

## 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	15 <sup>th</sup> December 2016	
Place	Riverside Centre, Stratford St Andrew	
Time	11.15am – 1.15pm	
Attendees	Tony Brown, Sylvia Knights, Alison Wheeler (Chief Executive), Maureen Garrett Simpson, Sarah Wilson, Jonathan Ogden, Colin Rockall, Peter Callaghan, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Richard Smith (SCC), Charlotte Clark, Marion Harvey	
Invited	Nikki Sturmeay (Governance Manager), Krystal Vittles (Libraries Innovation and Development Manager), Peter Baker (Head of IT), Mandy Wilkinson (Head of Finance), Paul Howarth (Stock & Content Manager), Daniel Harvey (Community Team Lead), Paula Phelan (Head of HR), James Powell (Marketing & communications Manager), Amy Scarlett (HR Administrator – Minutes)	
		Action
1.	<p><b><u>Welcome and Apologies:</u></b> Apologies were received from Cllr Smith, Nikki Sturmeay and Marion Harvey.</p>	
2.	<p><b><u>Declarations of Interest:</u></b> There were no declarations of interest.</p>	
3.	<p><b><u>Minutes of Previous meeting of 27<sup>th</sup> October 2016:</u></b> One amendment required on under agenda item 8 on page 3 – ‘Contract Executive Sum’ should read ‘Contract Executive Summary’.</p> <p>The minutes were agreed as a true and accurate record of discussions.</p>	<b>NS</b>

<p>4.</p>	<p><b><u>Decisions:</u></b></p> <p><b>1. Anti-Bribery Policy</b> Updated with change in legislation – the policy was accepted by the Board.</p> <p><b>2. Flexible Working Policy</b> Updated with change in legislation – the policy was accepted by the Board.</p> <p><b>3. Lone Working Policy</b> The Chief Executive reported that it will be made clear in job adverts and at interviews about lone working. RH advised that SCC have a Safe Home Well campaign which may be helpful. The policy was accepted by the Board.</p> <p><b>4. Display Screen User Policy</b> Updated with change in legislation. This has been agreed with UNISON. The board accepted this policy.</p> <p><b>5. CCTV Policy</b> The board accepted this policy.</p> <p><b>6. Finance, Governance and Audit Committee Terms of Reference</b> The terms of reference have been updated to reflect the amalgamation of the Finance and Governance and Audit Committees. The board accepted the terms of reference.</p> <p><b>7. Staffing Committee Terms of Reference</b> The board accepted the terms of reference.</p> <p>Revised terms of reference for Business Development and Marketing Committee to be brought to the next Board meeting.</p>
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**5. Update from Committees:**

**Finance, Governance and Audit**

Many of the items covered by this meeting's agenda were covered at the recent Finance, Governance and Audit Committee.

The Committee received comprehensive updates regarding IT, Section 106 and stock.

**Staffing Committee**

Useful discussion was had regarding 360° appraisals. Results showed there was high respect and value in collective skills and respect for professional skills. Overall it was a firm endorsement of the management team and individuals have begun work on areas highlighted for improvement.

**Funding Bids Update:**

The Chief Executive reported that a Mental Health funding bid is currently being created by Sarah Lungley, Mental Health and Wellbeing Coordinator, working alongside Suffolk Family Carers and Suffolk Mind. The deadline for this is Friday 23<sup>rd</sup> December 2016. RH stated that there are strands of work currently ongoing with SCC and it may be worth linking in with these.

The Libraries Innovation and Development Manager provided information regarding the LOFIE and NPO bids.

LOFIE – libraries can bid for up to £250k for 1 year focusing on young people, digital and wellbeing. The bid would lay the ground work for Suffolk Libraries for strong delivery of arts and culture.

NPO – Arts Council Bid. This would be for between £150k and £170k each year for 5 years. The Arts Council will carry out robust checks on finances to ensure Suffolk Libraries is viable as an organisation. Preparing the bids will involve a lot of work in a short space of time however the team are confident in delivering the bids.

The Board agreed to carrying out the bids.

**6. Management Reports:**

**Monthly Finance Report**

The Head of Finance updated the Board on the monthly accounts as at the end of November 2016. The headline figures for the total business in November 2016 were:

Month – underspend budget (10k), overspend actual (21k)

Year to date – underspend budget (42k), underspend actual (144k)

The highlights include –

Support Services – a few unexpected charges this month. Penalty notice for HMRC due to direct debit not operating correctly. Procedures have been put in place to ensure this does not happen again. Other costs include mileage claims, bank charges and Civica back charges.

LBaRT – positive variance. The Vice Chair, Head of Finance and Libraries Innovation Development Manager met at LBaRT. Louise Shepherd will be reverting to her role in speaking to schools to promote the service which is likely to have a positive impact.

Cleaning – improvements have been made. Vertas have provided the Head of Finance with a draft booklet for managers to show what they can expect from the service. This has been returned for amendments. The Chief Executive reported that a meeting with Ian Surtees has been arranged for 31<sup>st</sup> January.

People Counters – Costing for pilot have been received. The total cost of the pilot would be £3,275 +VAT and the cost of rolling out the project fully would be £36,150 +VAT. The Head of IT stated that he would like to get a cost from a second competitor. Further conversations will be had with SCC regarding responsibility for the costs once full costing have been completed.

**Chief Executive Report:**

Highlights form the report include –

External work – *Libraries Deliver: Ambition for Public Libraries in England 2016-2021* document has been published. Workshops are taking pace in the new year – 19<sup>th</sup> January 2017 at the Ideas Store, Tower Hamlets.

Summer Reading Challenge – there was an increase in participants this year in Suffolk however nationally there was a decrease. Thank you to all staff who would on the challenge.

Incident review at Lowestoft Library – this took place on 12<sup>th</sup> December 2016 and it was a practical follow up with staff being offered support and guidance on how to deal with the anti-social behavior.

Incident at Ipswich County Library – Assault of two staff members. Court date has been set for 27<sup>th</sup> January 2017 and a statement is being prepared for this.

Great Ouse Valley Library – the possible entrance charges based on the

7. **Contract Renewal:**

The SCC Commissioner was thanked for the very prompt response received to the letter regarding the assurances requested by Suffolk Libraries.

The following assurances were confirmed by Cllr Smith –

- SCC is committed to maintaining a statutory library service. We remain the library authority under the Public Libraries and Museums Act 1964, and have been consistent in our acceptance of the duties this imposes on the county council.
- We recognise that Suffolk Libraries has a duty to the members of the IPS, its staff and suppliers, and under financial regulations, to ensure that it has sufficient resources to operate as a company.
- We recognise Suffolk Libraries' commitment to service development, and the service specification in the contract is designed to empower Suffolk Libraries to be innovative about how services are delivered. We have of course given support and encouragement to assist you to do this, as well as develop new services, for example in releasing reserves and Section 106 funding to contribute to the development of the Enterprise Hub at Ipswich library, the redevelopment of Stradbroke library in preparation for the Post Office being incorporated, and enhancements at a number of libraries to include such facilities as wheeled shelving to facilitate more creative use of the library space.
- Our expectation is that the service will continue to be delivered by paid members of Suffolk Libraries staff, supported and assisted by volunteers. We acknowledge the huge contribution that volunteers make to the governance, fundraising and library improvement activities undertaken locally and countywide, as well as the range of events and countywide programmes at which they give help.
- The Council supports the 2020 Vision for Libraries, as we have since we were involved in its co-creation.
- We are happy to encourage and offer support for bids for external funding. We would also support SL in building external strategic partnerships in the future.
- *Libraries Deliver: Ambition for Public Libraries in England 2016-2021* is an important call to action for all library services, and SCC recognise that while many of its outcomes match the outcomes we already jointly work on in Suffolk, we need to continue to engage with Suffolk Libraries to identify opportunities and future development needs.

The Chair stated that he was concerned that the Board would be unequipped with evidence to make an informed decision today regarding the contract renewal however the paper provided by the Chief Executive was very useful.

Board members were asked for their thoughts on the matter. CR stated that this is a difficult decision to make however he feels that Suffolk Libraries is moving in the right direction and on balance he feels that the contract should be renewed.

The Vice-Chair stated that it is important that the Board take the lead

<p>8.</p>	<p><b><u>Modelling and plans for future funding and contract sum negotiations:</u></b></p> <p>The SCC Commissioner was thanked for the letter received regarding the proposed offer. Suffolk Libraries won't know the full details of the contract sum until final decisions have been made in February.</p> <p>There are many unknowns at the moment and a review is expected at the next Finance, Governance and Audit Committee and Board meetings. In the meantime Suffolk Libraries continues to pursues options and modelling.</p>	
<p>9.</p>	<p><b><u>Plans and Priorities:</u></b></p> <p>It was agreed at the Closed Board meeting that the priorities within the document need to be categorised. These will be graded at the Board Away Day on 6<sup>th</sup> March 2016. These could include categories for business critical priorities, important and valuable priorities, priorities which bring in additional funding and their own capacity to deliver and then also extra priorities that would be nice to fulfill. The capacity of what can be achieved will also be discussed.</p> <p>Intellectual Property Service which is sponsored by the British Library is something that Suffolk Libraries is keen to fulfil. There is a cost associated with this which needs to be explored as well as partnership opportunities.</p>	

<p><b>10.</b></p>	<p><b><u>Shared Intelligence Projects Overview:</u></b></p> <p>Verbal reports were given regarding the three initiatives which were developed in the workshops with Shared Intelligence.</p> <ul style="list-style-type: none"> <li>- Suffolk Libraries Live is a project to improve and coordinate live events across the service. It would look at researching and developing resources to ensure a consistent approach to holding live events in library spaces. The main investment would be staff time in raising the profile of live events. It also builds on the momentum of things that already happen.</li> <li>- IT Ambassadors is an initiative to provide consistent and valuable IT and digital skills training for customers. This would be done in partnership with MyGo to enable 16 to 25 year olds to deliver the training as part of their own development. It would be a simple charging system which could be rolled out in libraries and there is the possibility of working with DWP.</li> <li>- Suffolk Libraries Extra is a membership scheme for customers to show their support for Suffolk Libraries. It would include three levels of subscription – Bookworm for £20, Bibliophile for £50 a year and Patron for £150 a year with various offers at each level. The start-up costs would be for design of the cards, printing and marketing along with staff time.</li> </ul> <p>RH feedback that these sound like exciting projects which are strategically coherent and asked for them to be shared with himself and the SCC Commissioner to see if there are any potential network links.</p> <p>Thank you to all staff who have taken part in the workshops.</p>	
<p><b>11.</b></p>	<p><b><u>Summary of Staff Development Day:</u></b></p> <p>The Head of HR gave a summary of the day. Overall the Staff Development Day was a great success. 90% of attendees enjoyed the presentations. More audience participation was suggested for future events.</p>	
<p><b>12.</b></p>	<p><b><u>Any Other Business:</u></b></p> <p>There was no other business raised.</p>	
<p><b>13.</b></p>	<p><b><u>Date of the next meeting:</u></b></p> <p>27<sup>th</sup> February 2016, Bury St Edmunds Library</p>	