



## **HOOPLE BOARD**

Minutes of a meeting of the BOARD OF DIRECTORS OF HOOPLE LTD held in Council Chamber at the Shire Hall, Hereford on Wednesday 29 January 2020 at 11.00am.

### **Board Members present:**

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

### **Officers Supporting the Board:**

Nick Mather (NM)	Chief Operating Officer
Audrey Clements (AEC)	Head of Management Accounting, Herefordshire Council
{Redacted}	Training and Education Manager – Hoople
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker
Josie Rushgrove (JR)	Head of Corporate Finance (Item 6 only)
John Lewis (JL)	Assistant Accountant (Item 8 only)

### **Invited:**

David Warden (DW)	Associate Director IM&T, Wye Valley NHS Trust
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## **1. Apologies**

1.1 Apologies were received from Clive Hall.

## **2. Declarations of Interest**

2.1 There were no new declaration of interest.

## **3. Minutes, Action Sheet and Matters Arising**

3.1 The minutes of the meeting held on 28 November 2019 were agreed as an accurate recording of the meeting.

3.2 The board noted the progress with the actions arising from previous meetings.

## **4. Finance and Business Update**

4.1 NM reported an outturn position of £379k after tax, a slight increase to the forecasted profit position.

4.2 It was noted that Ofsted visited Training and Education w/c 20 January and a draft report was expected later in February. The board thanked [redacted] and the team for all their efforts.



- 4.3 NM noted that the KPI's showed a dip in backup performance. New backup software is being implemented in the next financial year and is expected to raise the KPI to 99%.
- 4.4 The board noted the Finance and Business update report presented by the COO.

## **5. Draft Business Plan and Draft Budget 2020/21**

- 5.1 NM presented the draft business plan for discussion.
- 5.2 RB suggested expanding on new initiatives to include potential opportunities available for Hoople to explore and care homes.  
**Action: NM**
- 5.3 AC recommended strengthening the business plan with a greater emphasis on Hoople's core values and key objectives.  
**Action: NM**
- 5.4 [Redacted] reported that new discussions had begun with WVT to explore the support which could be offered by the training and education team, [Redacted] considered that these discussions had gone well.
- 5.5 DH recommended reviewing the model of transport services provided in Milton Keynes.  
**Action: DH to share contact details with NM/AEC.**

## **6. Contract Procedure Rules**

- 6.1 NM presented the updated contract procedure rules with some material changes following a scheduled review. The material changes concerned increasing the threshold for obtaining quotations using an electronic procurement system from £25k to £75k and defining the role of the Procurement Officer.
- 6.2 It was also noted that the rules reflected the incorporation of EU thresholds into national law and so ensured compliance after Brexit had taken effect.
- 6.3 The board approved the changes to the contract procedure rules.

## **7. Internal Audit Reports**

- 7.1 John Lewis (JL), Assistant Accountant, was welcomed to the meeting.



- 7.2 JL explained that a slightly different approach was used for internal audit during 19/20 whereby junior members of the finance team assisted more experienced members in undertaking the audits. In addition to completing the audits, this allowed the junior members to meet the syllabus requirements of their finance studies.
- 7.3 Four internal audits were undertaken in 2019/20 including; asset register, travel and subsistence, employee contracts and petty cash policy. JL gave a brief overview of the findings, no areas of concerns were identified.
- 7.4 A number of recommendations were put forward as a result of the internal audits and are to be being logged to enable regular progress monitoring by the Executive Management Team.
- 7.5 AC suggested rating the importance of the recommendations and JL advised this was being added to the report going forward. Board asked to be sighted of progress and it was subsequently agreed a tracking report, including action completion dates be included in the finance and business update.  
**Action: KL**
- 7.6 AC will share the template audit tracking report used by WVT for consideration.  
**Action: AC**
- 7.7 AEC advised that SWAP conducted a follow up audit of the payroll service on behalf of Herefordshire Council which Hoople take assurances from as the same processes and systems are used. The audit concluded satisfactory that the recommendations had all been addressed.

## **8. Policy Update (annual update)**

- 8.1 The board noted the policy register updates.

## **9. Forward Plan**

- 9.1 The board noted the forward plan updates.
- 9.2 NM advised that Hoople has not identified any Brexit impacts. Approximately 10 EU nationals are Hoople employees and must apply for settled status.
- 9.3 The board asked that shareholder meetings and an update on the Standard Life pension fund (in terms of its performance and charges) be added to the forward plan.  
**Action: KL**



## 10. Any Other Business

10.1 Cllr Hitchiner referred to the Microsoft Gold Development Partnership and the standard they offer included greater discounts for software writing. NM felt that it was not relevant for Hoople, however would explore this and confirm back to board.

**Action: NM**

10.2 Cllr Hitchiner expressed his thanks to the team after another successful year with increasing surplus.