HOOPLE BOARD

Minutes of a meeting of the BOARD OF DIRECTORS OF HOOPLE LTD held via Microsoft Teams on Thursday 19th November 2020 at 2.00pm.

Board Members present:

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:

Audrey Clements (AEC)	Chief Operating Officer
Stephen Weller (SW)	Training and Education Manager
Simon Mortimore (SM)	Head of IT
Tracey Sampson (TS)	Assistant Director for People (joined during item 4)
Kerry Lawrence (KL)	Company Secretary Support / Minute Taker

Invited:

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

1. Apologies

1.1 There were no apologies for absence.

1.2 The Board welcomed Simon Mortimore, Head of IT to the meeting.

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 28 September 2020 were agreed as an accurate recording of the meeting.

Actions update:-

10/A – SM reported Siemens have released documentation for a design model which is being explored.

All other actions were acknowledged as complete or for discussion as part of the agenda.

4.   Finance and Business Update

4.1   AEC reported an improved outturn position of £341k, slightly ahead of the business plan projection this is due to additional commercial income in IT than anticipated and improvements within recruitment, other areas remain stable.

4.2   AEC reported the debt position remains high however there were no concerns with payments at this stage.

4.3   AEC confirmed Hoople's cash position remains strong.

4.4   AEC confirmed Herefordshire Council SLA had been approved.

4.5   It was acknowledged that that recruitment service were doing well particularly in the current climate and income is predominantly based on council business.

4.6   AEC reported as we enter the second lockdown, resources had been refocused on processing track and trace payments and business grants in relation to covid.   RB asked should there be a variation to the SLA be required and just being mindful of SLA requirements are being met. AEC felt this was not of concern at this stage however it's something we may want to consider.

4.7   RB queried whether there was any scope for Hoople to support the council's redeployment activities and suggested a conversation might be beneficial. AEC was unsure whether Hoople would have capacity as front line services and other areas continue to see higher demands.
Actions: RB to take discussions forward

4.8   DW commented that the relationship with WVT was positive and the contact had with Simon was engaging.

4.9   In response to a question in relation to back-up performance KPI scored as red, SM explained the underpinning performance indicators were all green and the overarching KPI to secure the data had been successful, however the capacity of the back-up had overwhelmed the automated system causing it to fail requiring manual input. SM confirmed no data or back up points were lost but the red scoring signifies the failure of the automated system. The new system being introduced has higher capacity to address the automated failure.

4.10   The board congratulated payroll on processing the teachers' pay award ahead of Christmas period and acknowledged the team's efforts.

 [TS joined the meeting].

4.11   SW provided an update in terms of Training and Education and advised a green light was awaited from DWP for the kick-start scheme to go-live. In response to Cllr Hitchiner comment, SW advised that a local authority representative had been in contact with local businesses securing placements as the minimum threshold is 30. The scheme is generally relied upon local authority to facilitate the scheme, however there are national providers also.

5.   Performance Related Pay and Pay Structure

5.1   AEC presented a proposal to replace the current performance, review and development scheme with a more effective employee appraisal system focused on objectives as well as development and employee wellbeing. Pay progression would be linked to the achievement of objectives, learning and development, and career pathways.

5.2   A full pay review would be carried out to enable the development of future pay progression arranged to be linked to career development to add value to Hoople and the services it provides.   The review is to be completed by July 2021.

5.3   The board agreed the recommendations and for the revised pay award scheme, and pay review to be adopted. AEC to communicate internally to staff.
Action: AEC

6.   Relocation of Hoople

6.1   AEC explained that an opportunity had been presented to bring all Hoople services together into one building to create a Hoople hub. Nelson House was being vacated by Children's services and gave Hoople a focus of relocating. The idea being it will create an identity for Hoople separate to other partner organisations and an office space where shareholders and customers can visit and host staff events, board meetings and shareholder events from.

6.2   There would be a need to operate a mixed model in terms of staff working from home and office based as the building does not have capacity to accommodate current maximum staffing levels.

6.3   There are further options to discuss and considerations to be made of the lease arrangements.

6.4   In response to a question in relation to costs, AEC confirmed costs would be minimal in terms of the move but expected expenses for the branding and any other building expenses dependent upon requirements. It was agreed a proposal would be presented to the January board.
Action: AEC

6.5 Concerns were raised around parking and accessibility issues. AEC confirmed there were an allocation of 10 parking spaces onsite for accessibility needs/ visitors, additionally there were ongoing discussions around the use of Woodpecker Square however staff would still have the option to use Plough Lane parking facilities a short walk away.

6.6 AEC commented other properties have been considered but didn't meet Hoople's requirements to house all Hoople services.

[AC left the meeting]

7.   Executive Management Team (EMT) Membership

7.1 AEC requested approval of Simon Mortimer, Head of IT be appointed to the Executive Management Team.

7.2 The board approved the appointment.

8.   Forward Plan

8.1 The board reviewed the forward plan and agreed an update on Nelson costs would be brought back to the January meeting.

8.2 It was also agreed to add a shareholder event in March in conjunction with Hoople's 10 year anniversary.

9.   Any Other Business

Social Value Statement

9.1 AEC requested the board's view in an adopting a social value statement as requested by the council as a supplier to the council.

9.2 Board were happy to support this request and agreed the statement would be bought back to board for formal agreement.
Action: AEC

➢   Communication and Announcements

9.3 Cllr Hitchiner expressed a want to do a Christmas video message to all staff.
Action: AEC/ KL to make the necessary arrangements