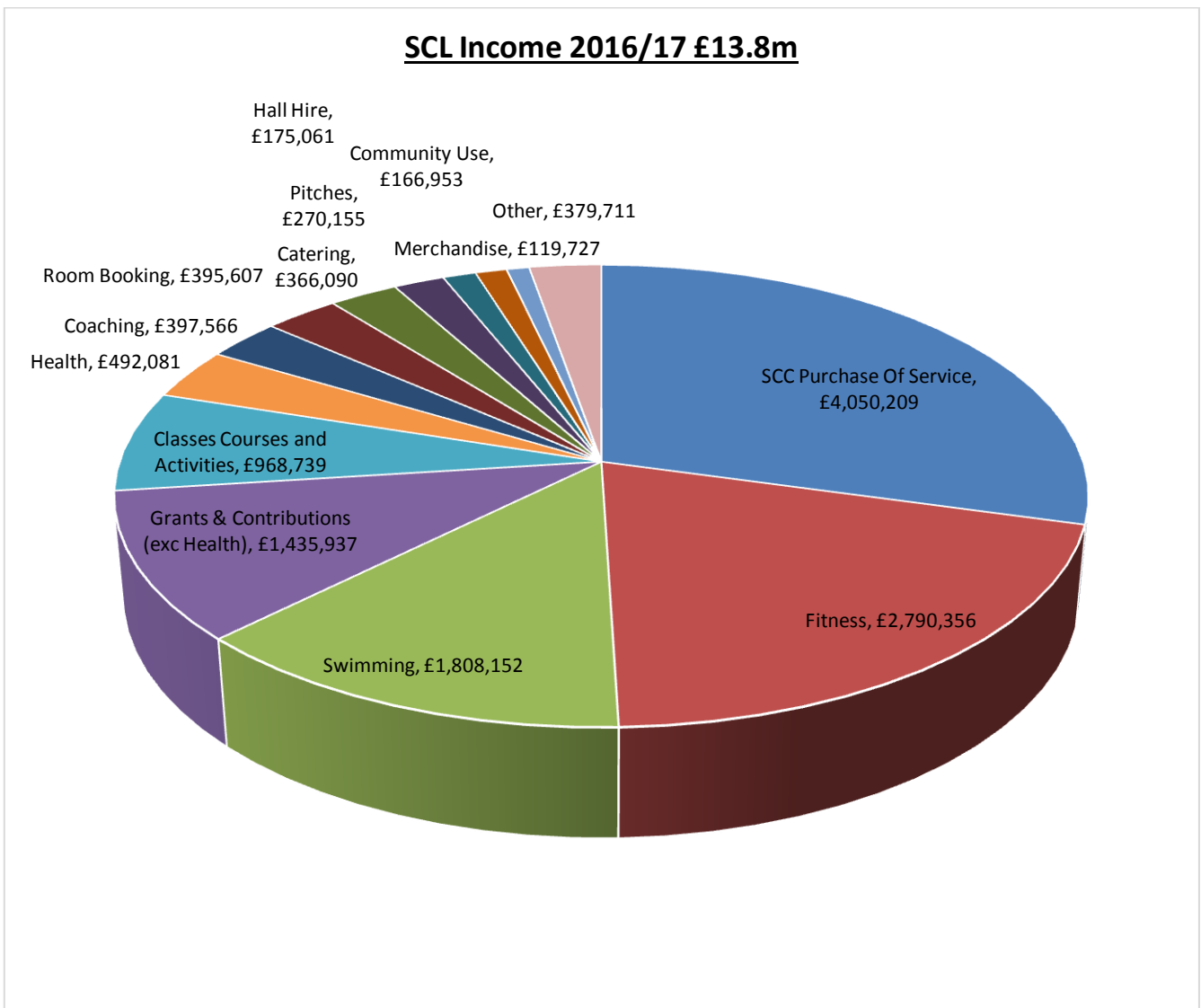
## **8. Close of Annual General Meeting**

There being no further items to discuss, Ross thanked everyone for their attendance and declared the meeting closed at 3.28pm.

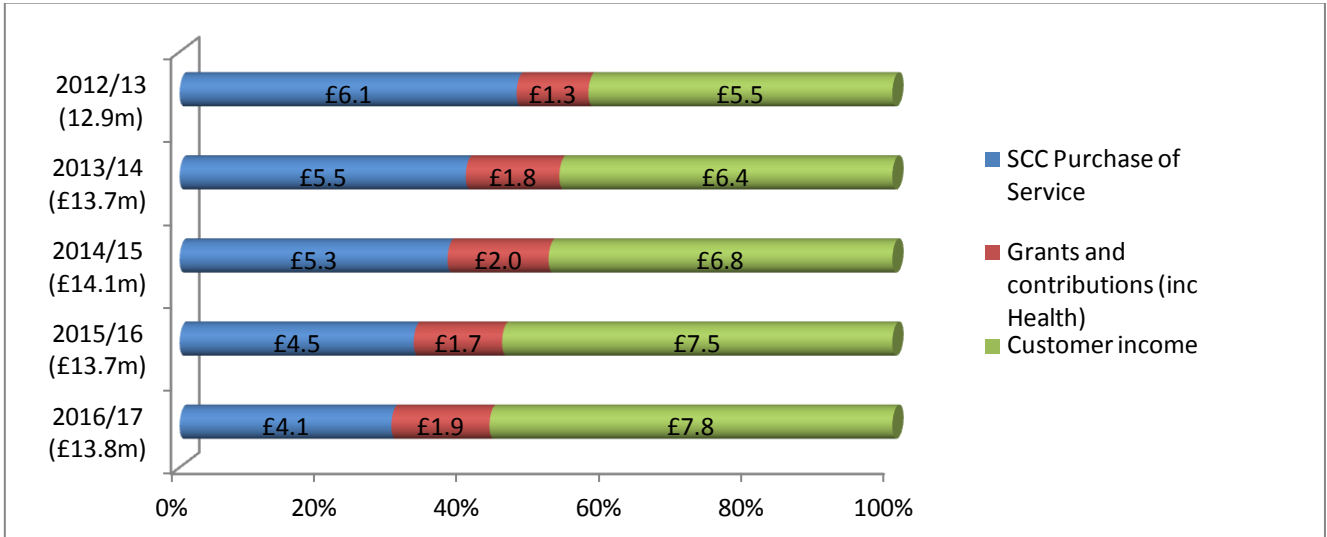
- The 2016/17 accounts show a surplus of £275k prior to pension fund adjustments.
- Turnover was £13.8m (£13.7m 2015/16)
- Salford City Council (SCC) purchase of service reduction by £495k
- Customer income grew by £387k.
- National Insurance contribution increased by £146k
- Pay Awards and Pensions contributions increased by £168k
- Efficiencies of £802k were achieved during the year.

### Trading Subsidiary

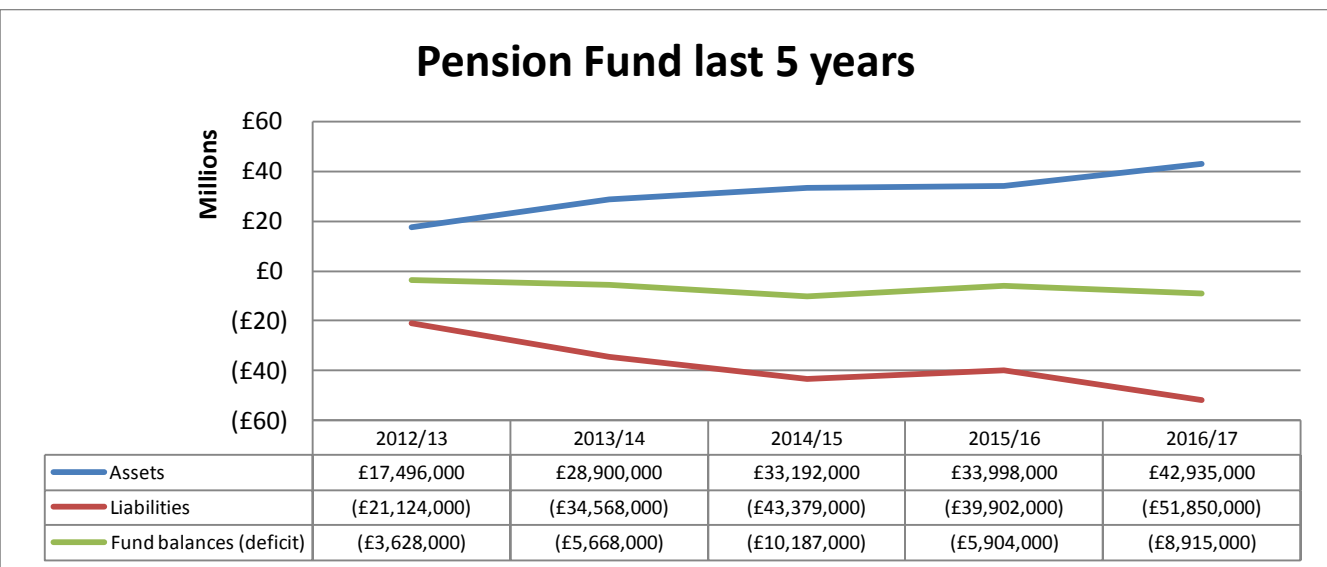
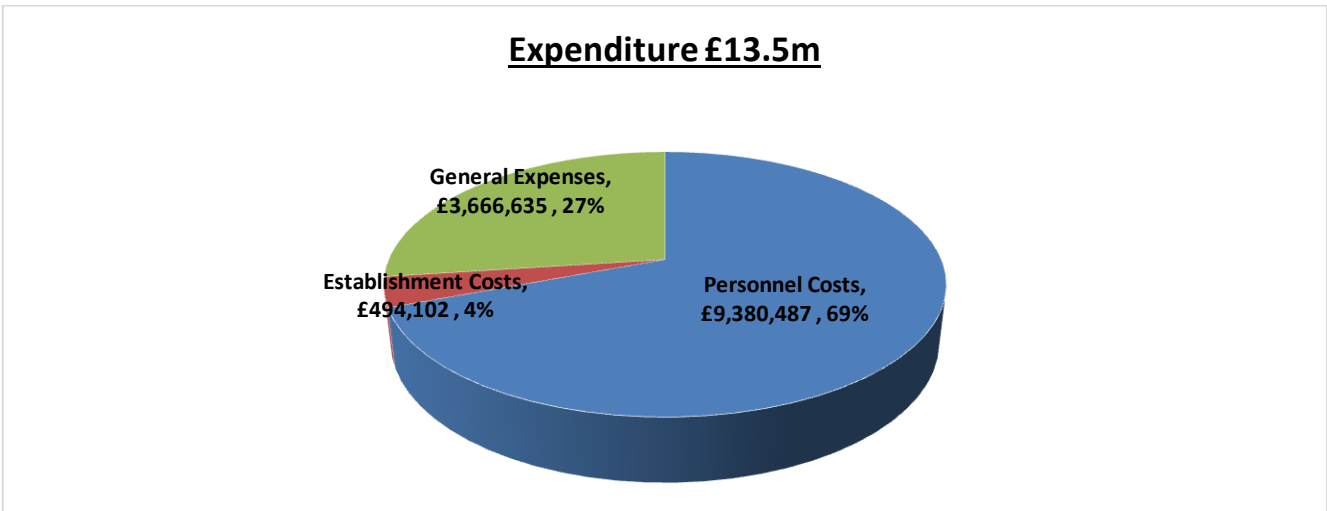
- Trading in commercial activities generated a surplus of £30k.
- Turnover increased by £29k to £595k
- All commercial activities contributed towards the surplus including catering and vending, weddings, sales of merchandise and parties.



**Funding over the last 5 years (£m)**



The above chart shows the movement in funding over the last 5 years with SCC Purchase of service share reducing from 47% to 29% and customer income share increasing from 43% to 57%.



- The pension fund deficit has increased to £8.9m (£5.9m 2015/16).
- The value of liabilities has increased by £12m whereas assets increased by £9m in the year.
- The Council act as guarantor for the pension fund.