

Hoople Board	
Wednesday, 26 March 2025	
11.30am – 13.30pm – Boardroom 2, Auxilium House	
Chair:	Nicola Twigg (NT) – Hoople Director (Wye Valley Trust)
Board Members:	Andrew McLean (AM) – Hoople Director (Lincolnshire County Council) Tracey Sampson (TS) – Hoople Director (Herefordshire Council)
Hoople Officers:	Audrey Clements (AC) - Chief Executive Officer 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 Stephen Weller (SW) – Head of Hoople Care
Apologies:	Helen Worth (HW) - Company Secretary Hilary Hall (HH) – Hoople Director (Herefordshire Council)

	Item
1	Apologies
1.1	Apologies received from Helen Worth and Hilary Hall
2	Declarations of Interest
2.1	There were no declarations.
3	Minutes, Action and Matters Arising
3.1	The minutes of The Board meeting held on 14 February 2025 and on 17 th March 2025 were approved as an accurate recording of the meeting.
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	AC shared Hoople attended a Wye Valley NHS Trust Board workshop, NT shared the feedback was very positive.
4.2	AC updated the Board on the discussions and scrutiny of the service level agreement with Herefordshire Council. AC explained the level of savings required.
4.3	AC confirmed there are no debt write offs for 24-25, and that the debt collection rate for Hoople is at 98%.
4.6	SM explained the additional work for partners which is non SLA.

4.7	LY highlighted the focus in the next couple of months on the full annual review cycle. TS asked whether the SCP allocation process was to be reviewed, LY confirmed that this is something she would like to get to but is part of a wider piece of work.
4.8	SW updated on the recruitment to the Care services, TS asked about the movement since the last Board and asked about attrition rates. TS commented the pipeline information was helpful.
4.9	DJ was pleased to report the over achieved of the UKSPF and shared the development of the insights provision. TS and NT both commented on the positive benefits of the insights model.
4.10	TS thanked LY for the annualised turnover in the performance appendix on the HR data.
5	Business Plan and Budget
5.1	AC shared the business plan for 25-26. TS shared comments on the people agenda and strategic objectives wording.
	AC Business plan wording to be updated to reflect the comments from The Board. The Board approved circulation of the Business Plan to the Shareholders for approval.
5.2	AC shared the amended budget reflecting the Business World contract arrangements and the impact of proposed savings for Herefordshire Council before any additional redundancy costs.
6	Annual Financial Audit Plan
6.1	AC shared the audit plan from Williamson & Croft, NT confirmed the plan had been reviewed at the Audit and Assurance subcommittee.
	The Board approved the audit plan.
7	Gender Pay Gap
7.1	LY shared the gender pay gap report. Discussion was had on the action plan. TS shared information from the Government evidence base. NT shared insight from the George Eliot work that is publicly available.
7.2	AM asked about whether Hoople had looked at the gender pay gap within grades. TS shared that research shows promoting flexibility to males has an impact on gender pay gap. LY confirmed work is on-going on the action plan.
9	Forward Plan
9.1	The Board acknowledged the forward plan.
10.1	Any Other Business
11	➤ Communications and Announcements No communications to share

➤ **Date of Next Meeting**

30 May 25 – 10am – 12pm – Auxilium House