

Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling countywide library services supported by Suffolk County Council

OPEN BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	2 nd June 2015
Place	Riverside Centre, Stratford St. Andrew
Time	11.15am – 1.15pm
Attendees	Tony Brown (Chair), Sylvia Knights (Vice Chair), Anne Mallalieu, Alison Wheeler (General Manager), Sue Buck, Jonathan Ogden (Honorary Secretary), Colin Rockall, Peter Callaghan, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Sarah Stamp (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmeay (Clerk to the Board), Krystal Vittles (Libraries Innovation and Development manager), James Hargrave (IT Manager), Mandy Wilkinson (Finance Manager), James Powell (Marketing and Communications Manager)

		Action
1.	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Cllr Sarah Stamp, Colin Rockall, Peter Callaghan and Marion Harvey</p>	
2.	<p><u>Declaration of Interest</u></p> <p>None were declared.</p>	
3.	<p><u>Minutes of Previous Meeting 26th March 2015</u></p> <p>The minutes were agreed as a true and accurate account of discussions.</p> <p><u>Matters Arising</u></p> <p>Independence and Opportunity Event</p> <p>This event was a great success and made a profit of nearly £11k. Stephen Taylor mentioned that SCC were very happy with the event and the Chair asked him to pass on his thanks to Anna McCreadie who's involvement was very much appreciated.</p>	
4.	<p><u>Decisions</u></p>	

1. Libraries Specification and Performance Measures

The Chair of the Finance and Audit Committee asked the Board to review the amended Specification and Performance Measures and to recognise and adopt these.

The specification and performance measures are key elements in the contract between SCC and Suffolk Libraries and are reviewed each year. The changes reflect the changes in national policy or changes to the priorities of SCC.

The revisions most reflect developments in SCC and the wider library world and place the existing specification in an up to date context. Other revisions, although superficially minor, are significant in terms of Suffolk Libraries own positioning in negotiation around the continuation of aspects of service e.g. the addition of 'will endeavor to' in replacement of 'will'. This is particularly pertinent to the provision of activities for children and families.

The Board agreed to adopt the changes.

2. Safeguarding Policy

The Chair of the Finance and Audit Committee asked the Board to review and adopt the Safeguarding policy. Suffolk Libraries acknowledges the duty of care to safeguard and promote the welfare of everyone who uses its services. There is commitment to upholding safeguarding practice and that it reflects statutory responsibilities, government guidance and complies with the best practice as set out by the Suffolk Safeguarding Adults Board and the Suffolk Local Safeguarding Children's Board requirements.

The Board agreed to adopt this policy.

3. Reserves Policy

The Chair of Finance and Audit asked the Board to review and agree the changes to the Finance Regulations which have been amended to reflect structural change and to confirm the reserves policy.

A number of amendments have been made to the regulation including the addition of the following, regarding the reserves policy:

'Reserves Policy – reserves are needed to cover unplanned expenditure and any shortfall in income in future years. The policy is to build up reserves to cover two months essential operating costs (salaries, utilities, rent and rates). This cost is estimated at £900,000.00.

The Board agreed to these changes and adopted the policy.

4. Secondments

The Chair of the Finance and Audit Committee asked the Board to review and approve the Secondments for project work paper which proposes three secondments to help Suffolk Libraries increase its capacity and develop employees by giving them fixed-term projects. The costs of the

secondments will be covered by the deleted post from the senior leadership team which was agreed at the Board meeting on 26th March 2015.

The Board approved this recommendation.

5. Bookfest

The Chair of the Governance Committee asked the Board to review and agree to the considerations, and learning points of the Bookfest event.

The Board asked for their congratulations to be passed to the organisers and the Marketing and Communications Manager for the excellent PR achieved by this event. An awful lot of learning has been achieved from issues and expectations and these will be ironed out for the next event.

Stephen Taylor mentioned that Jane Knights was impressed with the offer and the learning outcomes and would be happy to offer guidance with the next event.

Positive responses have been received from both attendees and the writers involved and the value of the media coverage far outweighs the small loss made at the event.

The Board agreed to the learning outcomes.

6. Additional Opening Hours Policy

The Chair of the Governance Committee asked the Board to review and approve the protocol for community groups to increase or amend the opening hours of libraries.

The purpose of the protocol is to propose as to how Suffolk Libraries approaches proposals from library community groups to increase library opening hours where the associated costs are to be funded by the community group.

The Board agreed to this proposal subject to adding the following to the 'checklist':

- The HR team are involved the potential adjustment of staff hours.
- It is stipulated that the community group must be incorporated.

DH

It was suggested that this protocol is shared at the forthcoming community group meetings.

DH

7. Physical Handbook

The Chair of the Governance Committee asked the Board to review and agree to the creation of a physical handbook for library community groups to refer to which would provide them with a range of relevant and useful information and advice on various topics.

The handbook would be a vital source of information which would ensure that community groups and libraries are aware of procedures that need to be followed in different situations. It will also be a means of sharing best practice as well as encouraging greater use of the community group

	<p>website. This initiative was borne from the recent leadership programme and from the Community Team.</p> <p>The Board agreed to this proposal.</p> <p>8. Shared Parental Leave The Chair of the Staffing Committee asked the Board to review and agree to the adoption of the Shared Parental Leave policy. The paper gave an understanding of the financial impact of adopting this process and it was confirmed by the HR Manager that this would be negligible.</p> <p>The Board agreed to adopting this policy.</p> <p>9. Anti-Harassment and Bullying Policy The Chair of the Staffing Committee asked the Board to review and agree to the Anti-harassment and bullying policy.</p> <p>The policy has been designed to inform employees about the type of behaviour that is unacceptable and provides employees who are the victims of harassment and bullying with a means of redress.</p> <p>The Board agreed to adopt this policy.</p>	
<p>5.</p>	<p><u>Update from Committees</u></p> <p>1. Finance and Audit The Chair of the Finance and Audit Committee updated the Board on discussions at the committee meeting in April:</p> <ul style="list-style-type: none"> • The majority of the discussions have already been covered in ‘decisions’ • The end of year accounts were reviewed. <p>2. Governance and Membership The Chair of the Governance Committee updated the Board on discussions at the committee meeting in April:</p> <ul style="list-style-type: none"> • The majority of the discussions have already been covered in ‘decisions’ • The timeline for the AGM was discussed and agreed. <p>3. Staffing The Chair of the Staffing Committee updated the Board on discussions at the committee meeting in May:</p> <ul style="list-style-type: none"> • The second staff survey was launched on Sunday and the results will be fed back to the Board. • The staff reward information was shared with the Board. This totals 138 vouchers given to staff at a cost of £4,900. 	

	<p>4. Business Development and Marketing The Chair of the Business Development and Marketing Committee updated the Board on discussions at the committee meeting in May:</p> <ul style="list-style-type: none"> • There are 3 medium to long-term issues relating to clarity of our brand which are being addressed: 'what we want our brand to mean' how are we using our brand' and 'signage'. • It was agreed at the committee meeting that Suffolk Libraries will not be re-branded but the current brand will evolve. The Marketing and Communications Manager has briefed designers to develop templates on signage, posters and other literature. Westbourne Library (changing name to Broomhill Library) will be the test-case. • Community Groups will be encouraged to buy in materials relating to the new brand. • The draft marketing plan was discussed and covers: Customer Service, Community Engagement, Street Appeal, Interior Environment, Information, access and presentation, Stock and retail and Services. 	
<p>6.</p>	<p><u>Management Reports</u></p> <p>1. Financial The Finance Manager updated the Board on the monthly accounts to April 2015. The accounts have been altered in format to show additional information without disrupting the essential figures for the management of the business. The amounts spent by Suffolk Libraries on behalf of SCC for refresh projects are not shown in these accounts as Suffolk Libraries are acting only as their agents. The highlights are:</p> <ul style="list-style-type: none"> • The proposed budget for 2015/16 shows a surplus of £9k. The main areas of concern are income generation and creating new streams of income. • Support Services – there is a small underspend this month due to staff salaries, an underspend on insurance to budget and an expected increase in the accounts software has not occurred this month. • Lowestoft Café – it is now confirmed that the café will close on Sundays. A rebranding and marketing exercise is being undertaken with some small steps being identified for improvement. • Budget Overview – in the budget for 2015/16 the events of this year have been reflected by keeping staffing costs relatively similar with a small increase of £13k. Direct library costs have been reduced by £38k as purchases by community groups have not been anticipated in advance. Property costs have been increased by £7k to reflect rent increases and Support Services have been reduced by £134k to reflect the reduction on IT costs from SCC. <p>2. General Manager The General Manager gave the Board an overview of work since the last Board</p>	

	<p>meeting:</p> <ul style="list-style-type: none"> • Suffolk Libraries has been audited by Larking Gowen and budget planning has taken place for 2015/16. • Equipment and furniture has been installed in the first Suffolk Libraries Enterprise Hub in County Library, Ipswich. The initial launch will be in 11th June 2015. Partners are already identifying their programmes of activity for this space. • The Innovation and Enterprise event was very successful. • The Library at Leiston was closed for redecoration and refurbishment and reopened on 5th May 2015. • There have been numerous meeting on how to make the best of section 106 monies. • A Literacy Ambassador has been recruited to deliver the Foyle Foundation funded project work with 11 year olds. • A workshop was held with staff at Woodbridge Library and staff from SCDC to develop teamwork and a more seamless customer experience. • There has been an equalities review. <p>3. Priorities for the next 6 months</p> <p>The General Manager presented the priorities for the next 6 months. These were decided as there was a danger that too much was happening and staff were being stretched too thinly. Progress on these priorities will be included in the General Managers report to Board meetings. The priorities are:</p> <ul style="list-style-type: none"> • The SLS Transformation • Replacement of self-service machines (scoping, identifying alternative options and negotiation on funding) • Move to single network (Suffolk Libraries domain and Office 365 Filestore) • Single point of contact for IT Support/Weekend IT Support • Review of charges and borrower entitlements (consultation and proposals as part of developing children's offer) • Debenham Library move. • Enterprise Hub and business services development. • The AGM. • Woodbridge counter upgrade and transformation work with staff. • Staff Survey • Leadership projects (appraisals, relief staff and skills audit) • Bookfest 2016 planning. 	
<p>7.</p>	<p><u>Suffolk Libraries Advisory Group</u></p> <p>This will be a group of people who can be called upon as advocates and friends of Suffolk Libraries. The Board members have suggested a number of names who will be invited to the AGM initially.</p> <p>The General Manager will prepare a briefing pack for local MP's. Matthew Hancock has a responsibility for mutuals so a meeting will be arranged as soon as possible.</p>	<p>NS</p> <p>AW</p>

<p>8.</p>	<p><u>First Draft Annual Report</u></p> <p>The first draft of the Annual Report was given to the Board and the General Manager asked them to send any comments or amendments to her. To complete the report the following details need to be added:</p> <ul style="list-style-type: none"> • Figures (both financial and volunteer) • The introduction from the Chair <p>In addition to this report a community group leaflet will be printed detailing all the work the community groups have achieved this year and the glossy Annual Review will also be printed.</p> <p>Could Board members please send any comments prior to the committee meetings on 25th June 2015.</p>	<p>ALL</p>
<p>9.</p>	<p><u>Any Other Business</u></p> <p><u>Changes in Opening Hours at Stradbroke</u></p> <p>The Manager of Stradbroke library has submitted a proposal to amend the library opening hours in order to better suit customer demand for both the library and the post office.</p> <p>The Board were asked to review and accept Option 2 which would see the library closed on Tuesday evenings, when it is currently open, and also to close on Sundays when it is currently open, however, this option would provide additional opening on Saturday and Thursday mornings. A full customer consultation was held and option 2 was most favoured.</p> <p>The Board agreed to option 2 and this will be taken forward. However, it was stressed that communication of these changes should be made very clear to our customers.</p> <p>Stephen Taylor confirmed that SCC were satisfied with the proposed amendment.</p> <p>Sylvia Knights stated that the impact of adding a post office to this library and the added pressure on the manager and staff must be acknowledged.</p> <p><u>Leap/Realise Futures</u></p> <p>The Managers at Beccles and Lowestoft have received letters from Realise Future stating that they will be vacating the rooms they have in these libraries by the end of July. No confirmation of this notice has been received by the General Manager.</p> <p>Suffolk Libraries will express an interest in taking over these spaces, including the financial implications.</p> <p>Staff at Beccles and Lowestoft have been asked to suggest how these spaces can be used meaningfully.</p>	<p>7</p>

	<p>Management Report The General manager asked the Board for permission to publish the Board management report on the staff intranet, subject to redactions if required.</p> <p>The Board agreed to this.</p>	
11.	<p><u>Date of Next Meeting:</u></p> <p>30th July 2015, Bury Library</p>	