

Title of Meeting:	Inspire Board –Minutes
Location:	Inspire HQ & *Teams Meeting
Date:	Tues 17th September 2024
Time:	4 to 5.45pm
Attendees:	Mark Dorrington – Member Elected Director *Vicki Dunstall – Co Opted Director Peter Gaw – Chief Executive Officer, Inspire *Jackie Hewlett-Davies – Member Elected Director Margot Madin – Co Opted Director Diana Meale – Member Elected Director Ann Penn – Staff Elected Director
Invited:	*Pauline Allan – Councillor, NCC *Mick Allen – Group Manager Place Commissioning, NCC Margaret Anderson – Chief Finance Officer, Inspire Kirsty Ellis – Assistant Chief Executive Officer, Inspire *Aidan La Mola – Cultural Services Commissioner, NCC Carol Newman – Director of Culture, Inspire Katharine Say – Executive Officer & Board Support, Inspire Ruth Telford Brown – Community Projects Officer, Inspire

Agenda No.	Agenda Subject	Action
1.	<u>Service Spotlight on Contain Outbreak Management Fund (COMF)</u> <ul style="list-style-type: none"> • Presentation by Ruth Telford-Brown (appendix 1) on impact and outcomes of COMF programme in Eastwood, Kirkby and Stapleford. The project has been extended to March 2025 and a future funding bid has been submitted. • Members noted the impressive output from the £146k fund in just over a year and thanked RTB for an excellent project and her work with local teams and partners across the organisation. 	
2.	<u>Welcome and Apologies</u> <ul style="list-style-type: none"> • Apologies received from: <ul style="list-style-type: none"> – John Cotttee – County Council Nominated Director (Chair) – Leon Dale – Member Elected Director – Mark Walker – Observer - Interim Service Director, Place & Communities, NCC 	
3.	<u>Minutes of the last meeting and matters arising</u> <ul style="list-style-type: none"> • Members agreed that the minutes from 14th May 2024 were a true and accurate record and were happy to approve. • Matters arising – item 5 Access Inspire Virtual Tours to be demonstrated at a forthcoming meeting. 	<u>KE</u>
4.	<u>Declaration of Conflicts and Interests</u> <ul style="list-style-type: none"> • None. 	
5.	<u>CEO Update</u> <ul style="list-style-type: none"> • PG presented his report and highlighted some of the many events, activities, results and developments. • High Pavement Learning Centre – opened at the end of August in time for college and adult learners to start in September and will offer programmes during term time and evenings and weekends. Overall College recruitment is healthy. 	

	<ul style="list-style-type: none"> • Age Friendly Standard – developed by family arts campaign and supported by Arts Council England (ACE), achieved at Beeston, Mansfield, West Bridgford and Worksop. • Stapleford Library & Learning Centre Phase 2 – Towns Deal equipped 3 learning rooms and improved the exterior and signage. • Performance dashboard - Library service engagement on track and most indicators on target. Volunteering hours is making good progress and in a very healthy position. JHD gave feedback on improvements to the volunteer experience. KE to liaise with Volunteer Officer so volunteers don't have to repeatedly input their details. • Mobile library reliability – KE explained this was fraught with difficulty regarding breakdowns, management of spare vehicles and relief drivers but assured members that the organisation makes use of every resource available. PG added that if and when a vehicle is replaced then it would be with a smaller vehicle to mitigate the number of accidents and breakdowns associated with the larger vehicles. Feedback has shown that customers are okay with reduced stock as they can make free requests. • Hands on Heritage Day – great turnout of over 900 attendees. • GCSE College results – always above national average. • Service Reviews - to be announced as they develop. • Music Teachers Pension Scheme – Department for Education (DfE) have confirmed the additional pension strain will be funded until March 2025. • East Midlands Combined Council Authority (EMCCA) – Inspire has met with the adult skills fund lead and attended Cultural Sector Engagement and Visitor Economy Roundtable meetings. <p>The board noted the progress of the organisation and range of issues.</p>	<u>KE</u>
6.	<p><u>Draft Statutory Reports & Accounts 2023/24</u></p> <ul style="list-style-type: none"> • MA advised that this was the first time that preparation of the report and accounts had been completed in house and all had gone smoothly. • The new look annual report has been produced by KE, MA and Josie Severn and board members agreed it was a great improvement as it was easy to read and accessible. <p>The board noted the accounts.</p>	
7.	<p><u>Finance Update</u></p> <ul style="list-style-type: none"> • MA presented the management accounts for period 3, April to June 2024. Details of the various fluctuations are in the notes. The full reforecast shows a deficit of £241k, a £16k better position than budgeted. MA noted that these figures include the current national local government pay award offer of a fixed sum although the final offer has been rejected by unions and they are balloting members on taking industrial action. • 2024/25 Forecast Reserves - impact on restricted reserves of £663k leaves £1.8m and a draw down of £260k on unrestricted reserves leaves £1.37m at the end of year. • MA presented Inspire's organisational Medium Term Financial Plan (MTFP) through to the end of March 2027 and gave a breakdown for all funds, restricted reserves, designated reserves, unrestricted reserves and the assumptions made in the figures. MA noted that that this probably is the worst case scenario where no additional income/projects are secured particularly relating to Learning projects. PG added that it isn't possible to say at this point if there will be new project funding but it will be a challenge as Inspire's core Learning allocation for 2025/26 will be based on 2023/24. • DM asked what the main contributors are to the unrestricted reserves. MA explained this was based on the assumption that the inflation rate on utilities will reduce and savings within staffing/vacancy lag and the churn of new employees on People's Pension rather than the Local Government Pension Scheme. • MD noted that he was pleased to see the The National Archives new burdens fund being used. MA explained there may be a delay before the equipment is purchased due to the delay in Inspire being able to separate itself from NCC IT. 	

	<ul style="list-style-type: none"> Members found the breakdowns of specific areas/ funds helpful and user friendly as they give more visibility. <p>The board noted the contents of the report.</p>	
8.	<p><u>Annual Compliments & Complaints Report</u></p> <ul style="list-style-type: none"> KE presented the annual report and outlined the process for handling compliments and complaints and trends for the year. There has been a change on how compliments are recorded so now the report includes figures that were previously in a different format and reflects the ratio of compliments and complaints received. Most compliments and complaints relate to libraries but cover all services. General complaints are around IT issues, heating and completing the Learning enrolment form. Newark and Carlton heating issues have now been resolved but due to an aging estate there are likely to be further boiler issues this winter. A new learning management system is being scoped which should improve the learner journey. All complaints are investigated and action taken where needed. MD asked why there was a spike in compliments and KE and CN confirmed this was due to summer cultural activities. <p>The board noted the contents of the report.</p>	
9.	<p><u>Safeguarding Incident Report</u></p> <ul style="list-style-type: none"> KE presented the annual review and explained that Inspire have standardised reporting mechanisms in place and a robust methodology for dealing with safeguarding. Most incidents have again occurred in Learning which is to be expected as the service involves young people and the biggest category of incidents was mental health followed by emotional needs. KE advised that the safeguarding and prevent working group works across Inspire to ensure policies and procedures are uniform but tailored to the needs of the different service areas. The group have responded to events in the last year and lockdown procedures for serious incidents have been created. PG requested in LD's absence and as the board safeguarding lead, that it is ensured he sees this report and the updated Safeguarding and Prevent policies. <p>The board noted the contents of the report</p>	<u>KS</u>
10.	<p><u>Policy Review</u></p> <ul style="list-style-type: none"> KE advised that both policies are updated annually and have been checked against updates and policy documentation and reviewed by the safeguarding and prevent working group and the leadership team. Safeguarding Policy – approved. Prevent Policy – approved. <p>The board approved the revised policies.</p>	
11.	<p><u>Impact Report</u></p> <ul style="list-style-type: none"> KE was pleased to present the annual report to members sharing the impact and difference that Inspire services make on people's lives and which also shows how wonderful the Inspire staff are. Members agreed it was a pleasure to read the feedback and acknowledged the impact Inspire has. <p>The board noted the contents of the report and agreed to use it for advocacy.</p>	

12.	<p><u>ACE NPO Investment Principles Update</u></p> <ul style="list-style-type: none"> • CN reminded members that as part of the agreement with ACE for National Portfolio Organisation funding the board agreed to support the investment principles. The draft plan for 2024/25 was approved in February and submitted in April. • CN was pleased to report that for quarter 1, progress has been made in across all four principles and noted that some areas have not yet had any activity yet due to scheduling or slight delays due to staffing. Highlights included: <ul style="list-style-type: none"> – Completion of the draft library strategy due to shared in autumn. – 46 new volunteer opportunities on Community Makers website. – Recertification of Customer Service Excellence accreditation and creation of an action plan. • Members asked for more details about the library strategy. PG explained that Inspire is working with Mick Allen and ALM on the Nottinghamshire County Council (NCC) strategy which will go for consultation to board and stakeholders and presented to full council in December. A paper will be presented at the November board meeting. • JHD suggested adding the Inspire ambassador role to the discussion at the board development session in November. KS to add. <p>The board noted the contents of the report.</p>	<u>PG</u> <u>KS</u>
13.	<p><u>Risk Log</u></p> <ul style="list-style-type: none"> • KE advised there were two changes for members to note: <ul style="list-style-type: none"> – Item 5 Financial impact of changes to Teachers' Pension Scheme – this has reduced as the DfE have confirmed a one off contribution until March 2025. – Item 7 Financial risk if contract price from NCC is reduced – this has increased as it is likely that NCC will award less than inflation. Mick Allen confirmed this will be decided by full council in February 2025. 	
14.	<p><u>Committee Minutes</u></p> <ul style="list-style-type: none"> • Music, Culture & Heritage – 11th June. PG recommended members watch the NPO End of Year Trailer linked on p137. • Learning & Skills – 17th June 2024. PG recommended members read the learner feedback on p142. • Culture & Heritage – 2nd Sept 2024 • Finance & Audit – 10th Sept 2024 <p>The board noted the committee meeting reports.</p>	
15.	<p><u>AOB</u></p> <ul style="list-style-type: none"> • None. 	
14.	<p><u>Forthcoming meeting and events</u></p> <ul style="list-style-type: none"> • Inspire 2024 AGM – Weds 9th Oct 2024, Beeston Library & online • Main board – Tues 19th Nov 2024, 4 to 6pm, Nottinghamshire Archives & Teams • Development Session – Sat 30th Nov 2024, 10am to 2pm, Arnold Library • Christmas Concert – Mon 9th Dec 2024, 6.15 to 9pm, Royal Concert Hall & Online 	
15.	<p><u>Meeting Review</u></p> <ul style="list-style-type: none"> • Opportunity for chair/vice chair to discuss all aspects of the board meeting – timeliness, communication, quality of papers and opportunity for discussion and debate. • Board Development session will involve an external facilitator and possibly an audit sent out in advance. 	