

# FAIR WORK CONVENTION

## FAIR WORK IN HOSPITALITY INDUSTRY INQUIRY GROUP (HIIG)

### WEB MINUTES

**DATE: 18 April 2023**

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**Attendees:** Chair Linda Johnston, Auchrannie Resort; Co- Chair Satnam Ner, Prospect and Fair Work Convention; Academic Advisor, Professor Tom Baum, Strathclyde University; Scott Anderson, Vice President, Heriot-Watt University Student Union; Carina Contini, Contini Edinburgh; Marc Crothall, Scottish Tourism Alliance; Anna Hirvonen, Poverty Alliance; Bryan Simpson, Unite the Union; Leon Thompson, UKHospitality Scotland; Paul Togneri, Scottish Beer and Pub Association; Beth Cocker, Fair Work Convention Secretariat, Helen Martin, Fair Work Convention Secretariat; Gillian Brown, Fair Work Convention Secretariat; Shirley McCord, Fair Work Convention Secretariat; Nicole Gibson, Fair Work Convention Secretariat; Craig Armstrong, Fair Work Convention Secretariat;

The Inquiry was joined by a panel of industry professionals to discuss issues face by rural communities

- Iain Jurgensen from Portavadie Resort
- Calum Ross from Loch Melfort Hotel
- Colin Morrison from Auchrannie Resort
- Sheena Borthwick, Barry Mochan and Tom Tracy from Arran Development Trust
- Audrey Maclennan from Highlands and Islands Enterprise
- Mark Rowley from South of Scotland Enterprise
- Jonny Inglis, Bethany Sharp, Roisin Curran and Laurence Kenney from Transport Scotland

### **Apologies**

Apologies were noted from:

- Mark McHugh, Bakers, Food and Allied Workers Union
- Mike Jones, The Stand;
- Lawrence Durden, Skills Development Scotland;
- Tam Wilson, Better than Zero;
- Susan Martindale, Mitchells and Butlers;
- Chris Wayne-Wills, Crerar Hotels;
- Violetta Andeme;
- Carmen Simon, Unite the Union;
- Catherine Jones, Grassmarket Community Project;
- Moira Tasker, Inclusion Scotland
- David Trotter, Sodexo Live!
- Caitlin Lee, Unite the Union.

## **Welcome**

It was noted that a range of guest speakers and observers made up of officials from the Scottish Government and Public Health Scotland were joining this session.

## **Minutes**

The minutes from the previous meeting were agreed.

### **2) Overview of rurality in hospitality**

Gillian Brown gave a summary of the thematic paper and highlighted its main themes and points.

### **3) Discussion of 'Worker Story' drawn from the Research undertaken by National Institute of Economic and Social Research**

The group received Lizzie's story which commented that transport, childcare and lack of housing were all impacting on her ability to view her role as anything but temporary.

Chair opened to members for comments.

### **4) Presentation: Reflections on the issues rural hospitality businesses face in Scotland**

The inquiry meeting heard a presentation from Iain Jurgensen from Portavadie Resort, Calum Ross from Loch Melfort Hotel and Colin Morrison from Auchrannie Resort. They spoke about the challenges and the barriers that impact the experience of their workers and the employers' abilities to achieve fair work outcomes. Their presentation covered, staff shortages and lack of local workforce, lack of affordable housing, seasonality, transport issues and broadband connectivity. They offered their potential solutions and levers to these issues.

They will submit a further paper to the inquiry on the points raised within their presentation.

### **5) Open to questions from members**

Due to over run on time by the presentation Chair chose to leave item 4 until the end of the meeting and moved to a break.

### **6) Break**

### **7) Panel introductions on Rural Issues**

#### **Arran Development Trust**

The Arran Development Trust required a lot of assistance to bring the Trust into being. Arran has a lot of issues which are similar to those faced by rural communities. There are a lot of retired professionals who have volunteered to support the Development Trust, this means the board has a wide spread level of expertise. The trust evolved out of the Arran Economic Group and worked to become a small housing association where they can access grants etc. The challenges for the Trust are the planning restrictions and rules around grant allocation. They spend hundreds of hours of voluntary time to complete grant applications, which can have

multiple different formats. They have a great design team and access to land. Housing points and allocation system needs to focus on bringing people to the island that supports the community.

The meeting then moved onto a panel discussion with a number of agencies: Highlands and Islands Enterprise, South of Scotland Enterprise and Transport Scotland. Chair asked each agency to give their reflections on how the agencies are tackling inequalities facing rural businesses.

### **Highlands and Islands Enterprise**

Highlands and Islands Enterprise covers Scotland's rural areas. Populations are low and are some of the lowest in Europe. This makes seasonality a huge challenge. HIE has offices across the region and supports business to grow with Portavadie being an example of this. Hospitality makes a huge impact on the rural communities and recognises that a skilled workforce is critical for the sector's growth.

### **South of Scotland Enterprise**

South of Scotland Enterprise formed during Covid in 2020 and takes a lot of learning from Highlands and Islands Enterprise. The tourism challenges are difficult as everyone is in a rural setting.

### **Transport Scotland**

The Transport Strategy Team at Transport Scotland gave an overview of the different approaches being delivered to solve some of the rural transport issues. This includes Islands Connectivity Plan and Young People's bus pass scheme. Transport Scotland has been looking at frequency of services and listening to what those in rural communities require but travelling by car still remains the preferred choice of transport.

### **8) Discussion on Rural Issues**

Chair asked members to consider everything they have heard along with the papers provided ahead of the meeting.

**9) AOB** – Beth Cocker from the Secretariat gave an update on the progress of the survey and evidence sessions.

**Date of next meeting:** 13 June 10:00 – 13:00. This meeting will be a hybrid meeting offering both in-person and online attendance at the Edinburgh Training and Conference Venue, which is just off the Royal Mile and a 5-minute walk from Waverley Station. The meeting will consider the theme of business challenges and barriers to fair work.