

HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS of HOOPLE LTD held in Committee Room 2 at Plough Lane, Hereford, on Wednesday, 27th March 2024 at 2.00pm.

Board Members present:

Nicola Twigg (NT)	Non-Executive Director – Wye Valley Trust
Tracey Sampson (TS)	Non-Executive Director – Herefordshire Council
Hilary Hall (HH)	Chair and Non-Executive Director – Herefordshire Council

Invited Guests

Jane Ives	Managing Director – Wye Valley Trust
David Waldron	Associate Director of IM&T – Wye Valley Trust

Hoople Officers Supporting the Board:

Audrey Clements (AEC)	Chief Executive Officer
Stephen Weller (SW)	Head of Hoople Care
Mark Aldsworth (MA)	Head of Buildings Operations
Simon Mortimore (SM)	Head of IT
Daley Jones (DJ)	Head of Training & Education
Lisa Yates (LY)	Head of HR & OD
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker

1. Apologies

1.1 Apologies received from Andrew Mclean, Non-Executive Director – Lincolnshire County Council

2. Declarations of Interest

2.1 NT declared she had become a Trustee of Community First.
2.2 There were no other declarations.

3. Minutes, Action Sheet and Matters Arising

3.1 The minutes of the board meeting held on 24th January 2024 were approved as an accurate recording of the meeting.



Actions

2/N – NT reported back to WVT.

3/N – AEC advised that a solicitor had been engaged with and were awaiting a response.

The board acknowledged the updates against the actions and agreed the remaining actions were complete or as part of the agenda.

4. Finance and Business Update

4.1 AEC reported that the move to Auxilium House, Legion Way was on schedule and acknowledged the efforts of the teams involved, including building maintenance and IT. The board also wished to record their thanks to the Project Manager for her hard work in managing the Auxilium House project move.

4.2 AEC explained that EMT had reviewed the company risks, revised the risk management policies and the process of scoring risks.

4.3 AEC reported an improved forecasted outturn position for 2023/24.

4.4 Hoople are holding a wellbeing week in May for staff with various workshops being held by external professionals. Board members were asked to be invited.

Action: AEC/KL

4.5 In response to a question by a board member, SM confirmed that he had been invited to the first meeting of the multi-agency data sharing.

4.6 LY reported that the recruitment team were looking to use Eploy to streamline the shortlisting process so that it will move online and completed electronically. It is anticipated that the system will go live in June 2024.

4.7 LY added that Hoople recently passed the recruitment REC external audit.

4.8 SW advised the main focus of Hoople Care has been to create capacity within the services that supports Discharge to Assess (D2A).



- 4.9 AEC noted feedback received from the board at WVT had been positive and recognised improvements made in relation to Hillside.
- 4.10 JI acknowledged current waiting numbers for Home First had reduced to 4, the lowest recorded and requested data be provided for the length of time it takes from referral to getting care in Home First, in support of WVT's ambition to get patients transferred the same day with the capacity issues resolved.
- 4.11 JI raised bed capacity issues at Hillside and SW confirmed this was not due to vacancies. All referrals are accepted, the issues are due to people being referred having higher dependencies which are causing a strain on the service. It was agreed further work was required on the referral pathway.
- 4.12 DJ attended a school bursars meeting on 12th March as a business development activity which gave the opportunity to explain who Hoople are and the services it could offer, including health and safety services. The event has raised a number of queries being received which are being explored further.
- 4.13 MA advised HC challenged the delivery of the Public Rights of Way (PROW) service due to not meeting the customer's expectations. It was identified that a supervisory input was required and funding is being explored by HC.
- 4.14 It was resolved board:-**
- a) **noted the key updates, risks and performance of the business from January to March.**
 - b) **approved the debt write-off at a total of £815.03.**

5. Draft Business Plan and Draft Budget 2024/25

- 5.1 AEC presented the updated business plan and budget.
- 5.2 It was resolved**
- a) **That the board approves the draft business plan and budget for 2024-25.**



6. Scheme of Delegation and Reservation Update

6.1 It was acknowledged that the current scheme of delegation and reservation is in need of a review to better align with the articles of association and shareholders agreement.

6.2 It was agreed that the scheme of delegation would be reviewed and brought back to board in July.

Action: KL to update forward plan.

7. External Audit Plan 2024/25

7.1 The Board noted the year end audit plan and no concerns were raised.

8. Contract Procedure Rules

8.1 SM referred to changes to the Contract Procedure Rules as detailed in section 3 of the report, mainly due to the variations in the UK law since leaving the EU.

8.2 It was resolved that the Board approved the Contract Procedures Rules Policy and Guidance for formal adoption.

9. Social Value Statement

9.2 The Board approved the revised social value statement.

10. Forward Plan

10.1 The Board acknowledged the forward plan.

11. Any Other Business

➤ Communication and Announcements

It was agreed for the Pay Award and business plan to be communicated to staff. **Action: AEC/ KL**



A tour of Hoople's new offices at Auxilium House, Legion Way followed the board meeting.

