



Title of Meeting:	Inspire Main Board –Minutes
Location:	Zoom Meeting
Date:	Tues 11th May 2021
Time:	4.30 to 6.10pm
Attendees:	John Cottee – County Council Nominated Director (Chair) Liz Guildford– Staff Elected Director Peter Gaw – Chief Executive Officer, Inspire Glynn Gilfoyle - County Council Nominated Director Carol Hanley – Member Elected Director Claire Henson – Member Elected Director John Hess – Member Elected Director Liz Howell– Co Opted Director (Vice Chair) Margot Madin – Co Opted Director Peter Ware – Co Opted Director
Invited:	Helen Beckett – Chief Finance Officer, Inspire Kirsty Blyth – Assistant Chief Executive Officer, Inspire Derek Higton – Service Director Communities and Place, NCC Aidan La Mola - Cultural Services Commissioner, Place Department, NCC Carol Newman – Director of Culture, Inspire Katharine Say – Executive Officer & Board Support, Inspire

Agenda No.	Agenda Subject	Action
1.	<p><u>Welcome and Apologies</u></p> <ul style="list-style-type: none"> Apologies received from: <ul style="list-style-type: none"> Mick Allen – Group Manager Place Commissioning, Place & Communities, NCC 	
2.	<p><u>Minutes of the last meeting and matters arising</u></p> <ul style="list-style-type: none"> Members agreed that the minutes from 23rd Feb 2021 were a true and accurate record and were happy to approve. Matters arising – none. 	
3.	<p><u>Declaration of Conflicts and Interests</u></p> <ul style="list-style-type: none"> In a previous role Liz Howell was involved with BBC Weather Watchers which, as part of the BBC’s Make it Digital campaign, was in partnership with libraries across the UK. Peter Ware works for Browne Jacobson and provides legal services to Inspire. PW supported the organisation in the initial contract negotiations but has not been involved in the renewal process. 	
4.	<p><u>CEO Update</u></p> <ul style="list-style-type: none"> PG presented a report to the board on progress since February 2021 highlighting: <ul style="list-style-type: none"> Covid Recovery - Organisational focus on supporting the recovery of the local economy, employability, supporting wellbeing and reconnecting with key audiences, customers and learners. ICT – Nottinghamshire County Council (NCC) have funded a new network and public IT. Inspire working on sourcing a new provider service. Partnership Developments – Inspire has been formally asked to join the Mansfield & Ashfield Cultural Compact founding members group. 	

	<ul style="list-style-type: none"> – Newark Heritage Action Zone Cultural Consortium has been awarded £90K over 3 years and Inspire is hosting the coordinator post. – Business and Intellectual Property Centre (BIPC) spokes will be set up at 3 library ‘spokes’ in partnership with Nottingham City and The British Library. – Data Management – the Inspire Leadership Team (ILT) are continuing to progress the development of performance reporting into a single funder dashboard. – Inspire Membership – community makers volunteering programme and review of membership will be started this year. – Members discussed which Towns Funds projects Inspire was involved with. PG confirmed that the organisation was waiting for news on 2 project bids for Ashfield (a Construction Centre and Digital Innovation Centres). Inspire is involved in 3 of the 5 projects Towns Fund projects. <p>John Cottee, Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware noted the progress of the organisation and the range of current issues. The board approved Inspire’s membership of the Mansfield & Ashfield Cultural Compact founders group.</p>	
5.	<p><u>Arts Council Investment Principles</u></p> <ul style="list-style-type: none"> • Arts Council England (ACE) created a 10 year strategy in 2020 with 3 main outcomes. The four Investment Principles were created to help steer the change and help organisations deliver the outcomes. CN gave a presentation on the four Investment Principles of: <ul style="list-style-type: none"> – Inclusivity and relevance – Ambition and quality – Dynamism – Environmental responsibility • Members discussed how Inspire would decide on the action plan, deliver the principles and review progress. In particular, members discussed the Environment Responsibility principle. CN explained that reductions in usage of electricity and gas were set for the current National Portfolio funding but would need to be expanded for the next round of funding. KB added that Inspire has already completed some work on sustainability and have incorporated environmental aspects in the Health & Safety (LG is the Inspire lead for Sustainability). Inspire will use the ACE’s audits to help inform actions required and a draft business plan has already been submitted. PG added that Inspire’s current forward plan finishes next year and the four Investment Principles will be included in the development of the next 5 year plan presented to the board. • Members discussed the Investment Principle of Dynamism and questioned how will Inspire work towards this and how will ACE judge it. CN explained that details have only recently started to become available but will be shared with Music, Cultural and Heritage committee. <p>John Cottee, Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware note the report and that a further update on progress be presented at a future main board meeting. The board supported the adoption of the Investment Principles.</p>	
6.	<p><u>Annual Complaints & Compliments Report</u></p> <ul style="list-style-type: none"> • Complaints and Compliment reports are presented quarterly to NCC and ILT and it is proposed that they will now be presented annually as part of standard board reporting. KB explained that these reports are integral to Inspire’s customer care and cycle of continuous improvement. Inspire was recently re-accredited for Customer Service Excellence standard and received 6 compliance plus ratings. • Generally there have been more compliments than complaints apart from a spike in October which was due to the implementation of charges following the first return after lockdown. Inspire are currently operating a customer charge amnesty in response 	

	<p>to these comments. Many complaints and compliments have been based around Covid.</p> <ul style="list-style-type: none"> • The board felt that it was very important to know what Inspire customers are saying and requested that reports should be presented every 6 months so that members can be kept informed, understand how the complaints are dealt with and respond appropriately. • Members also agreed that it would be helpful to understand the context of both compliments and complaints and asked if there were more information available . KB agreed to look at whether service area and location can be included for the next report in 6 months' time. <p>John Cottee, Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware noted the report and that comments and complaints are reported to the board every 6 months.</p>	<u>KB</u>
7.	<p><u>Inspire Impact Report</u></p> <ul style="list-style-type: none"> • KB presented a report on the current work to measure qualitative feedback about the impact of Inspire services on people's lives. A mapping exercise has been undertaken using a methodology devised by Kent County Council and has proved to be very encouraging. Impact reporting is an ongoing piece of work and useful for everyone for advocacy for the service and sharing with staff to provide encouragement to show how services are appreciated. • Members agreed that the report summarised well the value that libraries and other Inspire services bring to the community. LH questioned whether Inspire should carry out a customer survey that categories the comments as this would be an extremely useful set of statistics. KB explained that there is more work to do to imbed the impact reporting and needs to work across all of Inspire. The organisation regularly carries out surveys across the separate areas of archives, libraries, learners but could look at how these questions could be incorporated and look further into the social return on investment. <p>John Cottee, Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware noted that the report will be shared with Inspire's staff and used as advocacy by the board members, NCC and colleagues.</p>	
8.	<p><u>Board Membership & Elections</u></p> <ul style="list-style-type: none"> • KB presented a paper for an updated election cycle and revised proposal to change the rules regarding the number of terms of office for elected and co-opted directors. • Members discussed the importance for promoting the elections and their role in using networks and talking to colleagues about the opportunity to stand for election. • PG advised that Inspire will be shortly publishing a board recruitment brochure and that there is also a vacancy for a co-opted director and asked members to consider the board's approach to recruiting and who could be approached . • A board skills audit will be issued in advance of the board development session in the summer. PG proposed two separate sessions, a financial management and reporting session facilitated by MM and HB and a second session later in the year on general duties and responsibilities when the 2 new community members have been elected. • All members agreed for their details to be submitted as part of ACE's Annual Survey NPO Monitoring reporting. <p>John Cottee, Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware noted that:</p> <ul style="list-style-type: none"> – elections for 2 community members will go ahead in summer 2021 – JH's term is extended for a year – The rules are put before the AGM to propose the addition of the exceptional circumstances clause in rule 68 (a) 	

9.	<p><u>Inspire Policies</u></p> <ul style="list-style-type: none"> • Adoption Leave & Special Guardian Provisions Policy • Annual & Special Leave Policy • Attendance Management Policy • Hate Crime Policy • Information Security • Social Media Policy • Time Off for Training & Study at Work Policy • Whistleblowing Policy <p>All HR policies have been approved by trade union representatives.</p> <p>Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware approved all 8 policies.</p>	
10.	<p><u>Finance Update</u></p> <ul style="list-style-type: none"> • HB presented the key points from a detailed report that was presented to the Finance and Audit committee on 27th April. • The Cash Impact Summary Forecast shows that Inspire is going to have a surplus before accounting adjustments. The surplus from this year will be supporting the budget deficit next year. • The budget cash flow for April 2021 onwards shows that Inspire has a good cash balance throughout the year. • Covid19 Financial Impacts – expected lost income and Covid specific costs are £81K less than government grants and relief. This will be monitoring through the year and a provision for £81K has been made in case Inspire need to pay HMRC back but this is not likely. • MM asked HB to confirm the pension deficit amount from the FY20/21 Forecast in Appendix 1. HB explained that as per the statutory accounts, Inspire is expecting a surplus of £606K but after the pension adjustment it will be a deficit of £713K. Members discussed the pension adjustment amount of £1.3M and how Inspire is required to show this pension liability on the balance sheet. HB added that the plan is to progress it with financial modelling and show what it looks like in future years so it can be seen what it really means. <p>Liz Guildford, Peter Gaw, Glynn Gilfoyle, Carol Hanley, Claire Henson, John Hess, Liz Howell, Margot Madin and Peter Ware noted:</p> <ul style="list-style-type: none"> – The 2020/21 outturn forecast position for cash and reserves – The financial impacts of Covid – The audit and year end schedule 	
11.	<p><u>Risk Log</u></p> <ul style="list-style-type: none"> • The Risk Log has recently been reviewed by ILT and 2 new items were added: <ul style="list-style-type: none"> – Data Management Processes are insufficient to allow for effective service management and – Membership Management processes not fit for purpose. <p>The board members present noted the content of the report.</p>	
12.	<p><u>Committee Minutes and Reports</u></p> <ul style="list-style-type: none"> • The Board noted the contents of the following meetings: <ul style="list-style-type: none"> – Music, Culture & Heritage – 09/03/2021. JH updated members on ACE feedback regarding the reporting and membership of the committee. The ACE 	

	<p>Relationship Manage had expressed concern over there not being a separate Music Hub board to give greater scrutiny. After discussion it was agreed to increase the frequency of annual meetings from 3 to 4, to expand membership to include representation from primary and special schools and to align financial reporting in order to providing the committee with greater scrutiny.</p> <ul style="list-style-type: none"> – Staffing & Standards – 23/03/2021. LH found the less formal, discussive committee meeting informative and constructive. – Finance & Audit – 27/04/2021. MM was pleased with Inspire’s progress in preparation for this year’s audit and thanked HB and the finance team for their comprehensive reporting. Members are welcome to ask any questions or request further information. 	
13.	<p><u>A.O.B</u></p> <ul style="list-style-type: none"> • Learning & Skills Committee – 27th May, 11am to 12.30pm has been postponed to autumn due to Learning colleague’s workload and a lack of agenda items at this time. • PG reminded members that the Learning & Skills committee needs a new chair since Sarah King stepped down. 	
14.	<p><u>Forthcoming meeting and events</u></p> <ul style="list-style-type: none"> • Staffing & Standards – 7th June, 1 to 2.30pm via Zoom • Development – 15th June, 4.30 to 6pm via Zoom • Music, Culture & Heritage – 17th June, 4 to 5.30pm • Board Away Day – Sat 3rd July, 10am to 1pm, TBC 	