

HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS OF HOOPLE LTD held via Microsoft Teams on Wednesday 21st July 2021 at 9.00 am.

Board Members present:

Andrew Cottom (AC)	Chairman and Non-Executive Director representing Wye Valley NHS Trust
Cllr David Hitchiner (DH)	Non-Exec Director representing Herefordshire Council

Officers Supporting the Board:

Audrey Clements (AEC)	Chief Operating Officer
Stephen Weller (SW)	Head of Commercial Development
Tracey Sampson (TS)	Assistant Director for People
Mark Aldsworth (MA)	Head of Buildings Operations
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker

Invited:

David Warden (DW)	Associate Director IM&T, Wye Valley NHS Trust
-------------------	---

1. Apologies

- 1.1 Mark Aldsworth, Building maintenance and cleaning lead was welcomed to the meeting.
- 1.2 Apologies were received from Richard Ball.

2. Declarations of Interest

- 2.1 There were no new declarations of interest.

3. Minutes, Action Sheet and Matters Arising

- 3.1 The minutes of the meeting held on the 30 March 2021 were approved as an accurate record subject to removing reference to Cllr Hitchiner being Chairman.
- 3.2 Board acknowledged the progress on the action plan.

4. Finance and Business Update

- 4.1 The board noted the finance and business update report including the 2021/22 outturn position, the progress to date made by the business and the key issues and risks.

- 4.2 The board acknowledged continued high volumes of customer contact being delivered in Revenues and Benefits, also whilst transitioning to home working and wanted to record their thanks and congratulations.
- 4.3 TS reported due to changes in Herefordshire Council's Childrens services, there was a high level of recruitment taking place rapidly which the Hoople team are supporting the council with and stepping up to the challenge.
- 4.4 Following a question from a board member, TS confirmed that staff wellbeing was a priority and is continually monitored through various channels including wellbeing surveys. It was also noted that having an approachable and responsive Chief Operating Officer staff have become to know has helped. Also acknowledging the response to the home working contracts has demonstrated what is being put in place works for staff whilst also taking into account business needs.
- 4.5 There were some concerns raised about home working and the lack of creative thinking. AEC acknowledged that whilst Nelson building does not accommodate all staff, it does however have facilities for staff groups to come together for wider pieces of work and training. The board were encouraged by this.
- 4.6 SW reported that kick-start is going well with 30 places at WVT with 5 live vacancies and approx. 4 new starters on the scheme. Currently awaiting for starters in Wye Valley Trust, Herefordshire Council and Hoople.
- 4.7 SW confirmed that investment has been put into the training team to develop and support the HOW system, EMT level training, SMT training and core group of training being delivered by various methods, in person and online.
- 4.8 AEC in SM absence explained that the Schools IT team were asked to speak at a national event on the success of the getting the education datalink up and running.
- 4.9 There was a conversation around how investment opportunities could benefit Hoople's Shareholders. DW noted the WVT IT contract was due for renewal and felt the relationship with Hoople was in a much stronger place.
- 4.10 MA confirmed the transfer to Hoople had gone well and the team felt welcomed. Some gaps had been identified in terms of vacancies and systems, and these were being addressed. The mood amongst the team was good and they see the move as a good opportunity and look forward to developing that further.
- 4.11 AEC highlighted the risk around staff sickness and isolation due to Covid is a concern as the infection rates locally are high, and the impact it could have on the staff groups particularly front line workers whom cannot work from home. The policy around wearing face masks when moving around the building and maintaining social distance is still in place, and similarly staff using Hoople's Shareholders buildings are expected to follow their rules.

5. Draft Statutory Accounts and Audit Plan 2020/21

- 5.1 AEC presented a draft set of accounts in the last stages of being audited by Bishop Fleming. AEC stated that no concerns had been raised to date and the audit appeared to be going well with some onsite visits taking place.
- 5.2 AEC explained that there were still some changes to be made to the accounts including a requirement for a stronger statement around the going concern due to a change in the accounting regulations however this was not seen as a concern.
- 5.3 AC asked if the strategic direction statement could be moved to the top of the document under the strategic review to bring to the reader's attention.
Action: KL
- 5.4 It was agreed that tuped should be amended to TUPE'd. No other comments were received.
Action: KL
- 5.5 AEC noted that Bishop Fleming had been invited to the September board meeting to present their findings and the final set of accounts for board's approval.

6. Hoople Care

- 6.1 SW explained there was an opportunity to expand the Hoople Care model into Residential and Respite services and gave a presentation setting out the project, timelines and plans to grow the provision as a service in its own right. The transfer of Residential and Respite services would include around 100 staff comprising of front line care workers and registered managers
- 6.2 SW also explained that part of the project there was a consultation currently underway to address concerns around pay, terms and conditions for staff at Hillside and Homefirst.
- 6.3 SW acknowledged the project was currently at phase 2 and Hoople were on track to deliver these services from 1st August however there may be reliance placed upon the council's CQC individual for a short period whilst Hoople's care registration is being processed. SW will be Hoople's CQC representative.
- 6.4 AEC gave assurances that considerations had been given to ensure adequate insurance cover was in place and ongoing discussions are being held with adult social care to manage the governance and risks.

7. Employee Opinion Survey

7.1 AEC presented a summary of the results of the recent Employee Opinion Survey. Overall the results were positive with some improvements identified.

7.2 The board acknowledged the contents of the presentation and next steps.

8. Forward Plan

8.1 The board acknowledged the forward plan.

8.2 It was acknowledged the Shareholder event is planned for September however a date is to be confirmed and hoped that Lincolnshire will be available to attend should the governance arrangements be in place by the time of the event.

9. Any Other Business

➤ **Communication and Announcements**

It was confirmed a board update is included in the monthly staff newsletter and AEC will pass on the board's thanks to revenues and benefits staff for their hard efforts.

Action: AEC

AEC acknowledged Howard Oddy's passing and how he was an instrumental part in the formation of Hoople in 2011.

➤ **Date of Next Meeting**

It was noted the meeting on 23 September 2021 is to be rearranged.