

ALEO GOVERNANCE HUB
ABERDEEN SPORTS VILLAGE
15 JUNE 2015

ABERDEEN, 15 June 2015. Minute Extract of Meeting of the ALEO GOVERNANCE HUB. Present:- Roderick MacBeath (Democratic Services), Chairperson; and Neil Buck (IT and Transformation), Jeff Capstick (Human Resources), Paul Dixon (Finance), Jo Hall (Education Service), Andrew Jones (Policy, Performance and Resources), Joan McCluskey (Commercial and Procurement Services), Martyn Phillips (Human Resources and Organisational Development) and Scott Ramsay (Economic Development); and Jan Griffiths, Kenny Gunnyeon, Sue Stephenson and Jane Thomson (Aberdeen Sports Village).

Also in attendance: Iain Robertson (Democratic Services) and Mark Johnstone (Audit Scotland).

Apologies: Mary Agnew (Human Resources and Customer Service) and Euan Couperwhite (Policy, Performance and Resources).

| Operational Performance | | | | | |
|-------------------------|-------------------------|--|--|---|--|
| No | Item | Documents Submitted | Assurance Provided | Actions | Responsible Officer(s) |
| 15. | Operational Performance | (a) Joint Venture Agreement (7 October 2007); and (b) Draft Operating Agreement (June 2015) | Andrew Jones (Policy, Performance and Resources, ACC) and Jo Hall (Education Service, ACC) spoke to the Operational Performance section and they asked about the areas in which ASV had performed well and had met their objectives: Jan Griffiths iterated that ASV had developed significantly since its inception in 2008 when it was largely limited to the facility itself. However since 2008 the workforce had expanded from 50 to 250 staff and they had met most of the objectives set out in their original Strategic Plan. She also added that revised objectives had been developed for the new Strategic Plan to reflect the expansion of the facilities managed and the number and scope of services | <u>The Hub resolved:-</u> (i) to note the reports; and (ii) to note the information provided. | Euan Couperwhite /Andrew Jones/Jo Hall |

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| | | | <p>delivered.</p> <p>With reference to areas requiring improvement: Mrs Griffiths explained that ASV was looking to optimise underused facility spaces and expand its level of community engagement.</p> <p>With reference to how ASV complied with its charitable status: Ms Stephenson explained that they were unsure how this status would be impacted after the formation of Cafe Kovo due to sponsorship income issues; as a result a decision was taken to establish a separate limited company to mitigate this risk and this arrangement was reviewed on an ongoing basis.</p> <p>With reference to how ASV engaged with service users: Mrs Griffiths advised that they promoted activities based on target groups and used social media and innovative marketing alongside traditional methods such as community engagement and the distribution of leaflets.</p> <p>With reference to how ASV measured service user satisfaction: Mrs Griffiths explained that they had cascaded service user satisfaction surveys; collated customer feedback and carried out specific case studies on various aspects</p> | | |
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| | | | <p>of the service delivery programme and results were reported to the Board on a quarterly basis. They also participated in a mystery shopper scheme via external industry specific quality assurance schemes and had received external validation of service user satisfaction from external audits. Based on this feedback and the expansion of membership she felt that this provided evidence of value for money and customer satisfaction.</p> <p>With reference to how ASV linked into the Council's Single Outcome Agreement: Mrs Griffiths advised that they tried to integrate into a wider framework and were keen to support their partners' priorities and objectives and felt they worked effectively in partnership with ACC on a daily basis in an informal manner without demonstratively reflecting the constitutional link between the two bodies.</p> | | |
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