

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 22 nd February 2018
Place	Bury St Edmunds Library
Time	11.15am – 1.15pm
Attendees	Tony Brown, Sylvia Knights, Bruce Leeke (Chief Executive), Alison Wheeler (outgoing 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), James Powell (Marketing and Communications Manager)

		Action
1.	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Charlotte Clarke, Cllr Tony Goldson, Paula Phelan, Daniel Harvey and Sara Blake.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>Declarations of interest were made as follows:</p> <p>Sylvia Knights – Item 4, Bungay Library closure for refurbishment Sarah Wilson – Item 5, Friends of Felixstowe Library</p>	
3.	<p><u>Minutes of previous meeting 14th December 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>There were no matters arising.</p>	

4.

Decisions

Additional Staffing Costs

The outgoing Chief Executive asked the Board to consider a recommendation for additional resources to be spent at Gainsborough Library and Kesgrave Library to reflect demand and increased use. Both recommendations had previously been agreed at both the Staffing Committee and the Finance, Governance and Audit Committee.

Gainsborough Library requires an additional resource of £23,500 to provide an additional full-time Library and Information Advisor and a small amount to increase the current hours of library manager to full-time.

Kesgrave Library requires an additional resource of £6,300 to provide an extra four hour session at the library.

The Board were unanimously in agreement with this recommendation.

Voluntary Overtime and Holiday Pay

The Head of Finance asked the Board to consider and agree that regular voluntary overtime payments must be included in the calculation of statutory holiday pay following a ruling by the Employment Appeal Tribunal.

Within Suffolk Libraries this would apply to permanent workers with contracted hours that are undertaking voluntary additional hours. This does not apply to those with relief agreements.

It is recommended that this will commence on 1st April 2018.

The Board were unanimously in agreement with this recommendation.

Proposed change of opening hours at Haverhill Library

The Chief Executive presented this paper and asked the Board to consider and agree to the proposal.

Haverhill library currently closes for 3 hours between 1pm and 4pm on Wednesdays. It has been identified that there is demand for the library to be open at these times following results of a recent customer consultation, visitor analysis and a statement of support from the Friends of Haverhill Library and local stakeholders.

	<p>ST mentioned that he is in agreement with these changes but has not yet received an Equality Impact Assessment.</p> <p>The Board were unanimously in agreement with the proposal, subject to the completion of an Equality Impact Assessment.</p> <p><u>Proposed closure of Bungay Library for refurbishment</u></p> <p>The Vice Chair asked the Board to review and agree to this proposal.</p> <p>It is proposed that Bungay Library is closed for 8 days to complete a partial refurbishment of the Children’s library, replacement of carpets, replacement of windows in the Children’s library, removal of radiator and an upgrade of lighting to LED.</p> <p>The Friends of Bungay Community Library have raised enough funds to pay for its portion of costs; the remainder will be funded by SCC.</p> <p>The SCC Commissioner thanked the Vice Chair and asked for as much notice as possible once the closure dates have been decided.</p> <p>The Vice Chair extended her thanks to the Bungay library Manager for her work on this project.</p> <p>The Board were unanimously in agreement with the proposal.</p>	<p>DH</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 comprehensive discussions at the recent meeting. The majority of discussions are being covered in this meeting, in addition to:</p> <ul style="list-style-type: none"> • Budget allocations not used in 2017. • Training hours budget not used in 2017 due to the staff review. • A comprehensive Stock update covering planning of resources based on trends. • SPINE – Peterborough has now joined SPINE and lending will be monitored. • Charity Governance Code – the Governance Manager asked the committee to agree to some refined procedures. • NPO Review – the committee agreed to the start date for the NPO Project Coordinator. NPO will have a standing agenda item at these meetings. • HMRC requests – the Friends Groups were also informed of this at the recent Community Group meeting. 	<p>3</p>

	<ul style="list-style-type: none"> • Children’s Centres. <p><u>Friends of Felixstowe Library Membership Application</u></p> <p>Since 2012 the member group for Felixstowe Library has been the Town Council. A new unincorporated membership group has been formed and have applied to become the member group for Felixstowe. The Town Council have relinquished their membership in writing and, to help with continuity, the Town Councillor has joined the Friends of Felixstowe Library.</p> <p>The application was reviewed and agreed by the Board.</p> <p>The Vice Chair gave advice regarding a bank account should the group decide to become a CIO in the future.</p> <p>SW gave her thanks to the Felixstowe Library Manager, the Community Team Lead and the Governance Manager for their help with the application.</p> <p>Staffing Committee</p> <p>The Chair of the Staffing Committee stated that, apart from his re-election as Chair of this committee, all other discussions are covered in the agenda today.</p> <p>Business Development and Marketing Committee</p> <p>The Chair mentioned that this committee will be resurrected and he will be speaking with the Chief Executive to progress this.</p>	TB/BL
6.	<p>Management reports</p> <p><u>Overview of finance</u></p> <p>The Head of Finance reported that the finances continue to remain as expected.</p> <p>A £30k/£40k surplus is expected for year-end 2017/18 and a £70k surplus is expected for year-end 2018/19. Due to the expected deficits in the future years a proportion of this surplus will be used to gain funding and increase income to address this.</p> <p>At future Board meetings the accounts format will be changed to give more information on income which has been highlighted as being crucial in the next few years.</p> <p>The Cooperative Bank account has been closed and all banking is now with Santander. Santander has proven a much more cost-effective option.</p>	

	<p>Chip and pin devices are being rolled out to all libraries and, in the main, have been very well received.</p> <p>Due to year-end all Board members were asked to submit their expenses as soon as they can. The Head of Finance stated that monthly expense submissions would be preferable.</p> <p><u>Decisions</u></p> <p>The Head of Finance asked the Board to review and agree to the following:</p> <p>2% salary increase for all staff for 2018/19</p> <p>Acceptance of the proposed budget for 2018/19</p> <p>The Board were unanimously in agreement with these proposals.</p> <p><u>Chief Executive Officer report</u></p> <p>The Chief executive reflected on his first month with Suffolk Libraries and gave thanks to the outgoing Chief Executive, the Board, the Senior Leadership Team and staff whom he has met for the comprehensive induction and for all making him feel so welcome.</p> <p>The induction process will continue with discussions with the Senior Leadership team in the following areas:</p> <ul style="list-style-type: none"> • Board reporting • overall financial strategy • financial management reporting • risk management • future financial planning and resource allocation • the current scope and focus of each SLT role • SLT meeting format and ensuring the WLT are incorporated into strategic and operational decision-making • recognition of staff and volunteers <p>The following areas of the report were highlighted:</p> <ul style="list-style-type: none"> • Spydus 10.1.6 upgrade • IAGES discussion <p>ASB</p>	ALL
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	<p>ASB is becoming an increasing issue and this will be discussed further by SLT and Board to determine root causes and how Suffolk Libraries ensures its staff remain safe.</p> <p>Staff Sickness The Chair of the Staffing Committee stated that the committee had reviewed the long-term absences and are happy with how these are being dealt with.</p> <p>Self-service Civica have withdrawn their interest in taking the Suffolk Libraries Self-Service solution citing incompatibilities with their in-house methodologies. It will be further investigated why their interest has been withdrawn. The Vice Chair mentioned that some customers had encountered problems with using the touch screens when their fingers were cold but Bungay Library had alleviated this issue by attaching a stylus to the tablets.</p> <p>SW had a general enquiry as to what would be the big IT improvement in the next few years, and what would the cost of this be. Unfortunately the Head of IT had to leave the meeting due to illness and this will be picked up with him.</p> <p>The SCC Commissioner stated that Section 106 monies can be used to improve IT equipment.</p> <p>It was asked if chip and pin machines can be linked to the self-service machines to enable customers to pay fines. The Head of Finance confirmed that this idea is on the horizon and would be a preference but would require an update to Spydus.</p> <p>Radio Suffolk The Chief Executive gave an overview of his recent experience as being an afternoon sofa guest on the Lesley Dolphin show on Radio Suffolk</p> <p>NPO update The Libraries Innovation and Development Manager stated that there had been a disappointing return from the internal advertisement for the NPO Project Manager role. This will now be advertised externally.</p> <p>The second Working Group meeting has taken place.</p> <p>A branding exercise, with school pupils, has taken place and generated lots of fabulous ideas.</p>	PB
7.	<p>Modelling and plans for future funding and ‘The Next 5 Years’</p> <p>Phase 4</p>	

	<p>The Chief Executive stated that the process is being finalised with those staff who will be leaving Suffolk Libraries on 31st March 2018. The new working patterns will commence on 1st April 2018.</p> <p>Phase 5</p> <p>Phase 5 will be focusing on re-engagement and remotivation of the staff involved in the review. Managers and staff forums will be reviewed and continued to assist this process.</p> <p>The Chief Executive highlighted that it must be remembered that not all staff were involved in the staff review and this should be recognised in communications. Phase 5 will be focused on all staff coming together and moving forward to the future.</p> <p>The Chair asked MH how the staff at Ipswich County Library were coping. MH responded that they had settled very well since the staff review and were looking forward to the future. The library will be closing for a half day to enable the staff to get together to discuss team-building and working together.</p>	
<p>8.</p>	<p>Refocusing Suffolk Libraries</p> <p>The Chair stated that the new Chief Executive had completed a light touch review of Suffolk Libraries and a process has been agreed with the Board to take this forward.</p> <p>The Chief Executive gave an overview of his understanding of Suffolk Libraries and his appreciation of how successful it is.</p> <p>This piece of work will include a ‘Values Process’ with internal stakeholders which will gain a better understanding of why we are all here and assist in moving forward behind the vision of the Board.</p> <p>Other areas to be addressed will be:</p> <ul style="list-style-type: none"> • Enhancement and diversification of the current offer. • Diversifying income streams. • Becoming even more relevant to the people of Suffolk. <p>The Chair thanked the Chief Executive for making so much progress since his arrival at Suffolk Libraries.</p>	
<p>9.</p>	<p>Any other business</p> <p>There was no further business to discuss.</p>	

10.	Date of next meeting: The Chair asked for the next meeting is rescheduled to Tuesday 24 th April 2018. The Governance Manager will amend the venue booking and confirm the details to all Board members once this has been confirmed.	NH