

HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS of HOOPLE LTD held in Training room 1, Nelson Building, Hereford on Thursday, 13th October 2022 at 2.00pm

Board Members present:

Andrew Cottom (AC)	Chair and Non-Executive Director – Wye Valley NHS Trust
Andrew Lovegrove (AL)	Non-Executive Director – Herefordshire Council
Andrew McLean (AM)	Non-Executive Director – Lincolnshire County Council (joined via video link)

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

Invited:

David Warden (DW)	Associate Director of IM&T- Wye Valley NHS Trust
Jane Ives (JI)	Managing Director – Wye Valley NHS Trust (joined via video link).
Alan Dawson (AD)	Director of Strategy and Planning
Jayne Clarke (JC)	Associate Chief Medical Officer for Education

1. Apologies

- 1.1 Apologies were received from Cllr Hitchiner, Chair and Tracey Sampson.
- 1.2 Board members were in favour and elected AC to Chair the meeting in the absence of Cllr Hitchiner.

2. Welcome and Introductions

- 2.1 The Chair welcomed Jane Ives to the board as an observer and introductions were made.

3. Declarations of Interest

- 3.1 AC declared an interest in item 8, Education Centre Project as a WVT representative.
- 3.2 No other declarations of interest were received.

4. Minutes, Action Sheet and Matters Arising

- 4.1 The minutes of the meeting held on 18th July 2022 were agreed as an accurate recording.
- 4.2 In relation to action I/J, it was noted that the statutory accounts were due to be formally signed by Andrew Cottom directly after the meeting so the accounts could be filled with Companies House and shared with HC for audit requirements.

5. Finance and Business Update

- 5.1 The board noted the finance and business update report including the 2022/23 outturn position, the progress to date made by the business and key issues and risks.
- 5.2 AEC stated that the company were beginning to see the effect of the rise in cost of living from energy to material costs and continues to be closely monitored, and where possible, steps are being taken to manage these costs.
- 5.3 There were no concerns with the debt position and the cash flow remains strong.
- 5.4 JI sought clarity in terms of the reported overspend in Hoople Care and advised the Homefirst established should be 64 rather than 54wte. AEC noted and confirmed the overspend was in relation to Ridgemoor and Southbank.
- 5.5 In reference to point 3.2 of the report, AEC confirmed the review of salary was in relation to Ridgemoor and Southbank services. Homefirst care workers salary had increased to over £12.50 from 1st April 2022 following a pay review, although it was acknowledged the increase did not have the expected effect to attract more permanent staff and therefore the service was still reliant on agency workers. AEC added Hoople have since employed a recruitment specialist to focus on care recruitment and some impact is beginning to be seen however there is still a struggle to attract care workers.
- 5.6 JI raised concerns with the planned bed reduction at Hillside going into the winter period given the current pressures on the health system and urged the decision to be reviewed. AEC advised that this was due to essential building works being commissioned by Herefordshire Council and agreed to discuss these concerns with the commissioning team.

Action: AEC

- 5.7 SM highlighted recruitment and retention continues to be concern with a number of vacancies in the IT service. Regular SLA relationship meetings are held with key stakeholders and colleagues have been made aware that there is an emerging risk to service delivery, however the service was not affected at this stage due to some interim measures put in place. SM felt that there is a conversation to be had whether Hoople has the correct position on offer as it appears to be the more junior staff suffering retention, with salaries below £20k.
- 5.8 AL raised the difficulties being faced with the retention of staff due to the competitive salaries on offer in the private sector for lower skills jobs and as a result, Hoople may need to reconsider its pay rates to ensure they are appropriate and reflect the changing market to retain staff.
- 5.9 AM queried risk HW27 in relation to loss of key staff was a duplication of HC006 recruitment management in red and whether we. AEC confirmed HC006 related to Hoople Care and will be made clearer going forward. It was agreed that RAG rating of risk would be reviewed since the situation had become more volatile.
Action: AEC
- 5.10 AM observed that P1 incidents are above the target for red rating of 16 and asked if this was an issue whether it should be recorded as a risk. SM explained that the reason P1 incidents appear high was the end users reply to phishing e-mails are captured as priority incidents due to information security education campaign being part of the ISMS (Information Security Management System), therefore it's in the interests of the KPI's to deliver the training and education to the end users.

6. Business Planning Process

- 6.1 AEC presented the business planning report for board's information and acknowledged the pressures in 2023/24 and also will be looking to identify opportunities.
- 6.2 After some discussion, it was agreed a proposal was needed to deal with the inflation costs over a 3-5 year period including pay; and 3/4 scenarios would be presented to the board meeting in January 2023 for consideration.

Action: AEC

7. Hoople Shares Edition 2

- 7.1 AEC presented the Hoople Shares newsletter for board's comment/ approval, proposing to circulate to shareholders to keep them informed of the latest company news.
- 7.2 The board approved the newsletter for circulation.

Action: KL

8. Education Centre Project

- 8.1 Alan Dawson (AD), Director of Strategy and Planning and Jayne Clarke (JC) in her capacity of Associate Chief Medical Officer for Education was in attendance to present an overview of the Education Centre Project and the opportunities it presents to Hoople and the wider community.
- 8.2 At this stage the project was looking for investors and AD would like to welcome Hoople as a strategic partner, as a provider of care, training and development, committed to local services and integration.
- 8.3 AL stated that there could be opportunity for Herefordshire Council to help with the finances but would need further discussion around the costings and income, and in terms of how the operating model would work.
- 8.4 The board were very positive of the opportunity for Hoople to be involved but it felt difficult to get a full feel for the proposal without a detailed business plan and would require shareholder approval should Hoople choose to invest.
- 8.5 AD confirmed that the next step was producing a detailed business case at the end of this year/ beginning of next year and would engage with partner organisations as necessary through the project board which Stephen Weller is part of.

9. Forward Plan

- 9.1 The board agreed the forward plan.