



HOOPLE BOARD

Minutes of a meeting of the Board of Directors of Hoople Ltd held in the Leominster room at Plough Lane, Hereford, on Thursday 28 November 2019 at 2.00pm.

Board Members present:

CLlr David Hitchiner (DH)	Chairman and Non-Executive Director – Herefordshire Council
Andrew Cottom (AC)	Non-Executive Director - Wye Valley NHS Trust
Richard Ball (RB)	Non-Executive Director – Herefordshire Council

Officers Supporting the Board:

Nick Mather (NM)	Chief Operating Officer
Audrey Clements (AEC)	Head of Management Accounting, Herefordshire Council
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker

Invited

Tracey Sampson (TS)	Assistant Director for People, Herefordshire Council
[Redacted]	Training and Education Manager – Hoople

1. Apologies

1.1 Apologies for absence were received from David Warden.

2. Declarations of Interest

2.1 There were no new declarations of interest.

3. Minutes, Action Sheet and Matters Arising

3.1 Minutes of the last meeting held on 24 September 2019 were agreed as an accurate record.

3.2 The Board reviewed the action plan and the following updates were noted:

5/A Investment opportunities - NM advised a meeting was being arranged to discuss the care homes opportunity further.

5/C Lincolnshire County Council Opportunity – AC confirmed he had raised the opportunity with WVT.

5/D Treasury Management – CLlr Hitchiner suggested approaching Coventry Building Society as Herefordshire Council have good interest rates with them.

Action: AEC

Action: KL to update the action sheet



4. Finance and Business Update

- 4.1 NM reported an improvement in the forecast profit and noted a largely unused redundancy provision relating to training and education.
- 4.2 NM was pleased to report a positive response to the Employee Opinion Survey (EOS) with an increased level of participation. NM stated that though the survey indicated good engagement with staff there were specific areas requiring an improved performance.
- 4.3 NM advised that Hoople management team were devising an action plan to address issues arising from the EOS.
- 4.4 AC expressed an interest in the reablement service. It was agreed that an update report would be brought to the next Board meeting regarding the progress of the reablement team.
Action: SW
- 4.5 RB acknowledged that the recruitment supply teaching service was going well and suggested there could be an opportunity to expand the service offering wider.
- 4.6 The Board wished to pass their congratulations onto the revenues and benefits team for the IRRV excellence award they received.

5. Training and Education Update

- 5.1 The Training and Education Manager presented an update report on level of achievements in Training and Education.
- 5.2 The Training and Education Manager explained that funded apprenticeship achievement rates have fallen by 1% in 18/19 compared to 2017/18; these figures will be published nationally in March 2020. Plans have been put in place to increase the achievement rate to 68% for the 2019/20 and so move above the national comparator.
- 5.3 The Training and Education Manager advised a target of 80% of young people on the foundation programme to complete the course and go on to a positive destination. Hoople has scored highly in this area in previous years and it is expected to maintain this level of success.
- 5.4 AC requested that an income profile over the 3 years be provided to the next Board meeting.
Action: [Redacted]



5.5 Training and Education Manager explained that he is keen to expand the service's offering to Hoople's key customer and is working with those customers to understand their needs. AC suggested that, given Hoople's background, developing clinical training should not be ruled out.

5.6 The Board noted the contents of the report and approved the suggested targets.

6. Public Sector Equality Report

6.1 Tracey Sampson, Assistant Director for People was in attendance to present the public sector equality report in respect of diversity data. Hoople are required to report information under the public sector equality duty in their capacity as a provider of public functions.

6.2 TS reported we have data for most of the reportable characteristics for approximately 80% of the workforce; efforts are being made to increase the response rate.

6.3 TS advised there is an anomaly within the report that shows over 90% of employees have refused to disclose their marital status. This is not believed to be the case and appears to be due to difficulties entering the data into Business World; a fix is being developed.

6.5 The Board noted the contents of the report and agreed to the objectives to increase the reporting, publish the gender pay gap information and to be able to capture and report data from point of recruitment.

7. Scheme of Delegation

7.1 NM presented an updated scheme of delegation for approval, the only significant change is the addition under Board's remit to meet external auditors annually without management present as advised by the financial reporting council for Audit Committees.

7.2 The Board approved the revised version and recommended it to the shareholders.

Action: KL

8. Purchase of an Electric Van

8.1 NM sought approval to purchase of a new electric van to replace the current diesel van which is coming to the end of its life. The recommended Nissan van offers the best overall choice; it has a relatively modest cost, is newest on the market and has the largest mileage range

8.2 AEC recommended the fixed asset policy is updated to reflect the depreciation of an electric vehicle over a 2 year period.

Action: AEC



- 8.3 AEC suggested there would be opportunity to use the van for promoting the business. Cllr Hitchiner commented that he would like to see some form of eco / green labelling.
- 8.4 The Board approved the purchase of a new electric van and disposal of the current van.

9. Executive Management Team (EMT) Membership

- 9.1 NM requested approval of [redacted], Training and Education be appointed to the Executive Management Team.
- 9.2 The Board approved the appointment.

10. Forward Plan

10. NM announced that the budget and business plan will be presented to the next Board meeting.

11. Any Other Business

Charitable Donations

- 11.1 NM explained he had been approached by a staff member regarding staff donating to the Hereford food bank and sought the Board's approval for Hoople's name to be associated with any donations.
- 11.2 The Board were happy for Hoople's name to be used providing it was made clear the donations are from staff, not the company.

Lincolnshire County Council

- 11.3 In respect of Lincolnshire opportunity, the Board requested to receive a report by e-mail setting out the specifics of the proposed contract for recommending to shareholders for their approval.

Action: NM

Shareholder Event – 29th January

- 11.4 The Board noted the date for the shareholder event on 29th January and requested visibility of the agenda before the event.

Action NM/KL