



Lochaber Enterprise

Iomairt Lochabair

**REVISED
MINUTES OF THE MEETING OF THE
BOARD OF DIRECTORS OF LOCHABER ENTERPRISE**

**Held Tuesday, 30 July 2002
at 13.30pm in Mallaig & Morar Community Centre, Mallaig**

Present Drew McFarlane Slack Chairman
 Karen MacGregor Vice Chairman

Anne Martin
Edward Daynes
Simon MacDonald
Steven Bracken
Scott Shiells
Iain Robertson

Charlotte Wright
Morven Cameron
Jacqueline McDonell
Scott Dingwall
Alison Gainsford

i.) Apologies

Paul Henning
Gerald McIntyre
David Wright
Kurt Larson

Prior to the commencement of the meeting, the Board members met with members of the Mallaig community to discuss relevant issues.

ii.) Minutes

The minutes of the meeting of 25 June 2002 were approved
The revised minutes of the meeting of 25 June 2002 were approved

iii.) Matters arising

No matters arising

iv.) Cases for Approval

Item (iv) has been deleted to protect commercial confidentiality.

v.) Chairman's Report

Correspondence

There was no correspondence to report.

HIE Board Visit

This will take place on 26/27 August 2002 in Ardnamurchan and Lochaber Enterprise directors have been invited to dinner in the Loch Shiel Hotel. Directors are asked to confirm to Mrs Martin their availability and she will be in communication regarding arrangements at a later date.

Operation of Board Meetings.

The Chairman confirmed that he has had some feedback from Board members and further discussion resulted in the following comments:-

- The style adopted at the current meeting i.e. meeting the community prior to the meeting gives the Board adequate time to devote to both.
- The style of meetings where the community is involved may depend on the venue available and should be as flexible as possible.
- Strategy discussions may be restricted to meetings in Fort William where community meetings are not being held to give the Board adequate time for discussion.
- Not all meetings will be long ones as there is a recognition that all Board members are busy within their own businesses.
- Sub-groups may be set up for specific projects or issues but there will be no standing sub-groups. The sub-groups will provide feedback to the whole board.
- Input from other directors on sub group topics can be by email.
- Any sub-group will be given specific terms of reference.
- Communication is considered to be essential and Ms Wright agreed to follow up with HIE on connection for directors to the HIE Intranet, particularly in relation to the proposed timescale.
- Social interaction and teambuilding events for the Board were proposed and will be subject to further discussion.

The Chairman agreed that details of the points raised by the community would be sent out to all community members who attended the meeting for information and in due course further feedback would be made available to them. The Board members highlighted the points which had been discussed with them.

vi.) Chief Executive's Report

Unemployment

Currently running at 1.7% and creating ongoing recruitment issues.

Calmac Update

Lochaber Enterprise has been asked to provide feedback and comment by 2 August 2002 on the proposed changes to the Calmac services etc. Tom Matthew from HIE will provide a composite response from all LECs. Specifically relevant to Lochaber are:-

- Mallaig Armadale Service
- Kilchoan to Tobermory/Drimnin service
- Small Isles Service including timetables, fares and freight
- Lack of refrigeration facilities on the Loch Nevis – for transportation of perishable goods.

Knoydart is currently serviced by the Gallus Grafter and the Spanish John which provide a very good service and whilst the community will welcome the new pier, the Loch Nevis may not provide such a convenient service

LEF Update

The ongoing emphasis of the forum is to complete the outstanding points on the Action Plan. The provision of a Single Entry Point is the subject of discussion with Highland Council staff and in this regard, staff training is considered to be a major issue. The next meeting of the forum will be on 18 September 2002.

Product & Process Review

The product and process review is ongoing and currently being piloted in SALE, RACE, WIE and MBSE. The results of the pilot will be fed back to other LEC's and a review undertaken prior to it being rolled out to other LECs. The efficiency gains being anticipate include a shared common database for all customers.

Streamlining of processes aim to reduce case processing times for cases under £25,000 assistance. Staff training is an essential element and Morven Cameron is involved in the HIE Network group looking at this issue.

Jackie Wright will present an update on the Product & Process review to the Board in December.

vii.) AOCB

There were no other items of business.

viii.) Date and Time of Next Meeting

12.30 p.m. on Tuesday 24 September 2002 in St Mary's House, Gordon Square Fort William.

Signed:

Print: ANDREW MCFARLANE SLACK

Position: CHAIRMAN

Date: 24 SEPTEMBER 2002