

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 | 26 th October 2017 | |
| Place | Bury St. Edmunds Library | |
| Time | 11.15am – 1.15pm | |
| Attendees | Tony Brown, Sylvia Knights, Alison Wheeler (Chief Executive), Maureen Garratt Simpson, Jonathan Ogden, Colin Rockall, Sue Buck, Sarah Wilson, Stephen Taylor (SCC), Sara Blake (SCC), Cllr Tony Goldson (SCC), Charlotte Clark, Marion Harvey | |
| Invited | Nikki Hulse (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) | |
| | | Action |
| 1. | <p><u>Notification of election of Chair, Vice Chair and Honorary Secretary and Co-options</u></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 2017/18, until the first Board meeting after the AGM 2018, the Board roles are as follows:</p> <p>Chair – Tony Brown Vice Chair – Sylvia Knights Honorary Secretary – Maureen Garrett Simpson</p> <p><u>Co-options</u></p> <p>Co-options were not discussed.</p> | |
| 2. | <p><u>Welcome and Apologies</u></p> <p>Apologies were received from Charlotte Clark, Sara Blake and Jonathan Ogden.</p> | |

| | | |
|----|--|----|
| 3. | <p><u>Declarations of Interest</u></p> <p>There were no declarations of interest.</p> | |
| 4. | <p><u>Minutes of previous meeting 31st August 2017</u></p> <p>The minutes of the previous meeting were accepted as a true and accurate account of discussions.</p> <p><u>Matters Arising</u></p> <p>Freddy's Fund</p> <p>Freddy Philips, a keen library user and supporter from Halesworth, has given Suffolk Libraries a donation of £5,000 to support the organisation. This fund will be used to focus on supporting literacy in Suffolk.</p> | |
| 5. | <p><u>Declarations of the Board Code of Conduct</u></p> <p>The Code of Conduct was reviewed and agreed unanimously by all Board members.</p> <p>The Governance Manager stated that she will send out a copy of the document to those who did not sign at this meeting.</p> | NH |
| 6. | <p>Committees</p> <p>1. Review of membership of committees</p> <p>The membership of the Committees was discussed and agreed as follows:</p> <p>Finance, Governance and Audit Jonathan Ogden Sylvia Knights Colin Rockall Sarah Wilson Maureen Garratt Simpson</p> <p>Business Development and Marketing Tony Brown Sylvia Knights Maureen Garratt Simpson</p> | |

| | | |
|----|---|--|
| | <p>Sarah Wilson</p> <p>Staffing Jonathan Ogden Sue Buck Maureen Garratt Simpson Colin Rockall Tony Brown</p> <p>Health and Safety Jonathan Ogden Sue Buck Tony Brown</p> <p>The role of Chair in each Committee will be decided at the first meeting of each respective Committee.</p> <p>2. Review TOR for committees</p> <p>All Terms of Reference were reviewed and agreed. These Terms of Reference will be reviewed again by each Committee at the first meeting</p> <p>3. Consider need for any new committees</p> <p>It was agreed that there is no requirement for another Committee. This will be reviewed once the new CEO is in place.</p> | |
| 7. | <p>Review and adopt Standing Orders and Finance Regulations</p> <p>The Standing Orders and Finance Regulations were reviewed and agreed by the Board.</p> <p>It was noted that there will be additional issues to be considered for the Finance Regulations which will be discussed at the first FGA meeting in November.</p> <p>Standing Orders: Proposed: Sylvia Knights Seconded: Colin Rockall</p> <p>Finance Regulations: Proposed: Sylvia Knights Seconded: Colin Rockall</p> | |

| | | |
|-------------------|---|--|
| <p>8.</p> | <p>Review of:</p> <p>1. Representation on or work with external bodies and arrangements for reporting back</p> <p>The Contract Executive Sum was agreed by the Board subject to some amendments given by the SCC Commissioner. This will be amended at the first FGA meeting in November.</p> <p>The Vice Chair will sit on the contract sum negotiation group again this year.</p> <p>The Chair asked for a Board sponsor to work with the Stock and Content Manager and Libraries Innovation and Development Manager on NPO. The Board sponsor will be Sarah Wilson.</p> <p>2. Board complaints procedure</p> <p>The complaints procedure was reviewed and adopted by the Board, subject to amending the title of the SCC Commissioner.</p> <p>3. Board procedures for handling requests made under FOI and Data Protection</p> <p>This policy was reviewed and accepted by the Board.</p> <p>4. Board policy for dealing with press/media</p> <p>The policy for dealing with the press and media was reviewed and adopted by the Board.</p> <p>A media training session will be arranged once the new CEO has started employment.</p> | <p>NH</p> <p>NH</p> <p>JP</p> |
| <p>9.</p> | <p>Set dates/times for 2017/18</p> <p>The Board reviewed and accepted the suggested meeting dates for 2017/18. The Governance Manager mentioned that the venue for the 2018 AGM will be Wherstead Park.</p> | |
| <p>10.</p> | <p>Management Reports:</p> <p>1. Head of Finance</p> <p>The Head of Finance presented the management accounts to the Board.</p> | |

The year to date surplus is £81k, this is £24k above budget. This is due to the achievement in LBaRT maintaining its contracts up to the point of dissolution. The core library service YTD is breaking even which is £29k below budget.

The other highlighted areas were:

- Employee costs – the recruitment freeze is still in place which is building a cushion of savings against redundancy costs.
- Direct library costs – an £7k overcharge from Vertas has been paid back.
- Support services – HR salary costs are higher this month due to additional work being undertaken by the Head of HR.
- SL Library running costs – LBaRT is responsible for the surplus however, the sales coming in for the next 6 months will be very low whilst costs continue to be incurred. The Board gave their thanks to the hard work from the LBaRT staff.
- Stock fund – there is an overspend on the stock fund but this is not an area of concern as the funds are released consistently each month whilst the spending fluctuates.
- Mental health fund – there are funds of £27k which have not been spent but it should be noted that this is a partnership fund.
- The arts bid – this project is at an end and the final installment of money will be received in October. There is a balance sheet amount of £10k in restricted reserves which will bring the project to breakeven. The Head of Finance will bring a summary of this spend to the next meeting.
- Mobile library vans – as per the SCC contract which states that no mobile vehicle shall be older than 12 years it was highlighted that one of the mobile vehicles is 11 years old.
- Footfall project – the pilot has now concluded and there are only 14 footfall counters in libraries which are functioning. The monitoring of footfall is a requirement of SCC and it would be at the expense of SCC if these are to be replaced. This cost is £45k. Suffolk Libraries would pick up the running costs.

2. Chief Executive

The Chief Executive thanked the Governance Manager for creating the report this month.

The highlights of the report were as follows:

- The Ipswich Library Chat and Chill project was shortlisted for the CILIP Libraries Change Lives Award. Unfortunately, the winner was Norfolk, but it was a huge achievement to be nominated.
- Suffolk Libraries held 5 Fun Palaces in October. The founder, Stella Duffy,

NH

| | | |
|------------|---|--------------|
| | <p>came and visited all the Suffolk events and was genuinely moved by the atmosphere, the enthusiasm and their success.</p> <ul style="list-style-type: none"> • The Next 5 Years project has been intense and has some impact on sickness due to staff stress levels. • The new apps for both Libby and Zinio have launched. These are currently working alongside the existing apps for the time being. • This summer was Suffolk Libraries best for the Summer Reading Challenge and more than 8,300 children took part. • Suffolk Libraries are now a pilot project area for the UKVI Assisted Digital programme to help UK residents apply for visas. This is a partnership with the Home Office with the aim to help provide simple, local help to those who wish to stay in the country. • DCMS have approached Suffolk Libraries to provide some further paid mutual work. • Antisocial behaviour in Lowestoft has been turned around with the aid of staff training and equipment. This will be highlighted at the Staff Conference in December. <p>Universal Credit</p> <p>There was a brief discussion regarding Universal Credit. The following will need to be considered:</p> <ul style="list-style-type: none"> • Is IT fit for purpose? • Prepare staff with the on-line learning tool. • Training for staff on 'Suffolk Needs Met' which will help them deal with people who may be upset. • Review the positioning of IT as there will need to be privacy. <p>A plan will be drawn up for the areas affected which will be discussed at FGA and Staffing Committees. This will include the preparation needed, areas affected and the staffing needs.</p> <p>Learning from the initial roll-out will help with the wider roll-out in the future.</p> | PH/KV |
| 11. | <p>The 'Next 5 Years'</p> <p>The Chief Executive and Head of HR gave an update to the Board stating that everything is progressing to time-scale.</p> <p>The individual meetings have taken place over the last 2 weeks and over 130 staff have been seen. Staff were far more positive than expected. The Head of HR thanked the Stock and Content Manager, Community Team Lead and Libraries Innovation and Development Manager for their help with the meetings.</p> | |

| | | |
|-----|--|--|
| | <p>The closing date for applications is tomorrow and 50 applications have been received to date.</p> <p>There is a planned day for decisions which will take place on 27th November 2017. Further individual meetings have been planned for December 2017.</p> | |
| 12. | <p>Decisions:</p> <p>Suffolk Libraries Local</p> <p>The Chair stated that Suffolk Libraries Local had been discussed in the closed session this morning and the preferred position of Suffolk Libraries is to sustain one of the pilots for the remainder of the financial year, pending the evaluation by SCC. The SCC Commissioner stated that the evaluation results are expected next week.</p> <p>The Chief Executive mentioned that Ipswich Borough Council have approached Suffolk Libraries to run a Suffolk Libraries Local offer in North Ipswich which will be fully funded. This will run for two years.</p> <p>The SCC Commissioner stated that there is Section 106 Funding available for North Ipswich and Martlesham and he has requested funding for up to three years for Suffolk Libraries Local outreach work.</p> | |
| 13. | <p>Contract sum update</p> <p>The Board reviewed and were delighted to accept the suggested contract sum from SCC for the next four years.</p> | |
| 14. | <p>Any Other Business</p> <p>New CEO</p> <p>The Chair stated that a formal offer is being sent to a favoured candidate this week and is hopeful to make an exciting announcement in the very near future.</p> | |
| 15. | <p>Date of next meeting:</p> <p>14th December 2017, Riverside Community Centre, Stratford St. Andrew</p> <p>Tony Brown (Chair) has offered his apologies for this meeting.</p> | |