

Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling county-wide library services supported by Suffolk County Council

BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Board Members	Tony Brown (Chair), Sylvia Knights (Vice Chair), Sue Buck, Charlotte Clark, Maureen Garrett-Simpson, Christine Geeson (SCC), Marion Harvey, Sally Irvine, Bruce Leeke, Alison Leyshon, Colin Rockall, Stephen Taylor (SCC), Cllr Paul West (SCC), Sarah Wilson
Date	Thursday 2 May 2019
Place	Stratford St Andrew, Riverside Centre
Time	11.00am – 1.15pm
PRESENT:	<ul style="list-style-type: none"> • Tony Brown (Chair) • Sylvia Knights (Vice Chair) • Sue Buck (Board Member) • Maureen Garratt-Simpson (Honorary Secretary) • Christine Geeson (Suffolk County Council - Head of Localities and Partnerships) • Sally Irvine (Board Member) • Bruce Leeke (Chief Executive) • Alison Leyshon (Board Member) • Colin Rockall (Board Member) • Stephen Taylor (Suffolk County Council – Culture, Health and Well Being Manager) • Sarah Wilson (Board Member)
In attendance:	<ul style="list-style-type: none"> • Mike Ellwood (Compliance Manager) • Paul Howarth (Head of Product Development and Content) • Sophie Moy (Governance Coordinator) • Mandy Wilkinson (Head of Finance)

		Action
1.	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Nikki Hulse, James Powell and Krystal Vittles.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>There were no declarations of interest.</p>	

<p>3.</p>	<p><u>Minutes of previous meeting 25 October 2018</u></p> <p>The minutes of the previous meeting was accepted as a true and accurate account of discussions.</p> <p><u>Matters arising:</u></p> <p>There were no matters arising.</p>	
<p>4.</p>	<p>Update from Committees:</p> <p>Finance Governance and Audit Committee</p> <p>The Chair of the Finance, Governance and Audit Committee informed the Board of discussions which were held at the last meeting which included:</p> <ul style="list-style-type: none"> • Two policies, Complaints and Equalities, both of which would be discussed later following some queries which had been raised. • Risk Register, had been found to be an useful document. The focus had been on IT hardware issues and Anti Social Behaviour, as well as the renewal of contract and footfall. • NPO. It was recognised that staff time was paid for and within budget. • Mobile libraries. Alternatives were being sought. • Library Manager position at Halesworth. Recruitment was ongoing. <p>Health and Safety Committee</p> <p>The Chair of the Health and Safety Committee explained an informal meeting had been held due to not being quorate, however, the following was discussed:</p> <ul style="list-style-type: none"> • Anti Social Behaviour, was a civil matter and it was proving to be frustrating to speak with Suffolk Constabulary to help. The Chief Executive would continue to try to communicate with both the new Chief Constable and the Communities Officer. This type of behaviour was not linked to one particular library but could be found anywhere and was an ongoing problem. • Panic Alarms. It was felt this would be useful for single staffed libraries. The Compliance Manager was in the process of speaking to Library Managers. In response to questions the Compliance Manager explained that a panic alarm would go through to a monitoring station and from there the police would respond. Incidents were recorded and it was noted in some cases these figures were rising. The Head of Finance pointed out in terms of funding it was always better if the Friends Groups could match fund. • Altering Opening Hours. This would go before the Board in the future. • Risk Assessments. Training would take place for managers from May 2019. The template had been amended to make it less cumbersome. 	<p>BL</p>

	<ul style="list-style-type: none"> • Fire Risk Assessments would be reviewed and the industry standard version summarised. • Building Work Projects. A process was required to ensure all information was shared with the centre. • A data sheet was required from substance suppliers in the future which would then be fed into the risk assessments. Employers were required to protect employees and other persons from the hazards of substances used at work. <p>The Chief Executive to email the Head of Localities and Partnerships from Suffolk County Council to share the anti social behaviour statistics. The Head of Localities and Partnerships to then discuss these findings with the County Policing Commander, Chief Superintendent Tonia Antonis, during their regular meetings.</p> <p>Staffing Committee</p> <p>The Chair of the Staffing Committee informed the Board of discussions held at the meeting on 2 May 2019. The committee discussed the following:</p> <ul style="list-style-type: none"> • People Plan. Ongoing projects were gathering momentum such as the Chief Executive’s video in which he communicated organisational values, and the employee handbook. • Suffolk MIND had provided feedback from the first phase of the Wellbeing Audit where sleep habits, physical activity and status within the organisation were highlighted. An action plan had been drawn up following this. • Training was to be opened up to volunteers. Suffolk Libraries currently had over 900 volunteers on their books. • Revised Reward Scheme. The change in the scheme was underway and would be monitored over the next year. • Volunteering Policy. This had been agreed at Staffing Committee and Board approval would be sought via email in order to avoid further delay. <p>The Board endorsed the positive momentum and felt the Reward Scheme was a good example of how motivational levers were very important. This was seen to be a positive move and it would be monitored over the next year.</p>	BL
<p>5.</p>	<p>Management reports</p> <p><u>Priorities and Strategy Map</u></p> <p>The Chief Executive presented the report and explained it highlighted the strategic priorities for 2019/2020 linked to the new strategy map. Each priority included an update of progress with a RAG rating.</p> <p>The RAG rating was questioned as it was thought if items were on track they should be shown as green, amber were issues which could be resolved and</p>	

	<p>red meant there was a major problem. It was felt all the RAG statuses should be defined in order to understand the key deliverables and the timetable. It should be tracked in more detail and it was felt some of these priorities could go to individual Committees rather than into Board.</p> <p>The Chief Executive explained he did not want to split the priorities too much as it was useful to have an overall picture. It was therefore agreed to have a one page summary, to be reported to Board and further detail into individual Committees. These could also link into the Key Performance Indicators (KPI).</p> <p><u>Chief Executive Officer report</u></p> <p>The Chief Executive presented the report to the Board and highlighted the following:</p> <ul style="list-style-type: none"> • The report had been structured in a way to reflect the strategic priorities. • The library performance table was incomplete as footfall figures could not be finalised. A drop in footfall had been expected this year as per a longer term trend. • Suffolk Libraries were far less transactional and more about experience. There had been increased attendance at events and activities and as such people were staying in the library longer which met a social need. • The number of events and activities were growing. • There had been a drop in the active use of library cards. However, discussions were taking place with local businesses as to whether library cards could be used as a discount scheme. • Further information to be publicised on digital services. Talks were being held with Greater Anglia regarding running a library in a carriage for a day which could include children activities on school holidays. For commuters this would mean access to Suffolk Libraries digital services. • The main website continued to increase in usage as the result of ongoing development work. • Volunteering continued to increase. Work was taking place to create a more structured approach. • There had been a peak in staff sickness which had not been seen for a while. It was thought long term sickness was often linked to larger libraries. Larger libraries were often in a worse condition and had Anti Social Behaviour issues. <p>It was felt to be a diverse report which brought out the key aspects.</p> <p>It was questioned as to why Lowestoft Library had been selected for a Living Knowledge Network live screening event and whether it would be possible to extend to other libraries? The Head of Content and Product Development explained the event had been short notice and Lowestoft was the library with the capacity to accommodate the screening at that time. He was sure if the event went well it would be something that could be done again.</p>	<p>BL</p>
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	<p>In terms of the Anti Social Behaviour incident which occurred at Woodbridge Library it was noted there had been no record made at the time. This had now been dealt with and the Manager would ensure these issues were taken seriously. It was a safeguarding issue and the Culture, Health and Well Being Manager at Suffolk County Council would follow this up with the Head of Service Delivery.</p> <p><u>Monthly Finance Report</u></p> <p>The Head of Finance updated the Board on the management accounts to March 2019 as follows:</p> <ul style="list-style-type: none"> • The year to date result was £235,000 above budget and there had been a surplus in the month of £53,000. • The deficit budget for 2019/20 was already being eroded. • It was the end of the Financial Year. <p>In response to a question on Mobile Libraries the Head of Finance agreed to email the Culture, Health and Well Being Manager at Suffolk County Council with an update on the situation.</p> <p>In relation to the newly refurbished Hub it was explained no bookings had been taken but there would be publicity once the space had been totally finished. It was noted that Barclays were keen to use the area.</p> <p>In relation to the £105,000 restricted fund, further information was available in the appendix. The balance sheet showed that the budget had been spent during the year.</p> <p>The Board were pleased with the refurbishment of the Hub and were encouraged to recommend the space. Nicola Beach, the Chief Executive of Suffolk County Council was attending the Senior Management Team meeting on the 9 May 2019 and would be given a tour.</p> <p>In relation to the governance of the new prison contract it was noted this would be “business as usual”. Certain KPI’s had to be hit and justification provided as to what they were doing with the funds. It was a service rather than a project.</p>	<p>ST/KV</p> <p>MW</p>
<p>6.</p>	<p>Happy Place Concept</p> <p>The Chief Executive introduced the report which he felt was a simple concept. Suffolk Libraries met an enormous amount of social needs within Suffolk. It was noted “Happy Place” was just a working title.</p> <p>The Board felt the concept linked into the strategy. The work which Suffolk Libraries did connected to other organisations.</p> <p>The Board thought this was an interesting and innovative idea but questioned how this would work and be funded if further research was conducted. The</p>	

	<p>Chief Executive felt Suffolk MIND and the University of Suffolk could be utilised. However, in the first instance he would speak with the NESTA Foundation.</p> <p>The Chief Executive and the Head of Localities and Partnerships at Suffolk County Council to meet and help point the project in the right direction as well as working closely with the CCG's.</p>	<p>BL</p> <p>BL/CG</p>
7.	<p>Impact Report</p> <p>The Chief Executive reported that consultants Kingston Smith had been visiting various locations and speaking with people on 3 key project areas in order to map social impact. The project areas included literacy of children, socialisation of over 55 year olds and open space. Analysis of the findings had been conducted and from this the consultants had started to produce a report. The next stage would be obtaining financial information. Initial findings indicated they had definitely found all services had a significant social impact.</p> <p>A further meeting had been scheduled which would be held within the next two weeks to take the project to the next stage.</p>	
8.	<p>Temporary Closure of Clare Library</p> <p>The temporary closure was agreed.</p>	
9.	<p>Complaints and Equalities Policies</p> <p>The Chair of the Finance, Governance and Audit (FGA) Committee explained these policies had now been revised following comments made at the last FGA meeting.</p> <p>The Culture, Health and Well Being Manager from Suffolk County Council told how he had checked the policies and thought there was some standard criteria which needed to be included and as such it should be tightened up.</p> <p>The Compliance Manager explained the goal was to make the policies more user friendly with the aim to publish on the intranet.</p> <p>The policies were approved, taking into account the comments made.</p>	
	<p><i>It was agreed that the following item was discussed in private, for Board Members only.</i></p>	
10.	<p><u>CONFIDENTIAL</u></p> <p>Governance Review</p>	
11.	<p>Any other business</p>	

	There was none.	
12.	Date of next meeting: Thursday 27 June 2019, Bury St Edmunds Library.	

The meeting closed at 1:15pm