

Suffolk's Libraries IPS

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

BOARD MEETING MINUTES - CONFIDENTIAL

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	17 October 2019
Place	The Hub, Ipswich County Library
Time	9:30am – 12noon
Board Members:	Tony Brown, Sylvia Knights, Bruce Leeke (Chief Executive), Sarah Wilson, Maureen Garratt Simpson, Sally Irvine, Sue Buck.
PRESENT:	<ul style="list-style-type: none"> • Tony Brown (Chair) • Sylvia Knights (Vice Chair) • Sue Buck (Board Member) • Sally Irvine (Board Member) • Bruce Leeke (Chief Executive) • Alison Leyshon (Co-opted Board Member)
In attendance:	<ul style="list-style-type: none"> • Jayne Austin (Suffolk County Council) • Gemma Levi (Suffolk County Council) • Sophie Moy (Governance Coordinator) • Leon Paternoster (Head of Digital and Marketing – For Item 14 only) • Mandy Wilkinson (Head of Finance)

		Action
1.	<p><u>Notification of election of Chair, Vice Chair and Honorary Secretary and Co-options</u></p> <p>The Governance Co-ordinator requested Expressions of Interest for the roles of Chair, Vice Chair and Honorary Secretary prior to the meeting with the results announced as follows:</p> <p>For the period of 2019/20, until the first Board meeting after the AGM 2020, the Board roles were as follows:</p> <p>Chair – Tony Brown Vice Chair – Sylvia Knights Honorary Secretary – Maureen Garrett Simpson</p>	

	<p><u>Co-options</u></p> <p>It was agreed that Alison Leyshon be co-opted onto the Board for a term of 12 months where this arrangement would be reviewed.</p> <p>It was noted the Chair had spoken with a Trustee from Southwold who could potentially be part of the Board in the future. This was part of an ongoing effort to recruit Trustees.</p>	
2.	<p><u>Welcome and Apologies</u></p> <p>Apologies had been received from Sarah Wilson.</p>	
3.	<p><u>Declarations of Interest</u></p> <p>There were no declarations of interest.</p>	
4.	<p><u>Minutes of previous meeting of 29 August 2019</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>If Board members had any subjects which they wished to be discussed, relevant to the Business Development part of the next Board agenda, they were to contact Sarah Wilson, Board Member, in the first instance.</p>	All
5.	<p><u>Declarations of the Board Code of Conduct</u></p> <p>It was agreed that a revised Code of Conduct would be discussed at the Governance and Risk Committee on 24 October 2019.</p>	
6.	<p>Committees</p> <p>1. Review of membership of committees</p> <p>The membership of the Committees was discussed and agreed as follows:</p> <p>Finance and Audit Sylvia Knights</p>	

	<p>Alison Leyshon Sally Irvine Maureen Garratt-Simpson Bruce Leeke</p> <p>Governance and Risk</p> <p>Sylvia Knights Sally Irvine Alison Leyshon Tony Brown Bruce Leeke</p> <p>Human Resources Sue Buck Maureen Garratt-Simpson Tony Brown</p> <p>Health and Safety Maureen Garratt Simpson Sue Buck</p> <p>The role of Chair would be decided at the first meeting of each respective Committee.</p> <p>In the absence of Sarah Wilson, the Governance Co-ordinator would ask which Committees she would like to be a member of. <i>Since the meeting Sarah Wilson had indicated she would like to become a member of the Governance and Risk and Finance and Audit Committees.</i></p> <p>2. Consider need for any new committees</p> <p>It was agreed that there was no requirement for another Committee.</p>	SM
7.	<p>Review and adopt Standing Orders and Finance Regulations</p> <p>The Standing Orders were accepted; however, it was agreed that these would be discussed and reviewed at the Governance and Risk Committee on 24 October 2019.</p> <p>The Finance Regulations would be reviewed at the next Finance and Audit Committee.</p>	

8.	<p>Review of:</p> <p>1. Representation on or work with external bodies and arrangements for reporting back</p> <p>This was discussed and it was noted Sarah Wilson, as part of the BLOC project was a representative on an external body.</p> <p>2. Board complaints procedure</p> <p>The complaints procedure was referred to the Governance and Risk Committee for review.</p> <p>3. Board policy for dealing with press/media</p> <p>This item would also be referred to the Governance and Risk Committee for review. It was, however, felt these guidelines would be useful if they were made available to Friends Groups as well as becoming an agenda item at their meetings.</p>	
9.	<p>Set dates/times for 2019/20</p> <p>The Board reviewed and accepted the suggested meeting dates for 2019/20. It was questioned whether a similar document was available as a summary of all of the Governance documents, to include a review date.</p>	
10.	<p>Management Reports:</p> <p>1. Chief Executive</p> <p>The Chief Executive presented the report to the Board and highlighted the following key points:</p> <ul style="list-style-type: none"> • The new appraisal 'check in' system would be rolled out imminently. • Suffolk Libraries were one of only ten organisations to be successful in gaining a £25,000 grant from Nesta to develop a prototype of the Happy Place system. If this was deemed, by the judges, to be one of the top three prototypes a further £100,000 of funding would be made available to further develop the idea. • It was noted that soon you would be unable to withdraw money from Post Office's if you were a Barclays customer. It was felt that further customer access points could be offered within libraries. 	

- The Hub launch was well attended and successful. There was still work to be done on promoting the space. It was important to raise the usage as soon as possible.
- It was hoped that the new Suffolk Libraries Extra scheme would attract a broader audience and the funds raised from this would not be ringfenced.
- Suffolk Libraries Day and the Book Journey had been a great success which attracted much publicity, however, there had been mixed messages in terms of the information received. It was thought there could have been a focal point within each library and additional signage could have been provided. A meeting was to be held within a week as to what went well and what could be learnt from. It was felt there could have been a greater level of staff engagement. At present around £15,000 had been raised with an expenditure of £2,000 as well as staff time. It was noted there was now a stronger relationship with corporates.
- The impact report from Kingston Smith was now complete. Suffolk Libraries were the first library service to have completed such work and this had been raised in the House of Lords. Currently trying to obtain national press coverage.
- A survey which would aim to capture the thoughts of users and non-users on Suffolk Libraries services and the potential offer would roll out soon. The learning from this would be used to help reshape and hone the core offer for libraries. There would be an attempt to broaden this out in order to reach non-users. It was thought it could be distributed via Town and Parish Councils to try and promote, as well as using the corporates and friends of users.
- In terms of Anti-Social Behaviour incident trends were difficult to map.
- Training was being rolled out to staff in respect of lone working as well as undertaking risk assessments.
- In terms of the purchase of furniture and shelving it was important a clear message was given to community groups that any purchases had to be approved. The Chief Executive to speak with the Compliance Manager regarding this.
- Meetings had been held with around 12 County Councillors and the Chief Executive, all of which had been positive. It was deemed important to raise awareness of the broader offer.
- The Baroness Barran, the Parliamentary Under Secretary for the Department of Digital, Culture, Media and Sport visited Ipswich County Library and was very impressed.

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2. Head of Finance

The Head of Finance updated the Board on the management accounts to September 2019 which had a surplus of £41,000 which was £13,000 more than the budgeted £29,000. The year to date had a deficit of £51,000 which was a £3,000 improvement on the expected position.

	<p>The following points were highlighted:</p> <ul style="list-style-type: none"> • A meeting would take place with Suffolk Libraries, the Registrars and Suffolk County Council Property Services to discuss the forthcoming move of the registrar space. • There needed to be a review of the photocopiers as it was thought some libraries were hoarding printer cartridges. • Footfall counters were in the process of being recalibrated. • Budget requirements for each department were underway which would be an ongoing process. • Awaiting confirmation on the contract in respect of the rollout of the replacement PC's. This needed to be carried out in January 2020. <p>Following a question, it was noted the prison service figures, which had been showing a loss rather than a profit, was because it had been incorrectly coded. Clarification was given that the Prison Service would be in profit at year end.</p>	
<p>12.</p>	<p>Any other business</p> <p>New Trustee Induction:</p> <p>The Chair explained that both the brief and the materials would be re-looked at in order to attract new members, however, there was a need not to bombard with paper. Therefore, the Chair would work alongside the Head of Community and Performance and Sylvia Knights in order to strike the right balance and not to overload. Any thoughts on the issue should be forwarded to the Chair or the Head of Community and Performance.</p> <p>It was important to generate local enthusiasm and to keep people involved. As well as being a good way of developing a sense of corporate membership and unity rather than being isolated.</p> <p>It was questioned as to whether an audit had taken place of the representative of the friends' groups. It was noted not much had been done to analyse volunteers, but it would be interesting to explore. This would be followed up.</p> <p>It was noted that this was the Governance Co-ordinators final Board meeting before leaving Suffolk Libraries. The Board wished her well on her new ventures and thanked her for her work over the past year.</p>	<p>TB/DH SK</p>
<p>13.</p>	<p>Date of next meeting:</p> <p>The next Board meeting would be held on 19 December 2019 at the Riverside Centre, Stratford St Andrew.</p>	

The meeting closed at 12 noon

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