



HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS OF HOOPLE LTD held via Microsoft Teams on Monday 28th September 2020 at 2.30pm.

Board Members present:

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| Cllr David Hitchiner (DH) | Chairman and Non-Exec Director, Herefordshire Council |
| Richard Ball (RB) | Non-Executive Director, Herefordshire Council |
| Andrew Cottom (AC) | Non-Executive Director, Wye Valley NHS Trust |

Officers Supporting the Board:

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| Audrey Clements (AEC) | Acting Chief Operating Officer |
| Tracey Sampson (TS) | Assistant Director for People |
| Stephen Weller (SW) | Training and Education Manager |
| Kerry Lawrence (KL) | Company Secretary Support / Minute Taker |
| Andy Wood (AW) | Bishop Fleming (Item 3 only) |
| James Law (JL) | Bishop Fleming (item 3 only) |

It was acknowledged that the Board of Directors met with the external auditors prior to the Board meeting, independent of management present to discuss matters relating to its remit and any issues arising from the annual audit.

1. Apologies

1.1 There were no apologies for absence.

2. Declarations of Interest

2.1 There were no new declarations of interest.

3. Financial Statements 2019-20 including the Directors and Auditors Report (Appendix A)

3.1 The Acting Chief Operating Officer presented the financial statements for 2019/20 for approval and advised the only significant change was the addition of reference to covid-19 under the strategic report and as a going concern.

3.2 It was highlighted a signed letter of support would be required from Herefordshire Council in the absence of a signed SLA to provide assurances of commitment over the next 12 months.

3.3 The board approved the financial statements for 2019/20 and letter of support.



- 3.4 JL commended the team for a smooth and efficient audit process regardless of the new ways of working this year, and thanked the team for their efforts.
- 3.5 The board noted the key issues report.
- 3.6 The board asked for their thanks to be passed on the team for their hard work.

4. Minutes, Action Sheet and Matters Arising

- 4.1 The minutes of the meeting held on 28 July 2020 were agreed as an accurate recording of the meeting.

Action update:-

10/G – Standard Life Pension Review: an initial assessment is to be carried out and will set out some options. It is hoped that the results will be available for the next board meeting in November.

Board acknowledged the remaining updates.

5. Finance and Business Update

- 5.1 AEC reported a forecast outturn position of £321k profit after tax in-line with the business plan.
- 5.2 AEC acknowledged provisions made for 19/20 could be released and carried forward into the current financial year which will assist with any shortfall in income. AEC confirmed income streams are steady, particularly in recruitment who are performing exceptionally well beyond what was predicted in April and would be continued to be monitored as we approach the autumn period and potentially further restrictions if a second wave of covid is encountered.
- 5.3 AEC advised debt is slightly higher than expected but had no concerns at this stage.
- 5.4 Hoople/ Council SLA is due to go through the council's governance process by the end of October and are not envisaging an issues.
- 5.5 AEC confirmed the new Head of IT is due to start on the 12th October and an induction programme was being devised for him.
- 5.6 It is expected the Revenues and Benefits team to be busy over the coming weeks as the Test and Trace Support Payment scheme is due to be launched, a Government scheme which pays a lump sum payment of £500 to anyone who is asked to self-isolate due to



covid and meets the qualifying criteria eg. low income/ receives certain benefits. There is a check and verification process before payment can be processed and workforce capacity is currently being identified.

- 5.7 Hillside and Homefirst teams are growing. Hoople has recently sponsored the Hereford Times Care Awards and nominated a number of its carers. Positive feedback was received.
- 5.8 Monitoring levy pot make sure we have adequate funds for any other people wanting to do an apprenticeship with us.

6. Business Planning Process

- 6.1 AEC outlined the budget planning process to the board advising that budget planning has already started and will become clearer when SLA requirements are known.
- 6.2 AEC reported a five year budget would be produced to enable longer term development planning and would incorporate growth areas.
- 6.3 AEC explained a contract register was being set up for Hoople so that any inflation costs could be identified and accounted for.
- 6.4 RB suggested in the current climate to look at better value and greater efficiencies. AEC expected to see savings as a result of the accommodation review of Hoople.
- 6.5 RB asked whether the cash balance investment opportunities would be considered as part of the budget planning process. It was agreed it was a discussion as part of the business plan.

7. Scheme of Delegation and Reservation

- 7.1 The Scheme of Delegation and Reservation was updated to reflect recent appointments and authorisation limits for the Head of IT and Chief Operating Officer, Audrey Clements.
- 7.2 The Board approved the revised version and recommended it to the shareholders.
Action: KL

8. Chair of the Board



- 8.1 The current term of office concludes and it was agreed Cllr Hitchiner would continue the role of Chair until 1st January 2021 when Andrew Cottom would take the lead for a period of twelve months.

9. Forward Plan

- 9.1 TS reported government may not require gender pay gap data to be reported this year due to the covid crisis.
- 9.2 It was agreed to add options for investment to the November board meeting.
Action KL

10. Any Other Business

- 10.1 It was agreed an introductory meeting with each board member would be arranged with the new Head of IT who starts on 12th October.
Action KL

➤ Communication and Announcements

It was agreed to share a board update with staff on a rolling basis in the monthly team brief internal newsletter.

Action AEC/KL