



HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS OF HOOPLE LTD held via Microsoft Teams on Monday 28th March 2022 at 9.00am

Board Members present:

Cllr David Hitchiner (DH)	Chairman and Non-Executive Director (Herefordshire Council)
Andrew Cottom (AC)	Non-Executive Director (Wye Valley NHS Trust)
Cllr David Hitchiner (DH)	Non-Executive Director (Herefordshire Council)
Andrew Lovegrove (AL)	Non-Executive Director (Herefordshire Council)
Andrew McLean (AM)	Non-Executive Director (Lincolnshire County Council)

Hoople Officers Supporting the Board:

Audrey Clements (AEC)	Chief Operating Officer
Stephen Weller (SW)	Head of Commercial Development
Mark Aldsworth (MA)	Head of Buildings Operations
Simon Mortimore (SM)	Head of IT
Tracey Sampson (TS)	Director of HR & OD
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker

Invited:

David Warden (DW)	Associate Director of IM&T- Wye Valley NHS Trust
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1. Apologies

1.1 No apologies received.

2. Declarations of Interest

2.1 No new declarations of interest were received, however it was noted that item 6, the pay award affects several of the officers of the board present.

3. Minutes, Action Sheet and Matters Arising

3.1 The minutes of the meeting held on 7th February 2022 were approved as an accurate recording subject to a correction at 5.22 should read 'compliance'.

Action: KL to amend

4. Finance and Business Update

4.1 The board noted the finance and business update report including the 2021/22 outturn position, the progress to date made by the business and the key issues and risks.

- 4.2 AEC acknowledged the debt position and there were no concerns.
- 4.3 AEC reported as part of the Public Rights of Ways service transferring back to Herefordshire Council on 1st April, two operatives would TUPE to Hoople with one active vacancy. There are still some details to be determined and Hoople are working closely with the council to understand the deliverables.
- 4.4 AEC stated there has been some interest for the building maintenance and cleaning staff to transfer over to Hoople terms and conditions, and this was being worked through with the aim of completion by 1st May. On completion, this arrangement would be extended to residential and respite staff.
- 4.5 AEC confirmed the Aviva pension goes live from 1st April, all affected staff had been briefed and no concerns were raised.
- 4.6 Following the latest guidance on living with covid, AEC reported that a number of measures had been relaxed and staff are encouraged back into the office on a part time basis.
- 4.7 AEC highlighted revenues and benefits team are under immense pressure due to annual billing and various government grants. Additional resources have been agreed to ease the pressure, however the situation is being closely monitored.
- 4.8 AL explained that the McCloud judgement has resulted in a significant piece of work to review public services pension funds to determine if they were disadvantaged, and whether their pension will increase. It is thought that it will affect very few people in Hoople as an enhanced pension arrangement is not usually offered and therefore it's unlikely to have any significant cost.
- 4.9 TS reported that the contract was to be awarded for the new recruitment system and will enable Hoople to provide an end to end recruitment service with improved customer functionality.
- 4.10 SW reported that a decision had been made to transfer the council's registered care services to Hoople and were just awaiting confirmation of Hoople's CQC registration, expected imminently.
- 4.11 In relation to the difficulties to recruit, SW explained that Hoople were running a joint recruitment campaign focusing on the care sector with WVT throughout April and May.
- 4.12 MA provided a procurement update and advised the security contract was successful mobilised and ground maintenance contract was published for 1st April.
- 4.13 MA confirmed they were set for the Public Rights of Way to transfer on 1st April to deliver the maintenance element and would monitor how the service develops.
- 4.14 AL requested that risk 24 is amended with a focus on the issue of supply change as Brexit has happened.

Action: SM

5. Final Budget 2022/23

- 5.1 AEC presented a final budget for board's approval based on a pay award of 3%. The risk of inflation was a concern and the team will closely monitor any impact going forward.
- 5.2 It was agreed to reconvene this item after the pay award item had been considered.
- 5.3 The board approved the 22/23 budget subject to the 4% pay award agreed under item 6.

6. Pay Award

- 6.1. TS outlined the recommendations was for board to approve an annual bonus and a company award of a minimum of 3% with the opportunity to further increase to 4% due to external factors detailed in the report. There was a discussed about what shareholders (local authority and NHS) were offering in terms of pay awards and was unlikely to be announced before the autumn.
- 6.2 The board discussed the pressures, and more specifically the potential impact on pay against the national minimum wage due to the rise of inflation and recognised the need to offer a reasonable and appropriate pay increase to retain staff, particularly in a changing working environment. After some discussion, a 2/3 year trajectory plan was suggested.
- 6.3 Board were supportive of the recommendation of 3% pay award but were considering 4% pre-empting a further increase later in the year. After some discussion, AEC gave assurances that the budget had been tested for various options including a 5% increase and was confident 4% was affordable and a balanced budget could be achieved.
- 6.4 The discussion concluded with AEC re-proposing a 4% pay award be paid, which board subsequently agreed.

7. Contract Procedure Rules

- 7.1 SM presented the updated Contract Procedure Rules which helps assures good value and appropriate procedure within Hoople. If Hoople purchase goods or services on behalf of the stakeholders or customers, their Contract Procedure Rules are followed.
- 7.2 AL suggested the wording at point 7.5.9 should be revised to provide clarify around the requirement of a credit check and on what basis a judgement is to be made.
Action: SM
- 7.3 It was resolved that the board approved the changes to the Contract Procedure Rules subject to the amendment at 7.2.

8. Internal Audit Plan 2022/23

- 8.1. AEC presented the Internal Audit Plan for 22/23.
- 8.2 The board approved the proposed Internal Audit Plan for 22/23.

9. Social Value Statement

- 9.1 AEC presented the revised Social Value Statement to include the new service areas of the business and an updated format.
- 9.2 The board approved the revised Social Value Statement.

10. Greener Footsteps

- 10.1 AEC sought approval from the board for Hoople to commit to the Greener Footprints pledge and set up a staff working group to review processes and identify new ways the business could reduce its carbon footprint.
- 10.2 The board were encouraged staff were given the opportunity to engage in this matter and approved the request for Hoople to commit to the pledge.

11. Forward Plan

- 11.1 The board noted the forward plan, no changes were received.

12. Communication and Announcements

- 12.1 It was noted the Shareholder event is scheduled to take place 4th May, followed by virtual staff events to ensure the workforce are kept up to date.

- **Date of Next Meeting**
Wednesday 4th May at 10.30am