

## HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS OF HOOPLE LTD held via Microsoft Teams on Monday 7<sup>th</sup> February 2022 at 12.30pm

### Board Members present:

Andrew Cottom (AC)	Chairman and 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
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker

## 1. Apologies

- 1.1 Apologies for absence were received from Tracey Sampson and David Warden.

## 2. Declarations of Interest

- 2.1 No new declarations of interest were received.

## 3. Chair of Board

- 3.1 It was acknowledged that the current term of office covered by Andrew Cottom had expired and subsequently agreed Cllr Hitchiner would chair for the forthcoming 12 months.
- 3.2 AC thanked the management team for their support over the past 12 months.

## 4. Minutes, Action Sheet and Matters Arising

- 4.1 The minutes of the meeting held on 10<sup>th</sup> December were agreed as an accurate record.
- 4.2 Board members acknowledged the action plan updates. There were no further updates to add.

## **5. Finance and Business Update**

- 5.1 '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.
- 5.2 A board member queried the recruitment revenue for Herefordshire Council appeared to be low and AEC explained that income above the SLA is captured separately. Cllr Hitchiner was interested how much of the revenue was non-SLA and AM thought it would be useful to see the spilt from Lincolnshire County Council's perspective when the contract goes live.
- 5.3 In response to a query, AEC explained arrangements were still being worked through in regards to Hoople Care, however the intention was to cover the overheads and not necessarily make a profit. The same for building maintenance and cleaning services, both of which will be included in next years' SLA and a more stable position is expected. AEC expected there will be opportunity to expand both service areas, particularly cleaning services which had begun to receive requests for.
- 5.4 AEC commented the finance and revenues and benefits team are under an immense amount of pressure following government's announcement of additional grant payments, noting that this is around the same time as teams are preparing for year end and annual billing. The council have authorised additional resources and AEC will monitor workload going forward.
- 5.5 AC was pleased to report that WVT have agreed to renew the Hoople SLA contract for a period of five years.
- 5.6 Board acknowledged the recruitment team have recently passed the REC (Recruitment Employment Confederation) audit and recorded their congratulations to the team.
- 5.7 SW noted that he was due to be interviewed for his nominated individual for the CQC registration on 16<sup>th</sup> February.
- 5.8 Following a question regarding the expiry of apprentice levy funds, SW advised that to ensure no loss of funds approx. £55/60k a year would need to be spent, equating to around 10 apprentice placements, this is considered achievable with some drive.
- 5.9 AC asked in reference to the CQC registration is there a complaints handling process as there would be an interest in performance targets from WVT's perspective. SW stated Hoople has its own complaints policy as publicised on its website. Health and Social Care sector in regards to the services transferring to Hoople, will incorporate some of their policies and procedures they have in place, however Hoople have purchased Quality Control System (QCS) which has its own policies and procedures.

- 5.10 In response to a board members question, SW advised adult communities authorised a salary increase for reablement staff following a recruitment campaign to just above the local average. This has now concluded however recruitment is ongoing and remains a challenge.
- 5.11 Cllr Hitchiner raised a complaint received from a supply teacher regarding their pay rates are less than expected. AEC would investigate with the recruitment team and report back.  
**Action: AEC**
- 5.12 MA updated the board in terms of the compliance working together with Herefordshire Council on and the direction going forward. MA advised that Hoople had tendered and awarded a new security contract to a local company, which commenced at the beginning of February.
- 5.13 MA was pleased to report good progress was being made in the implementation of the total mobile software system, currently being used in a test environment to identify any issues.
- 5.14 MA advised there is further work to agree the design liabilities roles and responsibilities for the SLA, currently with HC to review. AEC added that Hoople would take independent legal advice when the council's position is known and insurance had been notified. It was confirmed the insurance team had also been notified from a risk perspective.
- 5.15 AEC advised the arrangement with Maylords Shopping Centre was going well and Hoople continue to work closely with property services to ensure it represents the council's vision. There are a number of planned activities taking place throughout the year at the centre to encouraging the local community and businesses to get involved, and vaccination clinics had been held there and attracted positive comments.
- 5.16 Board acknowledged the risk register and no further risks were identified.

## **6. Draft Business Plan and Draft Budget 2022/23**

- 6.1 AEC presented the updated business plan and budget for 22/23 which account for the increase in National Insurance and the National Minimum Wage. It also includes 2% cost of living award and AEC asked for board's view on this. It was initially felt that this was low, however it was advised that a 2% increase was inline with what the local authority were expecting to offer.
- 6.2 After some discussion, AEC agreed to take comments forward and monitor what shareholders offer as it impacts Hoople staff.

6.3 AEC reported that there was no substantial change to the business plan but would be reviewing the KPI reporting.

## **7. IT Presentation**

7.1 SM gave a presentation on an overview of IT services and the challenges in the future.

7.2 Board noted the contents.

## **8. Forward Plan**

8.1 In addition to the March meeting, AEC would bring a paper on greener footprints.

**Action: KL to update the action plan.**

8.2 Board noted the forward plan.

## **9. Any Other Business**

9.1 There is no other business.