

Hoople Board	
Friday, 30 May 2025	
10am – 12pm – Boardroom 2, Auxilium House	
Chair:	Nicola Twigg (NT) – Hoople Director (Wye Valley Trust)
Board Members:	Hilary Hall (HH) – Hoople Director (Herefordshire Council)
Hoople Officers:	Audrey Clements (AC) - Chief Executive Officer Daley Jones (DJ) - Head of Training & Education Lisa Yates (LY) - Head of HR and OD Mark Aldsworth (MA) - Head of Buildings Operations Simon Mortimore (SM) - Head of Information Technology Stephen Weller (SW) – Head of Hoople Care
Apologies:	Andrew McLean (AM) – Hoople Director (Lincolnshire County Council) Anthony Oliver (AO) – Hoople Director (Herefordshire Council) Helen Worth (HW) - Company Secretary

	Item
1	Apologies
1.1	Apologies received from Andrew McLean, Anthony Oliver and Helen Worth
2	Declarations of Interest
2.1	There were no declarations.
3	Minutes, Action and Matters Arising
3.1	The minutes of The Board meeting held on 26 March 2025 were approved as an accurate recording of the meeting.
3.2	The Board acknowledged the updates against the actions, the action on the SORD should remove TS.
	NT to follow up with HW on the Board Assurance report.
4	Hoople Performance
4.1	AC shared details of the Help to Grow management course with Aston University, AC and DJ are attending, to focus on the growth of the commercial business. AC and DJ shared planning on the use of the apprenticeship levy to develop the senior management team.
4.2	AC spoke of the networking that Hoople are doing to build relationships with other ltd companies in Herefordshire with similar goals and objectives as Hoople, around attracting talent, wellbeing and sustainability. HH shared her approval of developing

	the network outside of the public sector. AC also shared in intention to have a legal arrangement to meet Hoople's requirements.
4.3	NT requested that the sub committee minutes are shared at Board, AC explained HW is working on formalising the sub committee recording.
4.4	AC shared the financial position for 2025/26 as an early forecast, and explained the pressure from Herefordshire Council to reduce the SLA contract. AC shared the impact on the balance sheet and cashflow of this action. NT raised concerned about the detriment to the other shareholders.
4.5	AC explained the actions of the EMT to hold vacancies and review all spend and overheads. AC talked about the impact that the continuous increasing pressure is having on morale and goodwill across the company.
4.6	NT suggested a scheme for employees to engage in ideas to save money or investment opportunities. NT also suggested talent management and giving projects to wider pool of management. LY explain the progress on talent management.
4.7	SM updated the board on the SOCITM review that Herefordshire Council are undertaking. All IT staff have been requested to do a skills questionnaire as part of the review. SM shared that Hoople are looking forward to the outcomes and insight from SOCITM.
4.8	SM shared operational achievements that have impacted the shareholders and provided resilience to services.
4.9	LY discussed a review of payroll services and new business opportunities for payroll. LY work with procurement consider frameworks for Hoople to register with for future business opportunities.
4.10	SW updated the progress on service specifications for Hillside and Homefirst, a gap analysis has been completed. SW also shared the positive feedback from the quality visit at Hillside.
4.11	DJ shared that the external quality assurance visit for the ILM programme, gave Hoople a direct claim status, enabling us to certificate learners. Additional funding has be secured from UKSBF, allowing Hoople to run a June cohort.
4.12	MA updated the board on the continuous improvement work in Building Services, and new business in cleaning services. HH asked about the impact of redundancies on the cleaning services due to the reduction of Herefordshire Council SLA, the changes impacted 54% of our cleaning employees, mainly through a reduction of hours, this will impact resilience of the service.
4.13	AC shared the achievement of the Revenues & Benefits team on collection rates in 24-25.
5	Board Terms of Reference

5.1	AC presented the updated Terms of Reference for the Board. NT raised about the wording of directors and non-executive directors.
	AC/HW to edit the terms of reference, reflecting the comments from the Board, share with NT for review by WVT company secretary
6	Scheme of Reserves and Delegation (SORD).
6.1	AC presented the SORD, which the Board are required to review and approve. AC noted the amendments since the Board last approved the SORD, removing Tracey Sampson and adding Anthony Oliver, and changes employee credit cards and authorisations.
	The Board approved the changes to the SORD.
7	Annual Review
7.1	AC presented the draft Annual review, explaining the purpose of the document is to reflect of previous 12 months successes and achievements. HH and TW commented they found the document interesting and agreed with doing an annual review.
	AC/HW to finalise the document and to share with the Board and Hoople employees
8	Financial Outturn 2024-25
8.1	AC presented the draft outturn for 2024/25, with a £70k profit. AC explained the balance sheet position at the year end, and the VAT payable that was due in April 2025 impacting the cash position at year end.
8.2	The Board will receive the final accounts and audit findings report at the July Board.
9	Forward Plan
9.1	The Board acknowledged the forward plan.
10.1	Any Other Business The Board agreed to hold a shareholder event in September 2025.
11	<ul style="list-style-type: none"> ➤ Communications and Announcements No communications to share ➤ Date of Next Meeting 21 July 2025 – 2pm – 4pm - Auxilium House