



HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS of HOOPLE LTD held in Boardroom 1 at Auxilium House, Hereford, on Monday, 18th November 2024 at 2pm.

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
Andrew Mclean (AM)	Non-Executive Director – Lincolnshire County 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 Information Technology
Daley Jones (DJ)	Head of Training & Education
Lisa Yates (LY)	Head of HR and OD
Helen Worth (HW)	Company Secretary
Kerry Lawrence (KL)	Business Support

1. Apologies

1.1 There were no apologies.

2. Declarations of Interest

2.1 There were no declarations.

3. Minutes, Action Sheet and Matters Arising

3.1 The minutes of the board meeting held on 23rd September 2024 were approved as an accurate recording of the meeting.

Actions

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

4. Hoople Performance

- 4.1 AEC updated on the company's key performance and risks, including the finance forecast to 31st October 2024. LY shared feedback on the Herefordshire and Worcestershire Chamber of Commerce HR event. AEC confirmed the senior managers had completed IOSH leading safely, one of the actions was to include a narrative on health and safety in future board papers as part of the strategic risks.
- 4.2 AEC shared the impact of the government autumn budget including the changes to national insurance and national minimum wage. The budget setting for 2025-26 will be shared with the board at the next meeting. AM raised that additional financial pressure to SLA's should be raised soon for budget setting within those organisations.
- 4.3 AEC reported no change in the financial outturn. The outturn is on budget to make a small profit of £119k, the outstanding debt remains low, and the cashflow is being managed.
- 4.4 SM drew attention to end of life for some Microsoft products in October 2025.
- 4.5 DJ shared that the grant award for the UK shared prosperity fund was successful. The deadlines for delivering the training are tight, and a project plan has already started. DJ shared the ILM approval enabling Hoople to offer courses in the new financial year.
- 4.6 TS raised a concern about the performance pack's strategic objectives reporting. AEC noted that only changes had been reported.

Action: AEC to include a general narrative in addition to specific achievements.

- 4.7 TS commented the social media campaign information was interesting, and would like to have information on the impact and outcomes of the campaigns.

Action: JW – Include a narrative on the outcome of social media activities.

- 4.8 AEC shared the thinking on the strategic risk register and the use of the diagram. AM commented he liked the format but would have expected to see cyber security as a strategic risk. AM raised that the mitigation against cyber security should be included.

- 4.9 The board questioned the strategic risk on serious organised crime. TS suggested that the report needs to include how risks are managed and mitigation for those risks, commenting the board need assurance not detail. NT offered to work with HW/AEC on the assurance framework.
- 4.10 HH raised whether accommodation was a strategic risk. The board all commented that the strategic financial risks should be included, particularly with the changes to the national living wage and national insurance.

Action: HW/AEC – Meet with NT to discuss the assurance framework for managing risk.

5. Strategic Direction

- 5.1 AEC updated on the continued work on the agendas for growth, people and continuous improvement. The Venn diagram has been used to show the linkages between each agenda.
- 5.2 AEC discussed the impact of changes in national insurance and national minimum wage on the budget setting for 2025-26. In addition Herefordshire Council considering the services they require from the SLA. The board requested that the draft budgets include the impact of the SLA, and proposed moving the next board meeting to allow the work to be concluded.
- 5.3 AM raised that delivering savings in year is a risk and the planning should be in place for 2026-27.

Action: AEC move the January board meeting confirmed 14th February 2025.

6. Spotlight: Building Services

- 6.1 MA presented to the Board a spotlight on Building Services covering:
- The history and journey of building services.
 - The range of services and variety of activities delivered.
 - The structure of the team.
 - The current challenges and opportunities.
- 6.2 All Board members commented agreed this was an area for growth.

7. Forward Plan

7.1 The Board acknowledged the forward plan.

8. Any Other Business

➤ Communication and Announcements

HH agreed to do an all staff message for Christmas.

➤ Date of Next Meeting

14th February 2024, 10am – 12am, Auxilium House.