

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	Thursday 14 th December 2017
Place	Riverside Community Centre
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)
Guests	Bruce Leeke

		Action
1.	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Tony Brown, Peter Baker, Paula Phelan, Cllr Tony Goldson, Marion Harvey, Paul Howarth and Sara Blake.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>There were no declarations of interest.</p>	
3.	<p><u>Minutes of previous meeting 26th October 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>Suffolk Libraries Local</p> <p>The Chief Executive confirmed that the evaluation for this project has been received from SCC and will be responded to shortly.</p>	

	<p>The Chief Executive and Community Team Lead attended a meeting at Ransomes Pavilion where Ipswich Borough Council have agreed to give £10k to fund a Suffolk Libraries Local in North Ipswich for 2 years.</p> <p>Universal Credit</p> <p>The Libraries Innovation and Development Manager stated that the roll-out for this will be 24th April 2018 in Ipswich. Suffolk Libraries will need to be aware of extra pressure on staff at this time.</p>	
<p>4.</p>	<p><u>Decisions</u></p> <p><u>Social Media Policy</u></p> <p>The Chief Executive invited the Board to consider the Social Media Policy.</p> <p>This policy will assist HR and the managers immensely and is intended to help Suffolk Libraries employees, volunteers and Board members make appropriate decisions about their use of social media, ensuring that they and Suffolk Libraries are not exposed to any legal risks or reputational damage.</p> <p>The policy sets out the basic rules for social media use and the standards to be followed; including indicating where the use of personal social media accounts can impact on Suffolk Libraries.</p> <p>The Board were unanimously in agreement with and this policy.</p>	
<p>5.</p>	<p>Update from committees</p> <p>Finance Governance and Audit Committee</p> <p>The Chair of Finance, Governance and Audit informed the Board of discussions at the first committee meeting since the AGM. The committee discussed the following:</p> <ul style="list-style-type: none"> • The committee elected a new Chair. • Addressed and agreed the Terms of Reference • Discussed the Contract Sum document. • Reviewed the monthly finances. • Were given an update on stock usage from the Stock Manager. • Were given an IT update from the Head of IT. • Reviewed and discussed the NPO Business Plan. • Made decisions on Suffolk Libraries Extra. 	

	<ul style="list-style-type: none"> • Discussed the Next 5 Years project. <p>The committee also reviewed the Charity Governance Code which is overseen by the Charity Commission. The ‘Larger Charity Code’ will affect Suffolk Libraries and the ‘Smaller Charity Code’ will be of interest to community groups. This will be brought to their attention at the next community group meeting in February.</p> <p>Staffing Committee</p> <p>The Chair of Staffing Committee stated that this committee had failed to meet its Terms of Reference as the committee has not met due to the large amount of work being done by the staff with the Next 5 Years.</p> <p>The Chair of the Staffing Committee had attended the staff decision day to oversee the decisions made and was confident that all Board members have been kept up to date throughout this process through Board and committee meetings.</p> <p>The next meeting of the Staffing Committee is Thursday 11th January 2018.</p> <p>The programme for the Staff Forum which is taking place on Monday 18th December 2017 was shared with the Board. All Board members were invited to attend.</p>	DH
<p>6.</p>	<p>Management reports</p> <p><u>Monthly Finance Report</u></p> <p>The Head of Finance updated the Board on the management accounts to November 2017 as follows:</p> <ul style="list-style-type: none"> • The year to date surplus is £133k, this is £59k above budget. £46k of this is from the sterling work the LBaRT team are doing. Staff budget are £79k under budget year to date, this will assist with some of the redundancy costs arising from the staffing review. • Employee costs – this recruitment freeze is still in place which is building a cushion of savings against redundancy costs The current position of the staff review is that the forecast redundancy accrual should be sufficient. • Direct library costs are expected to be £41k over budget at year end. • Property costs include a £7k rebate and are expected to be on target for year end. • Support service – the year to date variant includes £17K above budget for HR agency costs due to the staffing review and £27k above budget for in-house software including Netloan and self-service software. This will be offset by the £19k under budget on SCC IT charges. • Stock fund is £20k over budget but this is not an area for concern and will 	

balance out prior to year-end.

- Mental Health still have funds of £42k which have not been spent. These funds have been earmarked for branding and design, resource and information packs, marketing and cost prints and website development.
- The Head of Finance gave an overview of the Arts Bid which has now finished. The hardware purchased by this fund is now available for general usage within each library. The legacy benefits of this project have yet to be analysed.

Additional updates

Footfall Project

The SCC Commissioner confirmed that he has identified a budget which could be used to fund this project. He is awaiting a response and is hoping to have an answer by early next year.

Contract reviews

There has been a contract review meeting with Vertas regarding the streamlining of cleaning materials used within libraries which was not notified in advance to their staff or Suffolk Libraries. An equipment review has been requested and a report will be produced. Vertas are also not informing Suffolk Libraries staff of new managers which has caused an issue. A review meeting will be held every 6-months to address such issues.

The courier contract will increase next year to reflect the increase in fuel costs of 2%. An amendment will be made at the end of next year if fuel costs significantly change either up or down.

Printing

Printing costs have been reviewed and increased in some areas. Three complaints have been received and the Head of Finance is currently reviewing if costs can be reduced if a customer is printing from a certain website e.g. universal credit. The Vice Chair asked for clear rules to be given to front-line staff if this is the case. The Libraries Innovation and Development Manager stated that Universal Credit users will not need to print from the website.

Chief Executive Officer report

The Chief Executive presented the report to the Board and highlighted the following:

- The Department for Culture, Media and Sport have commissioned some further work from Suffolk Libraries on being a mutual library service. An additional workshop was delivered with the other library mutuals last week.
- Performance – work with older people has increased by nearly 46% since

	<p>last year. The performance figures are proving that libraries are less about transactions and more about activities.</p> <ul style="list-style-type: none"> • The History of Magic exhibition and related events are the first major project of the Living Knowledge Network. Suffolk Libraries is a member of this Arts Council England funded partnership between the British Library and 21 library services across the country with the aim of increasing nation access to British Library content and cultural activity. • Preparations are underway for SPINE cross border lending to extend to include access to Peterborough. This will provide Suffolk Libraries members with additional choice for accessing material not held in stock by Suffolk Libraries. <p>IAGES</p> <p>The Chief Executive asked the Board to review the summary of the Information, Advice, Guidance and Emotional Support (IAGES) implementation phase summary document.</p> <p>IAGES is a new partnership formed between Suffolk Libraries, Suffolk Family Carers and Suffolk Mind and will be funded by the Mental Health Pooled fund for the next three years.</p> <p>Each partner is responsible for delivering its own core part of the service and is dedicated to working together as a partnership, and with other organisations, to create better access to information and support for wellbeing.</p> <p>The SCC Commissioner stated that Mental Health and Well Being is part of the agreed contract and the KPIs will be reviewed to take this into account. The Chief Executive suggested that he speaks with the Mental Health Commissioner to review the contract.</p>	
7.	<p>Modelling and plans for future funding and ‘The Next 5 Years’</p> <p>Future Funding</p> <p>The Vice Chair thanked the SCC Commissioner for his help in reaching a settlement regarding the future funding and the security of knowing what the funding for Suffolk Libraries will be going forward. The SCC Commissioner responded that Cllr Goldson had also been incredibly supportive in this.</p> <p>The Next 5 Years</p> <p>The Chief Executive stated that phase 4 of this project, which included staff applications, activities and outcome meetings, is almost finished. She regretfully updated the Board that there will be some redundancies and will give figures regarding capital pension costs to the SCC Commissioner next week.</p>	AW

	<p>Although there are lots of loose ends to tie up from phase 4, phase 5 will commence next week and will involve moving forward and team-building exercises.</p> <p>The Chief Executive stated that the average score of staff who went through the process was 65% and it was highlighted that Suffolk Libraries staff love what they do.</p>	
<p>8.</p>	<p>NPO presentation</p> <p>The Libraries Innovation and Development Manager gave an overview presentation of the National Portfolio Organisation funding which as been received and how Suffolk Libraries will use this funding. The presentation included:</p> <ul style="list-style-type: none"> • Overarching aims of the programme • Key facts • Young people • The arts partner – Metal • The benefits for Suffolk Libraries • The NPO team • The working group • Year one (2018-19) <p>Staff who will be working at the libraries who will be offering NPO events will be put on an ‘Arts Leadership Programme’, which is similar to the Duke of Edinburgh Awards, from April to June 2018. The Vice Chair asked how this would be planned in to working patterns. The Libraries Innovation and Development Manager responded that this would entail one day per month for those involved and funding would be provided to backfill staff. She also added that library managers are aware of this but staff haven’t been informed yet. They will be informed at the staff forum on Monday.</p> <p>SW mentioned that she had attended the recent NPO working group meeting and gave some very positive feedback about the meeting which covered:</p> <ul style="list-style-type: none"> • Production of a list of personal objectives. • Sense check of the one year action plan, • Risk assessments. • Stakeholder analysis. • Discussion regarding Metal. <p>The Libraries Innovation and Development Manager was formally thanked for her hard work on the business plan which is due to be submitted tomorrow.</p> <p>The SCC Commissioner observed that the NPO work may be perceived as Ipswich</p>	

	centric. The Libraries Innovation and Development Manager confirmed that both Bury St. Edmunds and Lowestoft libraries are also involved and this will be rolled out even further over the span of the funding.	
9.	<p>Any other business</p> <p>On behalf of the Board, the Vice Chair gave her thanks to all those involved in the Next 5 Years project over the last few months for all their hard work. The Board very much appreciates it.</p> <p>She also thanked the Chief Executive, on what will be her last Board meeting, but stated there would be lots of opportunities in the new year prior to her retiring.</p> <p>She also stated that the Board were very much looking forward to working with the new Chief Executive.</p> <p>The Vice Chair finished the meeting by wishing everybody a happy Christmas.</p>	
11.	<p>Date of next meeting:</p> <p>Thursday 22nd February 2018, Bury St. Edmunds Library</p>	