

BOARD MEETING

Directors of the Board of Visit Inverness Loch Ness in attendance

Jo De Sylva – Chair

Marina Huggett – Vice Chair

David Shayer

Jane Slaughter

Julie Dell

Ina Davies

Cheryl Campbell

Emmanuel Dambier

Apologies were received from:

Raoul Curtis-Machin

Anna Low

Helen Carmichael

Board Meeting: 9th March 2022, 09:30 – 12:00

Venue: Held at the Kingsmills Hotel, Inverness

WELCOME

AGENDA ITEM 1

1. Welcome and Apologies

The board were notified that Director Debi Mackenzie had stepped down with immediate effect and the Membership Subgroup will which she chaired will appoint a new Chair at its next meeting.

AGENDA ITEM 2

2. Declaration of Interest

There were no declarations of interest relating to the agenda

AGENDA ITEM 3

3. Visit Inverness Loch Ness Goals and Objectives 2019 - 2024

The organisations goals, objectives, boards purpose and statement for competition law were shared.

- The Board noted the content
- There were no comments

AGENDA ITEM 4

4. Director Business Update

Directors provided a one minute update on their business performance. The staff and recruitment challenge was a key theme, however demand appeared strong.

STRATEGIC DISCUSSION

AGENDA ITEM 5

5. Items for Strategic Discussion by the Board

The board discussed the Loch Ness Challenge, large events and upcoming launch of live cameras of the destination.

The board discussed the needs of the Loch Ness Challenge and offered suggestions to allow successful completion of the event.

The board discussed options for a winter festival. MG would contact High Life Highland regarding the plans for winter, due to the complexities surrounding large event it was agreed not to have a specific guidance, but for the management team to use judgement on when to escalate to the board.

The board were updated on the progress of the Live Cameras. Questioned were asked regarding data protection and it was clarified no data would be captured or held.

The board:

- i. **Discussed** the requests relating to the Loch Ness Challenge
- ii. **Discussed** the Winter Festival and Event guidance
- iii. **Commented** on the live camera presentation

COMPLIANCE AND GOVERNANCE

AGENDA ITEM 6

6. Confirmation of Minutes

The minutes from the board meeting held on 8th of December 2021 were shared for **approval**. The minutes were proposed by JS and seconded by ID, they were duly approved.

AGENDA ITEM 7

7. Matters arising

- 7.1 The were two matters arising, relating to the upcoming ballot and to the branding of the Loch Ness 360.

The board noted the updates.

AGENDA ITEM 8

8. Subgroups

- 8.1 The board were provided updates on the three subgroup meetings that took place as well as a comprehensive list of updates for the risk register.

A question was asked regarding the new bank account and number of signatories, MG provided the response.

The board:

- i. **Noted** the update from the three subgroups
- ii. **Approved** changes to the risk register

AGENDA ITEM 9

9. Finance Report

- 9.1 The board were provided with an update on the projected outturn at yearend of £1.3k. A draft budget was also presented for approval.

A question was asked about the Highland Tourism Conference, MG responded it is hoped to take place late in 2022, and the Highland Tourism Partnership are reviewing.

The board:

- i. **Noted** the yearend projected outturn of negative £1.3k
- ii. **Approved** the budget for 2022 – 2023
- iii. **Noted** the timing of marketing spend may adjust based on survey results
- iv. **Noted** the application to HSBC for a new current account

PERFORMANCE AND REPORTING

AGENDA ITEM 10

10. Business Plan Progress Report

The board were provided with an update of progress against the Business Plan.

JS asked for confirmation of the awards for the recent community funding, MG responded with the specific awards.

The board:

- i. **Noted** the progress of the Business Plan at 79% complete
- ii. **Noted** the 9 outstanding Business Plan points
- iii. **Noted** the aim to reach 93% complete by end of May 2022

AGENDA ITEM 11

11. Performance Report

- 11.1 The board were provided with the performance report, which shows the operational output of the organisation.

ID commented positively about the social media performance

DS asked about whether there has been contact with an ESG consultant, MG responded there had not, however this may be something to explore for the upcoming ballot

The board:

- i. **Noted** the performance report

AGENDA ITEM 12

12. Key Projects, Funds and Events

The board were provided an update on the key projects, funds and event.

There were no questions.

The board:

- i. **Noted** the Projects and Funds update

AGENDA ITEM 13

13. HR

- 13.1 The board were provided an update on the measures to ensure the wellbeing of the team. There was also an update on the provision of an office, the findings of the director nomination – primary sectors sought are

Hotel and Activity, and a new member of the team was due to start following a resignation.

The board:

- i. **Noted** the HR update

AGENDA ITEM 14

14. General

- 14.1 The board were updated about the invoicing plan for annual levy for the next financial year and also the plan for Business Events.

The board:

- i. **Noted** the general updates

AGENDA ITEM 15

15. Annual Meeting Calendar Proposal

The board were given a proposal for the next 12 months of meetings of the board and subgroups.

The board:

- i. **Agreed to consider** the dates proposed and advise of any issues within 7 days
- ii. **Agreed** meetings were to take place at 13:00

AGENDA ITEM 16

16. AOB

The board was asked if there was any other business.

A briefing was provided about the networking event that followed. The changes at the Inverness City BID were discussed.

AGENDA ITEM 16

16. Meeting Review

The board said it was good to be face to face and the format allowed focus on the key items.