

# 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	27 <sup>th</sup> November 2014
Place	Meeting Room, Bury Library
Time	11.15am – 1.15pm
Attendees	Tony Brown (Chair), Sylvia Knights (Vice Chair), Anne Mallalieu, Alison Wheeler (General Manager), Sue Buck, Jonathan Ogden (Honorary Secretary), Colin Rockall, Peter Callaghan, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Beccy Hopfensperger (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmeay (Clerk to the Board), Kate Lacey (Business & Performance Manager), James Powell (Marketing & Communications Manager), Mandy Wilkinson (Finance Manager)

		Action
1.	<p><b><u>Welcome and Apologies</u></b></p> <p>Apologies were received from Marion Harvey.</p>	
2.	<p><b><u>Declaration of Interest</u></b></p> <p>None were declared.</p>	
3.	<p><b><u>Minutes of Previous Meeting 25<sup>th</sup> September 2014</u></b></p> <p>The minutes were agreed as a true and accurate account of discussions subject to the following amendment:</p> <p>Item 6, Point 3: Change the word 'funded' to 'co-ordinated'</p> <p><b><u>Matters Arising</u></b></p> <p><b>IT</b> The timetable for the options appraisal is on target and will be discussed further at the Finance and Audit Committee meeting.</p> <p><b>SLS</b> The options appraisal is on track and a Round Table event is being held next week to discuss the future offer of SLS.</p> <p><b>Foyles Foundation</b> A successful bid of £30k has been awarded to Suffolk Libraries to fund a member of staff for a year to concentrate on literacy for 11 year olds. It is a target to get every 11 year old in Suffolk to own a library card. Congratulations to Krystal Vittles</p>	

2014-11-27 draft Open Board Minutes NS v1

1

	<p>for putting the bid together.</p> <p><b>Cultural Intelligence</b> Richard Hunt recently attended an Anti-Poverty Strategy event and this information would be really useful to bring to these groups.</p> <p>Councilor Hopfensperger congratulated Sylvia Knights and Alison Wheeler on their recent attendance at a Full Council meeting to promote Suffolk Libraries. It was also mentioned that Suffolk Libraries has the ability to assist children’s services in the future.</p>	
<p>4.</p>	<p><b><u>Decisions</u></b></p> <p><b>1. Finance and Audit Committee Terms of Reference</b> This document was reviewed and accepted by the Board subject to amending the name of the document to Finance &amp; Audit rather than Audit &amp; Finance.</p> <p><b>2. Governance and Membership Committee Terms of Reference</b> This document was reviewed and accepted by the Board.</p> <p><b>3. Complaints Policy</b> This document was reviewed and accepted by the Board subject to adding the following wording under the headings ‘Complaint about a Board Member’ and ‘Complaint about the General Manager’: ‘Any such investigation shall afford the person who is the subject of the complaint reasonable opportunity to make such representation as he/she considers appropriate’.</p> <p><b>4. Media Guidelines</b> This document was reviewed and agreed by the Board. Key messages from this document have already been shared with Community Groups.</p>	<p>NS</p> <p>NS</p>
<p>5.</p>	<p><b><u>Update from Committees</u></b></p> <p><b>1. Finance and Audit</b></p> <p>The Chair of the Finance and Audit Committee updated the Board on discussions at the committee meeting in October:</p> <ul style="list-style-type: none"> <li>• The structure and the Terms of Reference were agreed and the Chair was agreed as Sylvia Knights.</li> <li>• Contract sum and IT was discussed. Costs from an alternative provider are being sought to decide where to purchase the IT service.</li> <li>• The possibility of an amnesty for outstanding fines was discussed as this is an ongoing issue. Stephen Taylor mentioned that if any fines are written off this will need to be agreed with SCC. The pro’s and con’s will be weighed up at the next meeting and brought to the Board for agreement.</li> </ul> <p><b>2. Governance and Membership</b></p>	<p>2</p>

	<p>The Chair of the Governance and Membership Committee updated the Board on discussions at the committee meeting in October:</p> <ul style="list-style-type: none"> <li>• The structure and the Terms of Reference were agreed and the Chair was agreed as Anne Mallalieu.</li> <li>• There was an update by the Community Libraries Team Lead and general issues and decisions</li> <li>• There was recognition that the AGM creates a ‘buzz’ within Community Groups but this needs to be built upon. It has been agreed that there will be a Community Group meeting on 6<sup>th</sup> February 2015 (close to National Libraries Day) to discuss ideas on future governance arrangements, market research, Suffolk Libraries future strategy and events planned.</li> <li>• Sylvia Knights mentioned that all unincorporated groups need to be made aware of the £5K income limit and may need to start thinking about gaining incorporated status. A template is currently being put together which will assist groups who want to take this option. Richard Hunt stated that Community Action Suffolk may be able to assist with this.</li> </ul> <p><b>3. Staffing</b></p> <p>The Chair of the Staffing Committee updated the Board on discussions at the committee meeting in November:</p> <ul style="list-style-type: none"> <li>• The structure and the Terms of Reference were agreed and the Chair was agreed as Sue Buck.</li> <li>• The Leadership programme is starting its fourth module and all feedback has been very positive.</li> <li>• The Committee are delighted that the Staff Advisory Group is continuing and will be relaunching in the new year.</li> <li>• Staff issues were discussed and all are in hand.</li> <li>• Unison have been extremely helpful in some issues.</li> <li>• Arising from the Staff Survey there is a consultation re: frontline role profile (which is a flattening of the current structure) taking place in December which will consult with all those affected.</li> </ul>	
<p><b>6.</b></p>	<p><b><u>Contract Sum Negotiations</u></b></p> <p>The Chair discussed the contract sum negotiations with the Board. He emphasized that Suffolk Libraries are continuing to build on the relationship with SCC and have found the experiences of the last year to be agreeable.</p> <p>He stated that the Board were disappointed to be asked to accommodate a reduction in stock budget and the absence of an inflationary increase in the offer for 2015/16.</p> <p>There is some concern as liability is a legal duty for Suffolk Libraries and substantial savings have been made and it will be challenging to reduce these further as the Service is delivering more than it did 2/3 years ago. The target to bridge these gaps is business growth but this is an unproven income stream.</p> <p>Suffolk Libraries recognises that the Authority and Officers are under immense pressure to make savings and Suffolk Libraries would like to build on, and deliver, services which may save overall cost to the authority. This, however, cannot be</p>	

	<p>fulfilled alone and would need a brokering with SCC to highlight the opportunities and introduce Suffolk Libraries staff to key members of SCC staff.</p> <p>The Board discussed this and confirmed that Suffolk Libraries will work within the funding offered and will move quickly on other ways of working.</p> <p>Richard Hunt stated that Bernadette Lawrence has offered to make introductions and an initial Corporate Management Team discussion has taken place. There is a process to arrange some Corporate Management Team workshops for collaborative working which will involve Suffolk Libraries which will be essential in the future. He also stated that this must be a two-way communication and Suffolk Libraries must approach SCC to offer ideas on a change of how services may be delivered. Richard stated that there are a number of areas in health and wellbeing which fits best with Suffolk Libraries. The funding for collaborative working will realistically be for the budget in 2016/17. Richard will speak with Steven Watts to arrange invitations for Suffolk Libraries staff to the Working Together Forum.</p> <p>The Chair mentioned that timings for the Contract Sum were too tight and next year Suffolk Libraries will need to be in a position to start the negotiations earlier, with realistic projections, to ensure the issue is given due consideration.</p> <p>The Chair thanked Suffolk Libraries colleagues and SCC colleagues for their hard work.</p> <p><i>Subsequent to this meeting the contract sum was agreed with Suffolk County Council.</i></p>	
<p>7.</p>	<p><b><u>Management Reports</u></b></p> <p><b>1. Financial</b></p> <p>The Finance Manager presented the monthly accounts and forecast update for October 2014.</p> <ul style="list-style-type: none"> <li>• The headline figures for the total business in October are a £43K overspend for the month of October but a year to date surplus of £41K.</li> <li>• There has been a sizeable reduction in the projected shortfall for the year due to the release of £30K from the contingency fund held from last year for the lift in Newmarket and the savings on the library managers using less relief staff.</li> <li>• The year-end forecast should be at break-even although the IT rebate (which is still being discussed) will affect this.</li> <li>• SLS are still exceeding their funding and steps are being introduced to reshape the service offered and a future plan for cost reduction.</li> <li>• <i>Redacted</i></li> <li>• A letter has been sent to all Borough and District councils to see if they will accept the discretionary rate rebate. Richard Hunt has requested further information.</li> </ul> <p>The Chair thanked the Finance Manager for her hard work with this report and the contract sum negotiations.</p>	<p><b>AW</b></p>

	<p><b>2. General Manager</b></p> <p>The General Manager presented the report and highlighted the following areas:</p> <ul style="list-style-type: none"> <li>• Two interns have started working with Suffolk Libraries. Funding is provided for their salaries and they are paid at the Living Wage. One further intern will be employed for the Enterprise Hub.</li> <li>• The suggested name for the Enterprise Hub is Carnegie Rooms as this doesn't define the space.</li> <li>• CIPFA statistics will be released next week and, nationally, the figures have reduced. Suffolk Libraries figures are still looking ok.</li> <li>• Preparations for Suffolk Libraries Bookfest are well under way. This will run from 6<sup>th</sup> – 22<sup>nd</sup> March 2015 and offer a wide range of high quality, accessible and enjoyable book-related events across the county. A number of authors have already promised their time to help: David Nicholls, Simon Scarrow and Jill Mansell.</li> <li>• The launch of the new Post Office in Stradbroke Library took place this week. This is the first of its kind in the UK.</li> <li>• Suffolk Libraries increase in children completing the Summer Reading Challenge was 3.5% which is higher than the national average.</li> </ul>	
<p><b>8.</b></p>	<p><b><u>Marketing and Communications Update</u></b></p> <p>The need for this Committee was arose from the last Board meeting and was discussed at the Governance Meeting as an area which needs focusing on.</p> <p>The Terms of Reference has been created by the Marketing and Communications Manager and was agreed subject to point 2.10 (amend the quorate numbers from 2 to 3).</p> <p>The Board members who volunteered to be on this Committee are:</p> <p>Jonathan Ogden Peter Callaghan Sylvia Knights Anne Mallalieu Tony Brown</p> <p>The first meeting will take place on Monday 15<sup>th</sup> January 2015, 11.30am – 1.30pm at Castle Hill Community Centre, before the scheduled Staffing Committee meeting.</p>	
<p><b>9.</b></p>	<p><b><u>Any Other Business</u></b></p> <p>There was no other business to discuss.</p>	
<p><b>10.</b></p>	<p><b><u>Date of Next Meeting:</u></b></p>	

	22 <sup>nd</sup> January 2015, Castle Hill Community Centre	
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