

Hoople Board	
Monday, 21 July 2025	
1:30pm – 4.30pm – Boardroom 2, Auxilium House	
Chair:	Nicola Twigg (NT) – Hoople Director (Wye Valley Trust)
Board Members:	Andrew McLean (AM) – Hoople Director (Lincolnshire County Council) Anthony Oliver (AO) – Hoople Director (Herefordshire Council) Hilary Hall (HH) – 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 Helen Worth (HW) – Company Secretary
Apologies:	
Guests	Helen Higginbotham – HCR Law Tor Stringfellow (TS) – Audit Partner, Williamson & Croft

	Item
1	Directors Responsibilities
1.1	Helen Higginbotham from HCR Law attended and delivered a presentation about Directors Responsibilities
2	Introduction and Apologies
2.1	No apologies for the meeting had been received.
3	Declarations of Interest
3.1	HH declared an interest in the item to be discussed under Any Other Business. Given the nature of the item HH will leave the meeting prior to the discussion of the agenda item.
4	Minutes, Actions and Matters Arising
4.1	The minutes of The Board meeting held on 30 May 2025 were approved as an accurate recording of the meeting.
4.2	The Board acknowledged the updates against the actions. NT requested that updates to the one open action are added to action sheet with regards so that Board have
5	Draft Statutory Accounts and Audit Plan 2024/25

5.1	TS presented the audit findings report confirming that it is anticipated that their audit report will be unmodified. There are no actual adjustments needed for the financial statements except for a reduction in the corporation tax charge.
5.2	TS explained about the level of materiality set at £268,000 and shared the audit work to consider the significant audit risks. TS confirmed the audit opinion is that Hoople is a going concern.
5.3	NT queried how the significant audit risks would be managed. AC/HW confirmed that they will be recorded, monitored and reported to Audit and Assurance.
5.4	The Board acknowledged the hard work Debbie Griffiths has done to complete the accounts and also the reduction to corporation tax due to her thorough approach.
6	Business Performance
6.1	AC shared an update around the work we have done with SOCITM and the feedback that we have received from them. SOCITM recognised our potential to work with other Councils in the future and they have asked us to work with them on other projects.
6.2	AC shared an update on our pulse survey. We would like to see a higher response rate and will be looking to make the survey as accessible as we can to employees i.e. those who don't have access to a laptop. The first 3 questions will be the same each time to provide us with an employee engagement score.
6.3	AC presented a summary of the sub-committees and decisions made.
6.4	AC shared that we have amended our approach to the Board report and have split the service area updates into 3 sections. Those items that we need to alert Board to, items under development that Board need to be aware of and items of assurance and successes to celebrate.
6.5	AC shared that we are still working on the financial outturn forecasting, at the moment in a loss position which is taking into account a reasonable amount of mitigation. Budget setting will follow on from the forecasting so that we can get ahead and be clear on where we are going.
6.6	NT would like to understand when Board are likely to receive a full review of what it means, where it sits and how it will be financed.
6.8	AO suggested that there is also a link to how we are developing our commercial opportunities and driving profit opportunities managed with the resources that we have.
6.9	AC confirmed that DJ has been leading the growth work. EMT have gathered growth ideas and are refining the opportunities to be focused on this year. The growth update will be presented to Audit and Assurance Sub-Committee in September and an update will be included within the Board papers. for September
6.10	SM shared the implications of the NHS 10 year plan and how they may impact Hoople.

6.11	SM updated Board around some very substantial mergers and acquisitions within the tech space in recent years. Good contract management will be key going forward.
6.13	NT queried the 9 resignations in June and wondered whether exit interviews had been completed to understand why the individuals had left. AC confirmed that the 9 leavers related to a team who had transferred back to Herefordshire Council.
6.14	SW updated Board around the work being done to reduce agency spend and looking at over recruiting to cover training, sickness, leave etc. SW also advised Board that we have been receiving lots of positive feedback about our performance and we are ready for a CQC inspection.
6.15	DJ advised that Board that following on from the success of the UKSPS funding the training team are looking to deliver more qualifications to attract further funding. The team have been conducting market research activity with the support of the skills for care area manager.
6.16	MA confirmed that it has been very much business as usual for BM&C. Some challenges with project work have impacted the team's ability to deliver business as usual however are working with HC colleagues to resolve any issues and agree a future way of working.
6.17	AC provided an update about Revenues and Benefits. The team are seeing an increase in challenge around second homes and empty properties however HC have been supportive in particular with respect to verbal abuse individuals have been subjected to.
6.18	AC advised that we are automating small parts of transactional finance with a view to drive costs down and reduce resource
7	Board Assurance Framework
7.1	HW presented the updated BAF document and talked through the updates that had been made. Changes have been made to the financial viability, stakeholder engagement and loss of critical role risks. These are as a result of the savings Hoople are being asked to make to the HC SLA. Other updates have been made to the gaps in assurance and sources of assurance and NT suggested that future updates are detailed within an appendix or highlighted in different colour text
8	Forward Plan
8.1	The Board acknowledged the forward plan
9	Any Other Business
9.1	AC advised the Board that Hoople have been approached by HC and asked to take on a service under contract which is potentially due to go into administration at the end of July. The service is currently being delivered on behalf of HC by a third party and HC want to ensure service continuity.

9.2	AM suggested that there is not currently enough detail within the report to allow Board to make an informed decision however appreciates that the information is still being gathered and a mobilisation plan is being developed.
9.3	AO suggested that the request should go through the SLA change control process so we have some assurance around requirements and risks.
10	<ul style="list-style-type: none"> ➤ Communications and Announcements No communications to share ➤ Date of Next Meeting <p>29 September 25 – 2pm – 4pm – Boardroom 2, Auxilium House</p>