Fife Cultural Trust  
Meeting of the HR Committee  
Monday 6th November 2017 @ 4pm  
Meeting Room 3, Iona House, Kirkcaldy

Present: Fiona Davidson (FD) Chair, David Caldwell (DC); Cllr Graham Ritchie (GR)

In Attendance: Kirsty Keay (KK), Director of Corporate and Commercial Development  
Heather Stuart (HS), CEO  
Jennifer Taylor (JT), Organisational Development Manager  
Glynis Duffy, (GD), HR Adviser  
Julie Aitchison (JA), Corporate Business Development Officer  
Anne Chalk, Company Secretary

1 Welcome and Introductions

- FD welcomed everyone to the meeting.  
- Round the table introductions were made for the benefit of new members to the Committee.  
- FD reported that the last formal meeting of the HR Committee was held in May but we were not quorate because of the local elections.  
- At the FCT Board Meeting on 11th October DC & GR volunteered to join the HR Committee in the interim until membership on the various Committees was finalised.  
- AC will send of a copy of the Remit of the HR Committee to GR for information purposes.

Action Points

- AC

2 Declarations of Interest

- There were no declarations of interested noted in relation to the business of the meeting.

3 Minutes of Last Meeting – 8th May 2017

- The minutes of the last meeting were recorded as accurate.

4 Matters Arising / Action Points

Action Points

- The action points tabled to be reviewed and updated and completed actions removed.

Matters Arising

- There were no matters arising.  
- All relevant items are included on the Agenda.
### 5 Catering Update – Paper 1

- In summary the TUPE transfer of catering staff had gone well.
- James Marshall (Catering Transition Manager) is now in post for a period of 9 months to manage the transition of catering services in house.
- Carol Beasley has been offered a temporary post to assist James.
- During September we were informed by Fife Council that up to 5 staff would not be transferring to FCT, creating an operational challenge in the business.
- Despite many conversations the first pay day presented challenges in all staff being placed on emergency tax codes and some staff being issued with their P45’s.
- FCT was swift to respond, staff were provided with the information they needed to rectify issues with HMRC and a BACs transfer was offered to staff to cover any pay shortages caused by staff being placed on emergency tax codes.
- On the first two days of transfer all staff were released from work to attend World Host training at Rothes Halls.
- We had envisaged shortages in our bank of casual staff to help support events and cover in the venues but this has not been the case, a large number of staff have come from the previous Fife Council bank.
- We are engaging with Fife College with a view to linking with the hospitality students and offering work opportunities that support their learning, whilst creating a ‘feeder’ for our casual bank staff.
- It was reported that good progress has been made and well done to all staff involved.
- FD suggested that we should keep the unions informed on the smooth transition of catering staff and the progress being made.
- FCT have received negative feedback from members of the community on the closure of Adam Smith Theatre Café. We are currently reviewing the café provision at Adam Smith to see if it is sustainable from a business perspective.

### 6 Health and Safety – Verbal Update

- RY the previous external H&S Consultant had pulled together an Action Plan to address H&S issues.
- However since his departure we have taken a pragmatic approach to training and rolling out each standard and auditing against those standards to ensure understanding and bedding in of the new requirements.
- We have prioritised the biggest H&S risks and looked at a plan that addresses over time bringing the network to an auditable standard.
- The top 3 priorities have been –
  - Perimeter Security and Panic Button installations - all remedial works and installations addressed
  - Rigging – awaiting direct award to address remedial works

- KK
- KK/PW

---

2
Asbestos A

Out Next priorities are –

- A ticketing systems for all H&S related facilities issues to be created.
- Legionella – tests are actively being conducted, however education and escalation activities need to be improved.
- Electrical Pat Testing – training of all Caretakers/Handymen/Techs.
- LOLER inspections and training – a schedule of compliance activities to be drafted as a business plan.

- We are currently in working with Fife Council to establish a clear Council/Trust division of responsibilities.
- First Aid Training – assessing if we wish to administer first aid to the public and appropriately training staff to assist.
- Fire Warden Training – looking at the next level of fire training and safety in our larger sits.
- A quarterly audit of all H&S requirements to be implemented.
- Regular H&S Meetings with key personnel to be established.
- H&S updates will be prepared for FCT Board Meetings and at the HR Committee.
- It was agreed that we had come a long way in the last 6-9 months.
- Staff must take a personal responsibility for their own H&S risks and it was agreed that the HR Team would review job descriptions to ensure that H&S is mentioned.

Performance Report – Papers 2 & 3

Performance Report – Paper 2

- The aim of the Performance Report is to provide the HR Committee with an oversight of performance across all areas of the business.
- The information contained in the report is very interesting and useful.
- However it was agreed that there was nothing in the report that required further discussion at the HR Committee.

HR Performance Report – Paper 3

- The aim of this report is to provide the Board with an overview of HR performance within FCT.
- The HR Team have worked hard to provide the wealth of HR information contained in the report.
- It was noted that this report had been prepared specifically for this meeting.
- The report is in its early stages but is developing at pace.
- During Q2 88 members of staff were absent for a total of 247 days, this meant that at some point over Q2 (a 92 day period) FCT managed nearly a quarter of its staff body being off ill at some point.
- iTrent now deals with all annual leave and reports are run on a weekly basis. This gives us a better picture on any posts that need to be backfilled or covered due to holidays.
- Staff were advised that the Trust has decided to pilot flu vaccination vouchers for front line staff, should they wish to
- take up this offer.
  - KK reported that it would be helpful to monitor vacancies and where they are advertised for effectiveness and cost.
  - FD will pass contact details on to KK of a company that will put your job vacancies details on approx. 1000 sites for a fee of £160.
  - At the present time we cannot identify the % of ethnic minorities or people with disabilities employed. In our experience people with a disability do not always self-declare.
  - Our biggest issue is with the gender balance.
  - FCT has received external funding and Lesley McNaughton was appointed recently as our Volunteering Development Officer.
  - This was the first time that all this information had been put together and the Committee were very impressed with the level of detailed contained in the report.

The Committee noted that the information contained in the report is a superb improvement on previous information prepared for the HR Committee.

### 8 Risk Report – Paper 4

- FCT are currently rolling out a new process to manage risk in the organisation; we are establishing a policy and procedure to accurately describe our approach to risk management.
- KK reported that some staff are attending Risk Management Training in November offered by Fife Council to build internal understanding and capacity.
- In addition monthly management meetings have been put in place to create a touch point for relevant areas of the business to discuss new risks, live risks and their mitigation/management and expired risks.
- The areas of the business that present the largest risk to the organisation at this time are relating to staffing and people i.e Casual Workers and Temporary Contracts.
- The mitigation listed around staffing is being undertaken and once this is progressed the mitigation will be reduced.
- The majority of the risks are an indirect result of the change process that FCT has been going through for the past 5 years; seeking to building flexibility into staffing to enable the required level of change in services to be achieved.
- The mitigating factors described in the risk register are ongoing and monitored through the risk management group who meet 4 weekly.
- It is anticipated that these risks will remain prominent on the risk register for the medium to long term as there are no quick fixes to the issues and the associated human impact.
- It would seems that we do have enough staff in the business but they are possibly not all in the right place. However we do have to be aware of the impact that moves could have on staff.
- At the present time JA is reviewing our complaints procedure and how we as an organisation deal with complaints received from the public on our services, opening hours etc.
- Venue Managers and supervisors are ultimately responsible for front line staff and we need to ensure that appropriate training is given and procedures are set in place to ensure that staff feel supported.
- KK reported that DCL&G has now received its Certificate for World Host Training.

9 Casual Workers Report – Paper 5

- The report informed the Board on the current number of casual staff and their length of service with the Trust and the potential risk that this presents the organisation.
- The report outlines the nature of the risk but makes no recommendations for actions ahead of a full review.
- Casual workers are essential to Trust’s operations as they enable a flexible approach to event management without our investing in staff time that isn’t required on a regular basis.
- After discussion the Board agreed that a full casual worker review is given priority within FCT to understand the extent of the potential issue and make informed recommendation to the FCT Board.
- Alongside this piece of work there should be consideration to establishing a clear set of guidelines for managers in relation to how they engage and ‘manage’ casual workers to try and establish best practice in this area.
- The timescale on this report is a priority and it was agreed that an updated to be prepared for the next HR Committee Meeting.

*The Committee agreed with the recommendation that a full casual worker review is given priority and an update prepared for the next HR Committee Meeting.*

10 Creativity & Innovation – Verbal Update

- FD reported that the HR Committee are aware of the Creativity & Innovation Board Meetings.
- Creativity & Innovation is all about building a new framework.
- FCT are just concluding a massive programme of change which has involved us becoming one integrated business model.
- The Project Board will reflect the diversity of the work and we have established a number of work groups called PODs to drive forward the actions.
- There are 6 PODS and each one will be responsible for driving forward their own specific area of the business through their key strategy document and the associated work plan will be linked to the C&I Board via their key lead from the Exec Team.
- To stop people working in silos each POD has a range of staff from across all service groups.
- Through collaborative working it is hoped that the C&I Board will reset the narrative of the organisation.
- Policies are not sacred cows, we are not Fife Council, and we should try to make our policies creative.
### 11 DCL&G Review of Rota - Verbal Update

- The new DCL&G facility opened in May.
- Rotas for staffing of the building were prepared in March and at that time it was noted that these were not set in stone and would be reviewed at a later date.
- FCT have not forgotten that commitment to staff.
- Sharron McColl, Unison Secretary has been working with members/non-members for their feedback on the rota.
- The Operations Team have been working closely with staff to refine our opening hours and working patterns in response both to operational requirements and a clear public desire for change to our Wednesday afternoon closure.
- The process has already started and discussions are ongoing.
- It is recognised that things are still settling in and we are continuing to keep a close eye on the financial implications associated with staffing costs.
- It was reported that we are not getting all the revenue costs from the Council and it is estimated that will we are approx. £50-£80k short per year.

### 12 Policy Tracker – Verbal Update

- JA reported that a Policy Tracker system was now in place for our HR Policies.
- A Version Control document is attached to the front of each policy. It identifies the latest version number, the date it was produced/approved and the reason for production/revision.
- FD reported that this was excellent news and it was a long distance travelled from where we were.
- Massive thanks to JT & JA and Caroline Rochford for all their hard work.

### 13 Policies for Review

- FD asked the Board for any feedback on the nature of the changes highlighted in the policies.
- The general consensus of opinion was there was nothing that was setting off alarm bells.
- The policies were agreed in principal and it was suggested that any final changes should be made before it goes for approval by the FCT Board.
- Sharron McColl (SM), Unison Steward and Caroline Rochford, HR Consultant have been working closely on the policies. SM will keep Debbie Thompson informed on progress.

#### Grievance Policy & Procedure

- Fife Cultural Trust aims to provide a positive working environment for staff and the procedure describes how employees should raise concerns and how line managers should respond so they are dealt within a fair and consistent manner.
- High level comments and have tracked in the policy.
- It is a fair and comprehensive policy and the flow chart is very
useful.
- It was agreed that it would be helpful if staff could be pointed in the direction of the Whistleblowing Policy if they were looking for more information.
- The process detailed in the policy is very long and it was suggested that the information should be much more concise.
- There is nothing in the policy that the Board fundamentally disagree with.
- FD would discuss comments with KK outwith the HR Committee Meeting.

**Improving Performance Policy**
- This policy should be used when an employee’s performance has been identified as falling below an acceptable standard and its purpose is to provide a framework for resolving the issue.
- Again high level comments have been tracked in the policy.
- There was discussion around the name of the policy and it was agreed that Improving was the correct terminology due to the fact that we are trying to improve the performance of staff to get them to the required standard.
- There was also discussion around whether this is actually a policy and not just a procedure.
- FD would discuss comments with KK outwith the HR Committee Meeting.

**Social Media Policy**
- The policy has come a long way but we must be clear on what is it that we are monitoring.
- Social Media is an ever increasing form of communication which offers both opportunities and risks to Fife Cultural Trust, as a whole, and to its employees.
- We recognise the value of encouraging employees to use social media creatively to enhance FCT’s profile.
- However we also need to educate users that some social media content or links posted have the potential to cause reputational risk to the organisation.
- The Social Media Policy aims to put clear standards in place and provide a framework of good practice both within and outside the workplace.
- Social Media Training sessions have been organised and offered to all staff.
- The IT system belongs to Fife Council and it is safe and secure but we do not have the ability to interrogate the system and it is not our responsibility.
- It was suggested that FCT approach the IT Team and ask if they can run a monthly report to identify which sites social media sites are used most by staff.
- The terms of the SLA with the Council means that we should be treated like any other department, put the request in to IT and see what their response is.
- If we are to challenge from a business perspective we need to have the evidence to back it up.
- It was agreed that there should be reference to the Employee
Code of Conduct within the policy.
• However it was noted that the policy has come a long way and the content is more targeted.

*It was agreed that we should continue to work with the Unions to seek their approval and sign off on the policies.*

<table>
<thead>
<tr>
<th>14 Gender Gap Pay Reporting Update – Paper 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The Government has been keen to highlight the differences in pay between men and woman and therefore introduced the gender pay gap reporting requirements.</td>
</tr>
<tr>
<td>• Progress on providing the information has been slow purely because of the lack of suitable data available internally upon which to carry out the specific calculations as detailed in the regulations.</td>
</tr>
<tr>
<td>• Calculations on Gender Pay Gap Reporting to be outsourced to Fife Council and a report prepared for discussion at the FCT Board Meeting in December,</td>
</tr>
<tr>
<td>• Fife Cultural Trust as an organisation employs more women than men and we need to look at what we can do to address the situation.</td>
</tr>
<tr>
<td>• There is not a huge turnover in staff so there are limited opportunities for employing new staff.</td>
</tr>
<tr>
<td>• It is abundantly clear that there is an issue and it can’t be solved right away.</td>
</tr>
<tr>
<td>• We need to acknowledge the result and also there needs to be a clear understanding where we have come from and where we want to go to.</td>
</tr>
<tr>
<td>• It was discussed that men would rather have f/t rather than p/t jobs, but women are more attracted to p/t work because they have a family to consider and flexible working opportunities suits them better.</td>
</tr>
<tr>
<td>• It would be interesting to see the gender split from organisations like SLIC and other professional bodies for librarians.</td>
</tr>
<tr>
<td>• It could possible to advantageous to connect with other bodies to share resources and help to solve the problem.</td>
</tr>
<tr>
<td>• FD reported that this was an important issue but at the present time not the biggest challenge for the Trust.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15 Changing Quorate – Decision by Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>• FD suggested that the quorum for HR Committee Meetings needs to be reviewed.</td>
</tr>
<tr>
<td>• At the present time membership is 5 Members of the Board of Trustees and the Chief Executive Officer.</td>
</tr>
<tr>
<td>• It was suggested that the quorum for meetings shall now be that 2 Trustees must be present in person or by telephone.</td>
</tr>
<tr>
<td>• It is still anticipated that we will have 3 elected members co-opted on to the HR Committee but other commitments sometimes makes attendance at all meetings very difficult.</td>
</tr>
<tr>
<td>• Turnover of independent directors over the last few months has also made the situation difficult.</td>
</tr>
<tr>
<td>• It was agreed that the membership of the HR Committee be</td>
</tr>
</tbody>
</table>
formalised as soon as possible.
- Once finalised the Skills Matrix forms to be sent out to all FCT Board Members for completion and this will help us to identify any skills gaps within the various Committees.

*The Committee formally approved that the quorate for the HR Committees Meetings should now be 2 members in attendance.*

<table>
<thead>
<tr>
<th>16</th>
<th>Committee Dates for 2018 – Discussion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dates for FCT Board and Committee Meetings to be reviewed outwith this meeting.</td>
</tr>
<tr>
<td></td>
<td>An updated scheduled to be recirculated to the Board once dates have been confirmed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>17</th>
<th>Chair's Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>There was no Chair’s Business to discuss.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>18</th>
<th>AOCB</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>There was no AOCB.</td>
</tr>
<tr>
<td></td>
<td>FD reported that the quality of the papers prepared for the meeting was excellent and offered thanks to everyone who had been involved.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>19</th>
<th>Date of Next Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To be confirmed</td>
</tr>
</tbody>
</table>