

## **HOOPLE BOARD**

Minutes of a meeting of the BOARD OF DIRECTORS of HOOPLE LTD held in Boardroom 1 at Auxilium House, Hereford, on Monday, 5<sup>th</sup> August 2024 at 9.30am.

### **Board Members present:**

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

### **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
Helen Worth (HW)	Information Governance Manager

Tor Stringfellow (ToS)      Audit Partner | Williamson & Croft Audit Limited

## **1. Apologies**

1.1 Apologies received from Andrew Mclean (AM)

## **2. Declarations of Interest**

2.1 There were no declarations.

## **3. Draft Statutory Accounts and Audit Plan 2023/24**

3.1 AEC presented the Statutory Accounts for 2023/24.

3.2 ToS talked through the audit finding report. There was no material issues or outstanding matters, providing a clean audit opinion. ToS explained about the level of materiality set at £259,000. The significant change in the accounts relating to capitalising the building as a fixed asset. ToS confirmed the audit opinion is that Hoople is a going concern.

### **3.3 The Board approved the statutory accounts**

## **4. Minutes, Action Sheet and Matters Arising**

3.1 The minutes of the board meeting held on 29<sup>th</sup> May 2024 were approved as an accurate recording of the meeting.

## **Actions**

*2/Ma MA provided an update on the Gas Safe visit on the 15<sup>th</sup> July.*

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

## **5. Scheme of Reservations & Delegations**

- 5.1 AEC presented the revised Scheme of Reservations and Delegations (SORD), based on the comments from the May Board. TS requested to share the SORD with Herefordshire Council legal team to confirm compliance with the shareholder agreement.

**Action: AEC – to share SORD with TS for review.**

## **6. Hoople Performance**

- 6.1 SM updated the Board on the global IT outage, the system was outside our control but we continued to provide support, which has been well received. SM shared with the Board, that client capital submissions had been rejected due to the revenue implications. SM commented that Hoople are advocating various polices and safeguarding to protect clients when purchasing software.
- 6.2 NT interested to review the new PASS system being used in Hoople Care. TS questioned the recruitment and retention, SW confirmed this is unchanged.

**Action: SW – to arrange a demonstration for NT.**

- 6.4 DJ shared with the Board that he had included board director's names in the application for ILM. MA confirmed the new job management system in Building Services had gone live. AEC confirmed that Hoople are now running daily payments to support the Oxygen Finance project.
- 6.5 NT requested that commentary is provided on the nature of the complaints and the seriousness of the safeguarding incidents and data breaches. TS asked if the absence data was a % or working days lost, LY confirmed it was % of days lost.

**Action: AEC – provided a narrative on the performance data.**

## **7. Strategic Direction**

- 7.1 AEC presented the initial thinking of building on the strategy for the business plan, setting out the elements that build the vision for the future, and the proposed teckal % versus commercial income direction for future years.
- 7.2 TS commented that the shareholder committee at Herefordshire Council will need to be informed and on board with the strategy. TS suggested presenting the vision to the next shareholder committee.
- 7.3 NT commented that the strategy would provide Hoople with a wider perspective from working with new clients, which could benefit the shareholders. Wider experience will strength the shareholders confidence in Hoople abilities to take on bigger contracts.
- 7.4 DJ shared with the Board our approach on assessing new business using a balanced scorecard. NT offered to review the approach.
- 7.5 Board acknowledged the approach, HH asked when there would be progress updates, AEC confirmed updates will be brought to the next Board.

## **8. Real Living Wage**

- 8.1 LY presented the paper on the real living wage consideration. AEC confirmed the real living wage would be considered in the budget setting process.
- 8.2 TS questioned how Hoople wants to be seen as an employer in reference to pay. AEC commented this plays into a growth strategy and engaging the shareholders in a vision for Hoople. LY spoke about people planning, and the challenges of attracting and retaining talent.

### **8.3 The Board approved the recommendation.**

## **9. Forward Plan**

- 9.1 The Board discussed the shareholder event planned for November.
- 9.2 The Board acknowledged the forward plan.

### **➤ Date of Next Meeting**

23rd September 2024, 11:30am -1.30pm, Auxilium House.