

HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS of HOOPLE LTD held in Boardroom 1 at Auxilium House, Hereford, on Monday, 23rd September 2024 at 11.30am.

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 – Remotely

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
Helen Worth (HW)	Information Governance Manager

1. Apologies

- 1.1 Apologies received from Lisa Yates (LY)

2. Declarations of Interest

- 2.1 There were no declarations.

3. Appointment of the Company Secretary

The board approved the appointment of the company secretary, subject to a C.V. being shared with the board for assurance.

4. Minutes, Action Sheet and Matters Arising

The minutes of the board meeting held on 5th August 2024 were approved as an accurate recording of the meeting.

Actions

NT commented the PASS system demo was really interesting and informative.

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

5. Hoople Performance

- 5.1 AEC updated that Auxilium Building has been given an A rating for energy efficiency. AEC shared we are developing the risk register and will be adding a narrative to the report for future Board meetings.
- 5.2 AEC updated on the safeguarding work that Hoople are doing working with an external provider.

Action: AEC - Include update from the sub committees in the board papers

- 5.3 SM draw attention to the cyber assessment framework that affects a number of partner organisation and customers. SM also shared that there has been a 4 month delay in the application of the Procurement Act 2023 awaiting a policy statement that the government is preparing for February 2025.
- 5.4 SW shared that provider information requests have been received for both Hillside and Homefirst. HH clarified is this a precursor to a CQC inspection.

Action: SW – Share the results of the annual survey with the Hoople Care Sub Committee

- 5.5 DJ shared he is waiting for the outcome on a tender to provide additional training. DJ also shared that one of the Hoople trainers has been nominated as Trainer of the year, in the Hereford Times Care Awards, by an external customer. SW confirmed one of our Registered Managers has also been nominated for an award. AEC shared that Hoople is a finalists in the Herefordshire Means Business Awards Employer of the Year category.
- 5.6 MA expanded on the new job management system that has gone live in Building Services.
- 5.7 AEC shared the work that the senior management team on the strategic objectives. TS raised the data sets should be going to the subcommittees.
- 5.8 AM requested the board receives a brief synopsis on where we are on the highest scoring risks, answering whether the mitigation actions are having the intended impact on the risk. AEC and HW provided assurance they are working on the risk register and will develop reporting to the board.

Action: AEC – Include a narrative on risks scoring 12 and above, explaining the risk and whether the actions are achieving the mitigation.

6. Strategic Direction

- 6.1 AEC updated the Board on the progress the management team are making on the strategic direction through developing the strategies on Growth, People and Transformation.
- 6.2 TS and AM both provided comments on the draft People strategy at the People subcommittee. TS commented to take time to get the strategy right and not to rush to finish it.
- 6.3 NT has agreed to provide feedback on the draft growth and transformation strategies at the audit and assurance subcommittee. AM shared that developing a transformation strategy takes time, and advised that the investment in resource should not be underestimated, we need to have an investment mind-set.
- 6.4 HH advised ensuring that the three documents come together and finding the sweet spot. AEC recognises there needs to be a common thread between the documents and pulling in the same direction. NT spoke about the focus and making sure we achieve the right things. DJ spoke about the model being developed to assess new business.

Action: AEC – include the inter-connections between the documents.

7. Spotlight: Information Technology

- 7.1 SM presented to the Board a spotlight on Information Technology covering:
 - Organisational Summary
 - Services
 - Projects overview and examples
 - Service feedback
 - Complexity
 - Future Challenges

Action: SM – Follow up with HH on decision making and opportunities in HC.

8. Forward Plan

The Board acknowledged the forward plan. HH requested additional spotlights on service areas to be included in the forward plan.

9. Any Other Business

➤ Communication and Announcements



AEC updated that monthly all staff briefings have been introduced in order to share the development of the business planning, updates and to celebrate success.

The Board requested the next all staff briefing includes acknowledgement of the Board's support of the work on the strategic direction.

➤ **Date of Next Meeting**

18th November 2024, 2pm - 4pm, Auxilium House.