



## MSP Board Meeting **Action Notes**

<b>Date &amp; Time</b>	<b>6<sup>th</sup> July 2018 - 09:30 – 12:30</b>
<b>Venue</b>	MSP, Unit 1 Dakota Business Park, Skyhawk Avenue, Garston L19 2QR
<b>Board Members (BM's) Attendees</b>	Cameron Jones* ( <b>CJ</b> ) (Chair); Mark Coups* ( <b>MC</b> ) (Sport Expert); (Physical Education Expert); Liz Farrington ( <b>LF</b> ) (Public Health Expert); Sion Williams ( <b>SW</b> ) (Marketing Expert), Liam Corcoran** ( <b>LC</b> ) (Youth & Community Expert) Tom Smith ( <b>TS</b> ) (Sport Expert); **Co-opted from CYP Strategic Group
<b>MSP Team Members</b>	Jean Stephens* ( <b>JS</b> ) (Director); Calum Donnelly ( <b>CD</b> ) (Strategic Lead) Brendan McCrudden ( <b>BMcC</b> ) (Business Improvement Officer) Kenny Chu ( <b>KChu</b> ) (Research and Insight Officer) Kerry Stewart ( <b>KS</b> ) (Strategic Lead for Business Improvement)
<b>Guests In attendance</b>	
<b>Apologies</b>	Ron Odunaiya* ( <b>RO</b> ) (Local Government Expert – Host Authority); Cllr Wendy Simons ( <b>WS</b> ) (Political Expert) Sue Wilkinson ( <b>SWK</b> )
<b>Compliance &amp; Scrutiny Group</b>	* Denotes the Compliance & Scrutiny Group
<b>Distribution (internal &amp; external)</b>	www.merseysidesport.com, MSP Team, Sport England

	Headlines from Discussion	Outcome / Actions	Who	Deadline
<b>1.</b>	<b>Introduction</b>			
<b>1a</b>	<b>Welcome, apologies and introductions</b>	Action: CJ commenced the meeting welcoming board members and MSP staff.	<b>CJ</b>	<b>N/A</b>
		Action : Apologies received from Ron Odunaiya, Sue Wilkinson and Wendy Simon.		
<b>1b</b>	<b>Matters arising from previous meeting</b>  <b>Impact Model Update</b> JS informed BMs the progress of the Impact Model since the previous meeting.MSP has tested the models in different settings / segments of the LCR population to build a 'bank' of examples. Two recent examples are PSS and the Bowls for Health. JS presented the Impact	<b>Approved:</b> Action notes agreed as a true record of the meeting held on the 23.02.18 <b>Action:</b> JS to follow up with Mike Diaper (Director, Sport England) and provide a progress update at the next board meeting.	<b>CJ/EF</b>  <b>JS/CJ</b>	<b>28<sup>th</sup> SEP</b>  <b>28<sup>th</sup> SEP</b>



	Model to Sport England in which they were very responsive. MSP has been invited to present to Sport England executive team.			
1b	<b>Website Update</b> MSP staff have worked hard on developing the products and services for the website. The domain has been transferred. It is not yet publicised to the public as there are a few minor tweaks to be made before a public disclosure.	<b>Action:</b> HB to contact SW for advice and fine tuning about website content  <b>Action:</b> HB to send communications to partners and stakeholders of new website launch	<b>HB</b>  <b>HB</b>	<b>July 2018</b>  <b>July 2018</b>

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2.	<b>Declaration of Interest</b>			
	<b>Declaration of Interest</b>	Action: No declaration of interest was received from Board Members.	ALL	N/A

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3.	<b>Governance &amp; Financial Arrangements</b>			
3a	<b>Code for Sports Governance</b> JS informed BMs that MSP is now compliant with the Code for Sports Governance (Tier 3) JS articulated the process for meeting governance compliance has helped shape our governance page for the website.	<b>Approved:</b> BMs received a copy of Code for Sports Governance compliance confirmation letter from Sport England. (click <a href="#">here</a> for letter)	BMs	For information only



	<p>Sport England contract: performance feedback at Q4 2017-2018</p> <p>JS informed BM's with a performance overview summary from Sport England at Q4</p>	<p><b>Acknowledged:</b> Sport England performance feedback at Q4 that MSP has</p> <ul style="list-style-type: none"> <li>✓ transitioned well into the new primary role and is fully competent at this time to deliver against the requirements of this</li> <li>✓ evidenced strong understanding of place and is clearly using this to prioritise work and drive decision making</li> <li>✓ a clear and strong tactical approach to identifying partners linked to your insight and priorities</li> <li>✓ achieved and is fully compliant with the UK Code of Governance</li> </ul>	<p><b>BM's</b></p>	<p><b>For information only</b></p>
<p><b>3b</b></p>	<p><b>Risk Management Register Q1</b>          JS tabled MSP strategic risk register for Q1. JS directed BM's attention to those risks determined higher likelihood/high impact</p>	<p><b>Action:</b> BMs to review Risk Management Register Q1 and send feedback to <a href="mailto:b.mccrudden@merseysidesport.com">b.mccrudden@merseysidesport.com</a> (click <a href="#">here</a> for a copy). Please note: if no feedback is received by the deadline date, MSP will take the assumption that Board Members have approved Q1.</p>	<p><b>BM's</b></p>	<p><b>27<sup>th</sup> JUL</b></p>
	<p><b>Points noted from the discussion included: -</b></p> <ul style="list-style-type: none"> <li>✓ A question was asked about potential hazard of "<i>Liverpool City Council (host) requests to cease current arrangements</i>" in which if there was a contingency plan. JS informed there are mechanisms in place to transition but in our current state we can't financially enact the transition. CJ explains there are two mitigating factors to counteract this hazard. The first is to buy time and the second is to seek how much cash is needed to build a reserve.</li> </ul>	<p><b>Action:</b> BMs discussed and noted comment</p>	<p><b>BM</b></p>	<p><b>28<sup>th</sup> SEP</b></p>

	<p>✓ CJ emphasised the 2 major hazards to focus on are “Lack of commitment / engagement from key partners and quality of delivery” and “Lack of added value from County Sports Partnership network (CSPN) to MSP”. CJ articulated the board needs to look at the external environment and how to reduce these potential hazards.</p>	<p><b>Action:</b> BMs discussed and noted comment</p>	<p><b>BM</b></p>	<p><b>28<sup>th</sup> SEP</b></p>
	<p>✓ SW commented on the continuing changing landscape outside MSP and the need for MSP to analyse how its current structure meets the needs of the organisation’s efficiencies. As a strategic initiative an internal review of MSP’s organisational structure would be beneficial to see how MSP can improve efficiencies. SW clarified that efficiencies are just cost related but increasing value in programmes, initiatives etc.</p>	<p><b>Action:</b> JS and Senior Leadership Team to undertake an organisational structure review in the next 6 months to ensure its fit for purpose.</p>	<p><b>JS/SLT</b></p>	<p><b>28<sup>th</sup> SEP</b></p>
<p><b>3c</b></p>	<p><b>Annual Financial Reporting, Independent Review, Cash Forecast and Income Generator Tracker</b></p> <p><b>Financial Reporting</b> KS presented MSP’s 2018/19 Financial Report and Independent review. It was positively received by the board. Going forward KS will present to the board in future meetings one singular account combining MSP and MSFs accounts. However, there will be a breakdown between MSP and MSF accounts.</p> <p>Points raised during this agenda item were: -</p> <ul style="list-style-type: none"> <li>• Does MSP have any other assets than cash in the bank, for which neither MSP nor MSF do not.</li> <li>• CJ emphasised investments are a valuable way to increase assets and security but suggested further thought and support is required before progressing with investments It was brought to BMs attention that MSP were given a 7% reduction in funding from Sport England however MSP has found a rounding error and the actual percentage is 7.44%.</li> </ul>	<p>Please see email for financial reporting documents.</p> <p><b>Action:</b> BMs to review financial documents and send comments to k.stewart@merseysidesport.com</p> <p><b>Action:</b> JS/KS to review avenues for MSP to invest, in order to bulk up financial security.</p> <p>My notes (KS) on this subject were that a fuller financial review was required before MSP could explore if there was an opportunity to look at using current cash assets as a form of investment.</p> <p><b>Action:</b> KS raised this with Sport England</p>	<p><b>BM</b></p> <p><b>JS/KS</b></p> <p><b>BM</b></p>	<p><b>27th July</b></p> <p><b>28<sup>th</sup> SEP</b></p> <p><b>To note</b></p>

	<p><b>Income Generator Tracker: new ideas in the pipeline</b></p> <p>At a recent staff development day, a number of fresh and new income generation ideas were suggested. An initial prioritisation/readiness assessment was completed ranking the following top three ideas:-</p> <ul style="list-style-type: none"> <li>- Active Care Homes</li> <li>- Coaching Agency</li> <li>- Small Events (community and corporate)</li> </ul>	<p><b>Acknowledged:</b> BMs made aware of progress of income generation ideas and are positive of current progress and future potential.</p> <p><b>Action:</b> Three working groups have been established for each idea. These groups will use a needs benefit model to evaluate value of the idea and whether MSP has the resources to deploy.</p>	<p><b>BM</b></p> <p><b>CD</b></p>	<p><b>For information</b></p> <p><b>28<sup>th</sup> SEP</b></p>
	<p><b>Cash Forecast</b></p> <p>JS presented to the board a spreadsheet with three scenarios of MSP's cash forecast until 2021.</p> <p>Option 1 is no income generation which would require a restructure by January 2019. Total reserves would be £10,357.00 at the end of 2020-21.</p> <p>Option 2 is with 68% income generation MSP would have 3 months operating costs. Total reserves would be £175,357.00 at the end of 2020-21</p> <p>Option 3 is with 100% income generation (growth) MSP would have 3 months operating costs and a total reserve of £250,357.00 at the end of 2020-21.</p>	<p><b>Acknowledged:</b> BMs made aware of scenarios of MSPs cash forecast provided advice to focus on assumptions rather than scenarios for internal cash forecasting. The cash forecast spreadsheet is a confidential item. This document is not for wider distribution.</p>	<p><b>BM</b></p>	<p><b>N/A</b></p>
<p><b>3d</b></p>	<p><b>Satisfaction results and trends (headlines)</b></p> <p>KC presented to the BMs Customer Satisfaction Survey Headline Results. KC explained MSP has outgrown the survey as it's not fit for purpose and MSP is better suited developing its own survey so we can focus on more applicable data gathering.</p> <p>The key findings from the report are;</p> <ul style="list-style-type: none"> <li>• Based on the NPS score there was a fall in detractors &amp;</li> </ul>	<p>See email for copy of Customer Satisfaction Survey Headline Results document attached</p> <p><b>Acknowledged:</b> BMs were updated about the key findings of the Customer Satisfaction Survey</p> <p><b>Action:</b> KC to ask the CSP network to review of CSPn survey to be fit for purpose, subject to response, KC to develop a new customer satisfaction survey for MSP which is fit for purpose. MSP will still feed into CSPN to ensure national benchmarking.</p>	<p><b>BM</b></p> <p><b>KC</b></p> <p><b>KC</b></p>	<p><b>N/A</b></p> <p><b>14<sup>th</sup> DEC</b></p> <p><b>28<sup>th</sup> SEP</b></p>



	<ul style="list-style-type: none"> <li>a large increase in promoters</li> <li>MSP should focus on the passive respondents (people who have 7-8 of 10) to see how we can improve our services to ensure they give future feedback as a promotor.</li> <li>The survey was sent to a focused number of people and the analyses looked at the quality of services rather than the number of responses.</li> </ul>			
3e	<p><b>Privacy Policy</b> KC guided BM's through MSP privacy policy in compliance with GDPR.</p>	<p><b>Action:</b> BMs to read Privacy Policy and send feedback to KC at <a href="mailto:admin@merseysidesport.com">admin@merseysidesport.com</a> . Click <a href="#">here</a> for Privacy Policy. Note: if no feedback is received by the deadline MSP will take the assumption Board Members have approved this policy</p>	BM	20th July 2018

	Headlines from Discussion	Outcome / Actions	Who	Deadline
4.	<b>Horizon Scanning : 'Flash trends &amp; activities' or 'enduring trends'</b>			
	<p><b>Sion</b></p> <ul style="list-style-type: none"> <li>✓ SW raised a potential issue with HTTPS security certificates. If websites don't have the correct security certificates it may affect accessing websites which could impact MSPs website.</li> <li>✓ SW noticed a current trend of Generation Y and Millennials going back to nature. Young people have always grown up with technology (mobile phones, tablets etc.) and are looking to go back to basics by going outdoors. This is a self-motivated wellness initiative. There are apps designed to inform you to turn your phone off and to promote you to 'de-digitalise'. There could be an opportunity for DW's Active</li> </ul>	<p><b>Action:</b> MSP has checked its HTTPS security certificate for the website and is secure</p> <p><b>Acknowledged:</b> BMs note significance of trend and its relevance to the organisation's strategy and potential use in Active Workplaces.</p>	<p>MSP STAFF</p> <p>BM</p>	<p>Done</p> <p>Ongoing</p>



	Workplace to capitalise on this trend with Active workplace.			
	<b>Cameron</b> ✓ CJ identified MSP should be aware that transparency has become a priority amongst organisations in the business community. People (consumers) are becoming less trusting due to recent events in misuse of data collection. The benefits of good transparency can positively influence our reputation and opportunities expanding our partnership network. CJ put the question to the board to consider <i>“How do we get people genuinely talking positive about MSP?”</i>	<b>Acknowledged:</b> BMs note significance of good organisational transparency and agreed on the benefits gain from better transparency can create a positive effect.	BM	Ongoing

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5.	<b>Stakeholder Developments &amp; Product Development / Pipeline</b>			
5a	<b>Health and Care Partnership (STP) for Cheshire &amp; Merseyside</b>  JS informed BM of the progress made with system leaders within the Health and Care Partnership for Cheshire & Merseyside (former STP_. In particular: - <ul style="list-style-type: none"> <li>• Successful presentation by JS, positioning the wider benefits/impacts of sport and physical activity whereby the preventive board agreed to identify 3 strategic intents around physical activity for Cheshire &amp; Merseyside footprint.</li> </ul>	<b>Action:</b> JS to coordinate a meeting with system leaders to identify 3 strategic intents for physical activity across Cheshire & Merseyside using MSP impact model for the preventive board to consider at their next meeting	JS/LF	September 2018



<b>5b</b>	<p><b>Active Workplace</b> DW provided an update of the progress of Active Workplace since his last board appearance. The following are the key points from the update;</p> <ul style="list-style-type: none"> <li>✓ Since February Active Workplace has seen a higher level of exposure via business games, NHS games and world of mouth</li> <li>✓ There is a good network with the public sector however there is much work to do expanding the network in the private sector.</li> <li>✓ Delivered a workshop for Merseyside Police in which they want a further 3 sessions.</li> <li>✓ JS and DW pitched the premier service to a call centre company last month. The hook of the pitch was Active Workplace can reduce absenteeism. Waiting to hear back from the call centre.</li> </ul>	<p><b>Acknowledged:</b> BMs informed about the progress of Active Workplace. BMs gave positive feedback to DW on his progress and will receive another update in subsequent board meetings.</p>	DW	28 <sup>th</sup> SEP
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<b>6.</b>	<b>AOB</b>			
	<p><b>Dates of meetings</b> 28<sup>th</sup> September 2018 – Staff /Board development session 14<sup>th</sup> December 2018</p>	<p><b>Acknowledged:</b> BMs aware of next board meetings and encourage full attendance as this is a joint staff/board session – venue to be advised.</p>	ALL	N/A