

# Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling county-wide library services supported by Suffolk County Council

## OPEN BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	24 <sup>th</sup> September 2015
Place	Meeting Room, Bury Library
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 Sturmey (Clerk to the Board), Krystal Vittles (Libraries Innovation and Development manager), James Hargrave (IT Manager), Mandy Wilkinson (Finance Manager), Paul Howarth (Stock Manager), Daniel Harvey (Community Team Lead), Paula Phelan (HR Manager), Leon Paternoster (Deputy Head of IT)

		Action
1.	<p><b><u>Election of Chair, Vice Chair and Honorary Secretary and Co-options</u></b></p> <p>The vote for these positions was conducted during the closed session with the results announced at the beginning of this meeting.</p> <p>For the period of 2015/16, until the first Board meeting after the AGM in 2016, the Board roles are as follows:</p> <ul style="list-style-type: none"> <li>• Chair – Tony Brown</li> <li>• Vice-Chair – Sylvia Knights</li> <li>• Honorary Secretary – Jonathan Ogden</li> </ul>	
2.	<p><b><u>Welcome and Apologies</u></b></p> <p>Apologies were received from Marion Harvey, Richard Hunt and James Hargrave.</p>	
3.	<p><b><u>Declaration of Interest</u></b></p> <p>None were declared.</p>	
4.	<p><b><u>Minutes of Previous Meeting 30<sup>th</sup> July 2015</u></b></p> <p>The minutes were agreed as a true and accurate account of discussions.</p>	

	<p><b><u>Matters Arising</u></b></p> <p>There were no matters arising.</p>	
<p><b>5.</b></p>	<p><b><u>Declarations of the Board Code of Conduct</u></b></p> <p>The Code of Conduct document was reviewed and agreed unanimously by the Board.</p>	
<p><b>6.</b></p>	<p><b><u>Committees</u></b></p> <p><b>1. Review of membership of committees</b></p> <p>The membership of the Committees was discussed and decided as follows:</p> <p><b>Finance and Audit</b> Jonathan Ogden Sylvia Knights Anne Mallalieu Colin Rockall</p> <p><b>Governance</b> Anne Mallalieu Jonathan Ogden Colin Rockall Sylvia Knights Tony Brown</p> <p><b>Staffing</b> Sue Buck Peter Callaghan Colin Rockall Tony Brown Jonathan Ogden</p> <p><b>Business Development and Marketing</b> Peter Callaghan Anne Mallalieu Sylvia Knights Tony Brown</p> <p><b>Health &amp; Safety</b> Sue Buck Peter Callaghan</p> <p>The role of chair in each of these meeting will be decided at the first meeting of each respective committee.</p> <p><b>2. Review TOR for committees</b></p> <p>All Terms of Reference were agreed and will be reviewed by the respective</p>	

	<p>committees in the forthcoming year.</p> <p><b>3. Consider the need for any new committees</b></p> <p>It was agreed that another committee would not be needed and a working group would be put together if needed for a specific piece of work.</p>	
7.	<p><b><u>Review and adopt Standing Orders and Finance Regulations</u></b></p> <p>The Standing Orders and Financial Regulations were agreed and adopted by the Board.</p>	
8.	<p><b><u>Review of:</u></b></p> <p><b>1. <u>Representation on or work with external bodies and arrangements for reporting back</u></b></p> <p>Sylvia Knights has been invited to attend the Contract Sum negotiation meeting with Suffolk County Council.</p> <p><b>2. <u>Board complaints procedure</u></b></p> <p>The Complaints procedure was reviewed and adopted by the Board.</p> <p><b>3. <u>Board procedures for handling requests made under FOI and Data Protection</u></b></p> <p>This policy was reviewed and adopted by the Board.</p> <p><b>4. <u>Board policy for dealing with press/media</u></b></p> <p>The policy for dealing with the Press and Media was reviewed and adopted by the Board.</p>	
9.	<p><b><u>Set dates/times for remainder 2015/16</u></b></p> <p>The Board reviewed and accepted the suggested meeting dates for 2015/16. There will be a venue change as Community action Suffolk will not be responsible for the running of Castle Hill Community Centre from 31<sup>st</sup> March 2016.</p> <p>The Clerk to the Board asked the Board to agree the suggested AGM timeline for 2016 which will mean the AGM will take place later in September 2016 to allow for two further community group meetings to allow the membership to meet Board nominees. The Board were in agreement with this.</p> <p>The Staff Development day on 12<sup>th</sup> October 2015 was discussed and the Board were invited to attend.</p>	
10.	<p><b><u>Management Reports</u></b></p>	

## 1. Finance Manager (incl. the Living Wage)

The Finance Manager updated the Board on the monthly accounts as at end of August 2015. The headline figures for the total business in August 2015:

Month – Underspend Actual 2K, Underspend Budget 10K  
YTD – Underspend Actual 91K, Underspend Budget 116K

The highlights are as follows:

Employee total costs – Month (4K) and YTD (13K) Wickham Market, Long Melford and Ipswich are all covering long-term sickness. Relief costs for the month are 30K (15.6% of basic pay) this month compared to a budget of 24K however the period covered is one of the highest holiday periods. The living wage increase is now also taking effect and is pushing the costs above budget.

Direct Library Service Costs – Month 11K and YTD 10k a release from accruals for the contingency energy costs has been done and there is still 20K on the balance sheet which may be released at the end of the year should the winter bills not be too high.

Support Service – Month 9K and YTD 17K the positive variance in support costs relates to a reduction in employee costs, this will offset the increase in employee costs libraries due to the living wage increases from July onwards.

Library Income – Month 15K and YTD 4K SCC have paid the invoices relating to historical caretaker costs and this is now reflected in the accounts.

Friends Group Activities – this area is a new segregation as figures are starting to distort the report against budget. The main spend this month has been from Kesgrave (6K for new shelving) and Halesworth (7K for flooring tiles). Friends groups have paid for 1.4K of Wi-Fi costs.

Prisons – Month 0K and YTD 0K this area is running as expected and the management negotiations ongoing.

Lowestoft Café – Month (1K) and YTD (5K) there is no improvement in this area. The refrigerator has stopped working and, as it is over 10 years old, it is beyond economic repair. A new one is being sought.

PC mentioned that it was very encouraging that Community Groups have spent 17K on assisting on improving their libraries last month. It would be very helpful if the Community Team Lead could ascertain what Community Groups are planning to pay for so this can be fed back to the Board.

DH

### Living Wage Impact

The implications of the proposed implementation of the living wage has

been discussed at Committee level and the Finance Manager wanted to highlight this to the full Board so there is an appreciation of the financial impact the living wage will have on Suffolk Libraries when undertaking contract negotiations or considering any increase in revenue expenditure.

The Finance Manager talked through the year on year increase in annual payroll and the conclusion is that, based on the assumption that staffing remains as/is, in 5 years the annual payroll will be in the region of 431K higher than it is at present. These figures do not include the effects of people on the LGPS pension scheme retiring or leaving and being replaced by Suffolk Libraries pension scheme participants, which would benefit the finances of Suffolk Libraries and reduce the impact of the predicted increase.

The report also does not take into account the issue of payment differentiation being reduced between different levels of responsibility.

The Finance Manager asked that this information be borne in mind for any future contract arrangements.

## **2. General Manager**

The General Manager presented the report for August 2015. Since the last Board meeting the activity has primarily focused upon:

- The AGM; preparation, planning, membership liaison and follow up.
- Two committee meetings on Staffing and Business Development.
- The relaunch of SLS as LBaRT (Libraries, Books and Reading Team).
- Planning for the Staff Development Day on 12 October 2015.
- Record Breakers – the Summer Reading Challenge – with yet another increase in children starting with over 8,200 as the report was written.
- Suffolk Libraries 3-year celebrations.

Suffolk's external profile has had a further boost with a successful bid to into the Department of Education's pilot scheme for work in schools, called the Chatterbooks scheme.

This year Suffolk Libraries also bid and gained Cabinet Office funding to increase teenage volunteering for the Reading Challenge. This was very successful with the target of 100 exceeded and increased to 130. 200 teenagers have been recruited for next year which Suffolk Libraries is delighted about.

Suffolk Libraries has contributed to the national Leadership for Libraries Task Force and has provided information to the DCMS and Cabinet Office.

The General Manager has advised the Leadership for Libraries Task Force on their preparation for the spending review mutual benefits and on maker space development. She also attended a reception at Downing Street on 9<sup>th</sup> September 2015 to celebrate reading with other chief librarians, politicians and stakeholders including William Sieghart who has reinforced

his support for Suffolk Libraries by agreeing to be patron for the reading activities. Ed Sheeran has also agreed to this and has posed for a photograph to use on marketing material and to promote reading in Suffolk.

Other highlights of the report were:

**Performance** – there is some very interesting data around how our Libraries are used when the ethnicity profile of sampling is matched against the census data. It is clear from these figures that a greater percentage of people take up the library service from all minorities which live in Suffolk than the percentage they represent in the demography of Suffolk. Given that there will be a new influx of multi-ethnics in the UK this shows that Suffolk Libraries is inclusive to all communities.

**LBaRT** – the Literacy, Books and Reading Team has now officially launched and the team is in the process of finishing up the schools' option. As the service has gone to a full menu, the team has seen a distinct shift from high schools buying advisory time to giving more consideration to stock choices and training opportunities. The SCC Commissioner asked whether the stock transition is going well and were there any duplications of buying stock over the years. The Stock Manager stated that it was going well and a few duplications have happened but only when a higher number of stock is needed so there has been no issue.

**Web developments** – a new website for the schools service has been launched and is going well.

**Stock and Content** – the new Zinio digital magazine service is going well with over 1100 magazines downloaded to date. This area does need more promotion and will be highlighted at the Staff Conference and Community Group meetings.

**Safety update** – there have been a few anti-social behaviour issues in recent weeks at Lowestoft Library and staff are being assisted in dealing with these. There will be two planned closures, agreed by SCC, for a staff meeting and for staff training and it must not be underestimated how stressful this is for staff.

**Newmarket Library** – PC questioned whether there is an update on the relocation of Newmarket Library. It was confirmed that this is a decision which has to be made by SCC and the Commissioner confirmed that this is constantly being looked at for alternative premises.

**Southwold Library** – There has been a long dialogue about the relocation of the Library in Southwold to sit with other services. A location has been identified and talks are ongoing.

**Community Groups** – The Chair thanked both of the Community Library Managers for the comprehensive update they had given on what the 44 Community Groups were achieving.

**BBC Make it Digital Campaign** – Weather Watchers has just launched and will encourage people to take part by tweeting and posting images of local

	weather. Suffolk Libraries will assist customers with this.	
11.	<p><b><u>Decisions</u></b></p> <p><b>1. <u>Clare Library Opening Hours</u></b></p> <p>Clare Library has submitted a proposal to make a simple amendment to their opening hours. The change will only effect Fridays when it is proposed that the Library opens and closes 1.5 hours earlier. The key factor driving the proposal is that the visitor levels during the last 1.5 hours on Fridays are low.</p> <p>The Board reviewed and agreed to this amendment. The SCC Commissioner confirmed that SCC are happy with this.</p> <p><b>2. <u>Health &amp; Safety Policy</u></b></p> <p>The Health and Safety Policy was agreed by the Board and was signed by the Chair and the General Manager. Copies of the signed document will be sent to all Libraries to put on their notice boards.</p> <p><b>3. <u>Health &amp; Safety Management Plan</u></b></p> <p>The Board accepted and agreed the plan provided by the Health and Safety Committee.</p> <p>It was also agreed that the Health and Safety training for the Board will take place after the Board meeting in January 2016.</p>	NS  NS
12.	<p><b><u>Any Other Business</u></b></p> <p><b>1. <u>Verbal update from Alison re: requests</u></b></p> <p>Nottinghamshire and Devon Library Services have requested that they send an observer from their emerging mutuals to attend a Suffolk Libraries Board meeting. All Board members were in agreement with this.</p>	
13.	<p><b><u>Date of Next Meeting:</u></b></p> <p>26<sup>th</sup> November 2015, Castle Hill Community Centre</p>	