

BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	Thursday 25 th June 2020
Place	Virtual Meeting via Zoom
Time	9:30am
Board Members:	Tony Brown, Sylvia Knights, Bruce Leeke (Chief Executive), Sarah Wilson, Maureen Garratt Simpson, Sally Irvine, Sue Buck, Alison Leyshon, Kathy Oliver, Jayne Austin, Gemma Levi
PRESENT:	<ul style="list-style-type: none"> • Tony Brown (Chair) • Sylvia Knights • Sue Buck • Bruce Leeke (Chief Executive) • Sarah Wilson • Kathy Oliver • Maureen Garratt Simpson • Sally Irvine • Jayne Austin • Sam Cayford • Paul West (items 5-9 only)
In attendance:	<ul style="list-style-type: none"> • Mandy Wilkinson (Head of Finance) • Nikki Hulse (Business Development Manager – Minutes) • Krystal Vittles (items 6-9 only)

		Action
1.	Welcome and apologies: There were no apologies received.	
2.	Declarations of Interest: There were no declarations of interest.	
3.	Minutes of previous meeting of 30th April 2020: The minutes were accepted as a true account of discussions subject to the following amendment:	

	<p>Page 5, paragraph 6 should read: KO mentioned that a number of the Friends of Southwold do not use Facebook.</p> <p>Matters arising:</p> <p>There were no matters arising.</p>	
4.	<p>Updates from Committees:</p> <p>The Chair asked the committee Chairs to update the Board.</p> <p>Finance and Audit</p> <p>The Chair of the Finance and Audit Committee gave the following verbal update of the meeting which took place on 28th May 2020:</p> <ul style="list-style-type: none"> • The Head of Finance reported the year end had been completed with a deficit of £45k against a budgeted deficit of £121k. • There may be some grants available relating the COVID-19 and these are being pursued. • The audited accounts were confirmed on 5th June 2020 but the Government made a ruling that any COVID-19 grants needed to be included in last year as lockdown started on 23rd March. Thanks to the tenacity of the Head of Finance it was agreed with the auditors that the grants could be included in this year. • Prison libraries – there is a new 3-year contract and the number of prisons libraries which are being run by Suffolk Libraries is now 10. • The charitable status was reviewed. The option to provide a Charity Commission number has been explored and agreed, the vehicle best suited to this is to create a CIO for the Friends of Suffolk Libraries. It is proposed that this would complement, rather than challenge the current individual Community Groups. <p>It is proposed that the CIO would run alongside Suffolk Libraries IPS Ltd and be an integral part of the governance model. There is no intention to change the structure of the Suffolk Libraries IPS.</p> <ul style="list-style-type: none"> • IT progress – there is a pause on the public PC replacement as awaiting a response from Suffolk County Council. • SPINE update • Content and resources update. • NPO update – the ‘lets get creative’ web page has been launched and 1100 copies have been sent out to families. The NPO contract has been extended to 5 years. <p>Governance and Risk</p> <p>The Chair of the Governance and Risk Committee gave the following verbal update of the meeting which took place on 4th June 2020:</p>	

	<ul style="list-style-type: none"> • Reviewed updated policies for Board Code of Conduct, Board Confidentiality and Conflict of Interest Policy. • Discussed legal services and a new provider. It was agreed that a non-executive Board member should join the committee on interviewing and deciding upon a new legal provider. • Reviewed the Risk Register and separate COVID-19 Risk Register. Some work still to be done on this as some risks can be combined. • Will arrange for a meeting prior to the last Board meeting prior to the AGM to consider the updated Risk Register. <p>HR</p> <p>No meeting has taken place. The next meeting will take place on 30th July 2020. It is hoped to hold this face to face at Bury St. Edmunds library.</p> <p>Health and Safety</p> <p>The Chair of the Health and Safety Committee gave the following verbal update of the meeting which took place on 24th April 2020:</p> <ul style="list-style-type: none"> • Antisocial behaviour update – delighted to report that Gainsborough had seen a drop in issues. • Training – staff have completed lots of courses including Health and Safety. Libraries Connected have offered a ‘coronavirus toolkit’ and the British Library has offered ‘lone working’ courses. Executive Library Managers have taken Management Skills training. • Lowestoft – there have been reports of people climbing on the scaffolding and causing damage. • There was also a discussion about how to disinfect library books. 	
5.	<p>Management Reports:</p> <p>Chief Executive Report</p> <p>The Chief Executive presented the report to the Board and highlighted the following points:</p> <ul style="list-style-type: none"> • There has been lots of work relating to recovery planning and this will be covered later in the meeting. • The strength of the relationships with partners is very encouraging with both Barclays and East of England Cooperative assisting with funding and PPE items for libraries. <p>AL has a good contact with a PPE supplier and offered to send the details to the Head of Finance.</p> <p>The Chair mentioned that the Friends of Beccles library has been asked to provide funds for aprons for staff. The Chief Executive responded that Public Health England do not require staff to wear these, or any PPE</p>	AL

	<p>Awards are ongoing but if the Board members have any ideas could they please send them to him.</p> <p>It was mentioned that, whilst the online activities and Suffolk Libraries Lifeline are tremendous activities, there is a group of people who these are not reaching and what can be done about reaching these. The Head of Service Delivery agreed and mentioned that partnership working is important and there are currently conversations with Home Start Suffolk and District Councils which might address this.</p>	BL
6.	<p>Recovery Plan – Building Confidence with Staff and Customers:</p> <p>The Head of Service Delivery presented her report to the Board.</p> <p>All libraries apart from Great Cornard, Saxmundham, Bungay and Stoke will reopen from week commencing 6th July. Bungay and Stoke will reopen from 13th July. Saxmundham Library is currently moving to a new premises and Great Cornard Library will be a delivery service only as the school in which it is based were not happy with the library reopening.</p> <p>Initially the service will be ‘select and collect’ where customers will either phone or email the library direct, or use an online form, and suggest a genre or author. The customer will then be contacted and given an appointment to collect their books.</p> <p>It was asked whether there is a standard set of guidance and clarity on what staff can expect e.g. hand sanitisers, face masks, screens, PPE etc. and could an overview of what Suffolk Libraries are giving to help staff be sent to SCC? The Head of Service Delivery responded that, yes, staff are fully aware of what will be provided for them in the care packages being sent to each library next week. It was also mentioned that each library is very different so the plans for each library differ greatly.</p> <p>Some of the Board members mentioned that, whilst staff are very excited to be getting a]back to their libraries, there is some anxiety around their protection. The Head of Service Delivery responded that screens and care packages are being sent out next week and there are planned Staff Forums via Zoom next week to explain everything in detail to staff.</p> <p>Cllr West mentioned that the ‘select and collect’ service was a great initiative but was concerned for staff welfare should there be some difficult customers. The Head of Service Delivery responded that all staff have taken antisocial behaviour training and there will be limited access to buildings which will make things easier. Libraries have been in contact with their local Police and Street Rangers to inform them of the openings and limited service.</p> <p>It was asked whether Friends Groups will be asked to be involved in the recovery plans. The Chief Executive responded that Community Group meeting was held two weeks ago and a plan is being worked upon although</p>	KV

	<p>it is recognised that there is a need to reengage these groups as there is a danger that some could become fragmented. St the meeting the Volunteer Awards were discussed and it was decided to postpone the event this year, the risks for this and how to reengage volunteers was also discussed. It was suggested that, as the meeting was so well attended, it should be considered holding these meetings via Zoom in the future.</p> <p>Board members were asked to send their suggestions on how friends groups and volunteers can be reengaged to the Head of Communities.</p> <p>There was some concern from the Board that the arrangement for the reopening of mobile libraries didn't go far enough due to the enclosed spaces. The Head of Service Delivery responded that the arrangements will be assessed after a few weeks to see if they can be improved bit felt that allowing one person on the mobile at a time, with face masks, should be sufficient.</p>	<p>BL</p> <p>ALL</p>
<p>7.</p>	<p>Making Life Better; The New Normal:</p> <p>The Chief Executive gave a verbal update on how layers of the service are being created to enable customers to access more and more activities. It is important to get the message across of what Suffolk Libraries is and what we offer.</p> <p>There will be a high-profile marketing and PR campaign detailing what Suffolk Libraries can offer. This will be small inserts into Archant publications, banner advertising and sending details to the database. The advertising will highlight all community work, outreach and digital content. This will be circulated to the Board.</p> <p>The Board asked for their thanks to be given to the team in relation to the new website which looks very impressive.</p>	<p>BL</p>
<p>8.</p>	<p>Any other business:</p> <p>Cllr West gave a short update from Suffolk County Council.</p> <ul style="list-style-type: none"> • The service from Suffolk Libraries has been very well received with positive feedback received from social media and press coverage. This service is a bonus for the people of Suffolk. • The working arrangements whilst in lockdown for Suffolk County Council staff have worked very well. • There is still a grey area around what Government funding Suffolk County Council will receive and all local authorities are facing hardship in the future. <p>The Chair thanked Cllr West for his update.</p> <p>There was no other business to discuss.</p>	

	<p>Date of next Meeting:</p> <p>The next meeting will take place on Thursday 27th August 2020 and will involve the formal signing of the accounts for 2019/20.</p> <p>9. The Chair of the Finance and Audit Committee invited all Board members to attend the committee meeting on 23rd July where the Auditors will be presenting the accounts to the Board. SB mentioned that she will be in face to face meetings regarding the legal provider on that day but will be able to join this meeting if it being held via Zoom.</p>	
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The meeting closed at 11am

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