

# 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	29 <sup>th</sup> June 2017
Place	Bury St. Edmunds Library
Time	11.15am – 1.15pm
Attendees	Tony Brown, Sylvia Knights, Alison Wheeler (Chief Executive), Maureen Garrett Simpson, Sarah Wilson, Jonathan Ogden, Colin Rockall, Sue Buck, 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 & Communications Manager)  Caroline Battong – Libraries Unlimited, Devon

		Action
1.	<p><b><u>Welcome and Apologies:</u></b></p> <p>Apologies were received from Cllr Tony Goldson, Sara Blake and Charlotte Clark. Caroline Battong from Libraries Unlimited, Devon was welcomed to the meeting.</p>	
2.	<p><b><u>Declarations of Interest:</u></b></p> <p>There were no declarations of interest.</p>	
3.	<p><b><u>Minutes of Previous meeting of 27<sup>th</sup> April 2017:</u></b></p> <p>The minutes were agreed as a true and accurate record of discussions subject to the following amendment:</p> <p>Item 11 – correct the spelling of Abdul Razaq.</p> <p><b>Matters arising</b></p> <p><b>Great Cornard</b></p>	

	<p>The Chief Executive has escalated the accessibility issue to Cllr Beer and requested assistance. She has received an email this morning stating that SCC property will provide funding.</p> <p><b>Broomhill</b> This is progressing well and a closure has been planned to install the new lighting. The Chair requested that a 1-page case study is prepared which can be circulated to other community groups.</p> <p><b>Suffolk Libraries Extra</b> The Marketing and Communications Manager updated the Board that there are currently 25 members signed up to the scheme with an income of over £1K. There is still lots of work to be done to promote the scheme.</p>	
<p><b>4.</b></p>	<p><b><u>Decisions:</u></b></p> <p><b>1. Data Protection Policy</b></p> <p>The Chief Executive asked the Board to review and agree the updated Data Protection Policy.</p> <p>This is a revised and updated version of the policy currently in force bringing it in line with the current structure and procedures and looking toward the legislative changes in the pipeline.</p> <p>The current Data Protection Act is being repealed and replaced by the General Data Protection Regulation on 25<sup>th</sup> May 2018. As part of the preparation for this the policy has been revised and expanded to include information about data release, privacy notices and staffing. Guidance is still being published which may result in further changes to the policy so a further review will be needed.</p> <p>The Chair mentioned that the recent discussion with the Auditors had highlighted email fraud as a risk and the Chief Executive asked the Head of IT to investigate the current email processes and prepare a paper for the next Finance, Governance and Audit Committee meeting.</p> <p>The Vice Chair suggested that the current CCTV policy is reviewed to ensure it is compliant as body cams are now being used in certain libraries and these will need to be covered by policy. The Compliance Manager will investigate this.</p> <p>The Board agreed to the Data Protection Policy.</p> <p>The SCC Commissioner requested that he share this policy with his colleagues at SCC. This was agreed.</p>	<p><b>PB</b></p> <p><b>ME</b></p> <p><b>ST</b></p>
<p><b>5.</b></p>	<p><b><u>Update from Committees:</u></b></p> <p><b>Finance, Governance and Audit</b></p>	

	<p>The Chair of Finance, Governance and Audit stated that a number of items covered in the agenda were discussed at this committee meeting but gave an update on other discussions as follows:</p> <ul style="list-style-type: none"> <li>• Reviewed the decision matrix, a test case has been completed.</li> <li>• Reviewed the draft annual report.</li> <li>• Received an update on the AGM.</li> <li>• Comprehensive property update including Southwold. This library is being courted by two organisations and an SCC Officer appraisal has been suggested. The SCC Commissioner confirmed that this is an SCC decision and he will keep the Chief Executive informed. The Chief Executive reminded the SCC Commissioner that the deadline to leave the existing property is December 2017.</li> <li>• Stock update. There has been a meeting since the last committee meeting to discuss criteria around stock prior to the contract sum negotiation meetings. The Stock &amp; Content Manager has provided recommendations which will be discussed further.</li> <li>• IT update. The IT Team is now fully staffed and migrations are all on track. There have been a few issues with Broadband but overall this piece of work is going well. 26-30 self-service units have been deployed and the feedback has been very positive. The Chair requested that all feedback, both good and bad, is gathered together.</li> </ul> <p><b>Staffing Committee</b></p> <p>The Chair of Staffing Committee stated that this committee has met twice since the last Board meeting due to the high level of activity relating to the Next 5 Years. In addition to this the following was discussed:</p> <ul style="list-style-type: none"> <li>• Organisational change and development policy.</li> <li>• Sickness absence, which remains at an acceptable level.</li> <li>• Defining the core offer, this will be covered later at this meeting.</li> </ul> <p><b>Health &amp; Safety Committee</b></p> <p>The Chair of Health &amp; Safety Committee stated that the following had been discussed:</p> <ul style="list-style-type: none"> <li>• Health &amp; safety issues.</li> <li>• Anti-social behaviour – over 600 reported cases since December 2017. Over half of these had been reported at Gainsborough Library.</li> <li>• Lowestoft Library has had new CCTV fitted which is working well.</li> <li>• Building changes.</li> <li>• Training.</li> <li>• Issue at Felixstowe Library regarding a number of youths parkouring on the roof.</li> </ul> <p><b>Business Development and Marketing Committee</b></p>	<b>PB</b>
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	<p>The Chair of Business Development and Marketing mentioned that a small sub-committee have met and discussed the agenda for the next meeting.</p>	
<p>7.</p>	<p><b><u>Management Reports:</u></b></p> <p><b>Monthly Finance Report:</b></p> <p>The Head of Finance presented the management accounts for May 2017 to the Board. The year to date position is a surplus of £86K before grant funding, this is £13k lower than budget due to higher direct library costs.</p> <p><b>Interim results for year-end 31<sup>st</sup> March 2017 – underspend £27K</b></p> <p>The transactional audit went well and the auditors were very happy with the work which the Finance Team had put into the audit files.</p> <p>There were a few areas where the cut off procedures could have been tighter including the reconciliation of some supplier statements. There were a number of queries regarding the capitalization of assets purchased by friends groups and 106 money from SCC. It was agreed that 106 money will be moved from profit and loss and placed on the balance sheet in future.</p> <p>The draft accounts were agreed in the closed session and will be formally signed by the Board on 20<sup>th</sup> July 2017.</p> <p><b>Contract income</b></p> <p>As a result of SCC re-organisation there had been a delay in payment of the recent tranche. The SCC Commissioner reported that this had now been resolved and payment confirmed. This should be received very shortly.</p> <p>It was noted that payments need to be received in a timely fashion as it was agreed that reserves were set in this regard.</p> <p><b>Profit centre – prisons</b></p> <p>HMPS are still outstanding on payments from Highpoint and these are being chased.</p> <p><b>Stock Fund</b></p> <p>The year to date figure is showing an adverse variance of -£52K. This is due to the release of costs from the balance sheet which were incurred last year for services used in this financial year. This is not an area for concern.</p> <p><b>Mental health fund</b></p> <p>The first quarter invoice for £50k has been raised and the project is continuing with its partners Suffolk Family Carers and Suffolk Mind.</p> <p><b>People counters</b></p> <p>The trial counters are working very well and results are being analysed.</p> <p><b>Bank</b></p> <p>Suffolk Libraries are in the process of moving their bank account from the Co-operative Bank to Santander.</p> <p>The Chief Executive mentioned that the cost for the staff restructure is likely to be covered by reserves but this is still to be confirmed.</p>	

	<p><b>Chief Executive Report:</b></p> <p>The Chief Executive presented the report for May and June to the Board. She thanked the senior management team for the 'business as usual' work which is extremely impressive considering all the work which is currently taking place regarding the staff review.</p> <p>The Chief Executive highlighted the following parts of the report:</p> <p><b>Performance</b> There has been a 15.72% increase in attendees for regular activities for older people since last year with 21,867 attendees. There has been a 33.63% increase in attendees for regular activities for children aged 5 and over since last year with 27,459 attendees. The Board were delighted to see these increases.</p> <p><b>Marketing and Communications</b> The final number of customer surveys returned was 3,380 which was twice as many as the last survey in 2015 and over 99% of the responses stated that they felt their library was important. The responses from the customer survey were also reviewed in the exercise to complete the Core Library Offer for Suffolk Libraries.</p> <p><b>Innovation and Development</b> A new opportunity has presented itself in the form of a possible partnership with Aldeburgh Music which is a Suffolk-based arts organisation with a national and international profile. Talks are in the early stages but there could be potential for music opportunities in libraries.</p> <p><b>Safety and Equalities</b> A member of the public borrowed the accessible toilet key in Lowestoft and had a fit whilst inside. The alarm cord was not pulled. A member of staff realized that the key had not been returned after 20 minutes and went to investigate. Thankfully the member of the public had not been injured but this highlights the fine line between staff monitoring how long time is spent in toilets and looking out for the safety of possible vulnerable people.</p>	
8.	<p><b><u>Modelling and plans for future funding and the next 5 years:</u></b></p> <p><b>Suffolk Libraries Core offer</b></p> <p>The Libraries Innovation and Development Manager presented 'the local library experience – a core offer' which is a redefined experience which libraries across Suffolk will aspire to reach over the coming 12 months. This offer was put together combining key pieces of research and consultation with both customers and staff and blended with the service delivery expectations of Suffolk County Council along with their strategic priorities and those of the Society of Chief Librarians.</p> <p>The offer is a reflection of a host of factors including local populations, footfall, activities and library size.</p> <p>Traditionally, the libraries in Suffolk have been classified A-F depending on size but this classification is no longer fit for purpose due to the changes the service and</p>	

	<p>demographics have undergone. A reworking of the sizing system has taken place and which is based on the following:</p> <ul style="list-style-type: none"> <li>• Population size</li> <li>• Visitor figures</li> <li>• Activity attendance</li> <li>• Take-up of the core information offer incl. book loaning</li> </ul> <p>The libraries will now fall into 4 categories A-D. Gainsborough, currently a D library that sits consistently towards the top of the rankings and is comparable to other B libraries has been moved to B. Halesworth is currently a D library but has moved to C. Kesgrave is currently an F library but, due to lots of factors, has been changed to a C library and Brandon, currently a D library has been moved to a C.</p> <p>The refreshed library experience is constructed as layers which build cumulatively to reflect the size and scope of each library. The core offer for a D library will build up at each category of library until the broadest offer is seen at an A library.</p> <p>The Board were delighted with this excellent piece of work which will link with the objectives with SCC Public Health. It was suggested that a version of this document should also be shared with Community groups.</p> <p>The Libraries Innovation and Development Manager and Stock and Content Manager were thanked for this superb, professional piece of work.</p>	<b>KV</b>												
<b>11.</b>	<p><b><u>Any Other Business:</u></b></p> <p><b><u>Confirmation of past and present Board members and joining and retirement dates</u></b></p> <p>Suffolk Libraries are in the process of moving their bank account from Co-operative Bank to Santander. As part of this process, Santander have requested that Suffolk Libraries confirms all of its past and present Board members, including dates, in a formal meeting and that this is minuted.</p> <p>Since the first AGM in September 2012 (therefore not including the Interim Board) the Board members are as follows:</p> <p><b>Current Board Members</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Tony Brown</td> <td style="width: 30%;">Chair</td> <td style="width: 40%;">Elected 12<sup>th</sup> September 2013 Re-elected 10<sup>th</sup> September 2015</td> </tr> <tr> <td>Sylvia Knights</td> <td>Vice Chair</td> <td>Elected 15<sup>th</sup> February 2012 Elected 12<sup>th</sup> September 2013 Re-elected 11<sup>th</sup> September 2014</td> </tr> <tr> <td>Alison Wheeler</td> <td>Chief Executive</td> <td>Appointed 15<sup>th</sup> February 2012</td> </tr> <tr> <td>Jonathan Ogden</td> <td></td> <td>Elected 12<sup>th</sup> September 2013 Re-elected 10<sup>th</sup> September 2015</td> </tr> </table>	Tony Brown	Chair	Elected 12 <sup>th</sup> September 2013 Re-elected 10 <sup>th</sup> September 2015	Sylvia Knights	Vice Chair	Elected 15 <sup>th</sup> February 2012 Elected 12 <sup>th</sup> September 2013 Re-elected 11 <sup>th</sup> September 2014	Alison Wheeler	Chief Executive	Appointed 15 <sup>th</sup> February 2012	Jonathan Ogden		Elected 12 <sup>th</sup> September 2013 Re-elected 10 <sup>th</sup> September 2015	
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Colin Rockall	Co-opted 29 <sup>th</sup> May 2014 Elected 11 <sup>th</sup> September 2014
Maureen Garratt Simpson	Hon Secretary Elected 29 <sup>th</sup> September 2016
Sarah Wilson	Co-opted 27 <sup>th</sup> October 2016
Sue Buck	Elected 12 <sup>th</sup> September 2013 Resigned 29 <sup>th</sup> September 2016 Co-opted 27 <sup>th</sup> April 2017
<b>Previous Board members</b>	
Anne Mallalieu	Elected 12 <sup>th</sup> September 2013 Resigned 29 <sup>th</sup> September 2016
Sue Brotherwood	Elected 12 <sup>th</sup> September 2013 Resigned 11 <sup>th</sup> March 2014
Bob Roberts	Elected 12 <sup>th</sup> September 2013 Resigned 11 <sup>th</sup> September 2014
Peter Callaghan	Elected 11 <sup>th</sup> September 2014 Resigned 9 <sup>th</sup> February 2017
John Fisher	Co-opted 29 <sup>th</sup> May 2014 Retired 11 <sup>th</sup> September 2014
Richard Bull	Elected 29 <sup>th</sup> September 2016 Resigned 10 <sup>th</sup> October 2016
<p>4 new Board members will be voted in at the Suffolk Libraries AGM on Thursday 28<sup>th</sup> September 2017. Due to the nature of the Rules of Suffolk Libraries both Sylvia Knights and Colin Rockall will be resigning at this meeting but are eligible to re-stand for election should they wish.</p>	
<b>National Portfolio Organisation (NPO)</b>	
<p>The Libraries Innovation and Development Manager was delighted to inform the Board that Suffolk Libraries has been awarded £704,000 funding to offer the following over the next 4 years:</p>	
<p>To provide young people (11-24) with skills and to build their wellbeing, resilience and aspirations through quality arts and culture activities</p>	
<p>The nature of NPO is full cost recovery. This means the entire programme is covered, including the following:</p>	
<ul style="list-style-type: none"> <li>• 2 full-time members of staff</li> <li>• Travel costs</li> </ul>	

	<ul style="list-style-type: none"> <li>• Equipment</li> <li>• Room usage in libraries</li> <li>• General overheads</li> </ul> <p>Work will start with the three A libraries but all libraries will have direct involvement throughout this project. The work will commence in April 2018 when the first tranche of money is released to Suffolk Libraries (£176,000).</p> <p>Official communications for this piece of work are currently being planned.</p> <p>The Board were delighted with this excellent news which strengthens what Suffolk Libraries currently provides. Congratulations were given to the Libraries Innovation and Development Manager for this excellent piece of work.</p>	
12.	<p><b><u>Date of the next meeting:</u></b></p> <p>31<sup>st</sup> August 2017, Riverside Community Centre</p>	