

Hoople Ltd
Scrutiny Management
Board
19th March 2024

Contents

Purpose of the presentation is to set out the arrangements between Herefordshire Council and Hoople Ltd.

- A brief history of Hoople
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A brief history of Hoople

Hoople was created in 2011 as a shared services company between Herefordshire Council, Wye Valley NHS Trust and the Primary Care Trust (since replaced by CCG's).

Herefordshire Council is the majority shareholder with 80%, Wye Valley have a 17%, and Lincolnshire County Council became a shareholder in 2021 with a 3% shareholding.

The strategic vision of Hoople is to support the objectives of the shareholders providing greater resilience and depth of expertise through working together.

Hoople employs 609 staff (487fte), and has made a small amount of profit each year from its commercial activities.

The customer base is predominately with the shareholders, also includes schools, CCG, GPs surgeries, Taurus, Halo, Rutland council, Haymarket, care homes, many local businesses.

Teckal Status

Hoople is a Teckal company. Teckal is a term used in procurement law, and enables the Council to procure services from Hoople without the normal procurement processes.

There are two criteria to being a teckal company:

- **80%** of Hoople's income must come from the shareholders, where **no profit** is made the service. The other 20% can be from commercial activities where a profit can be made.
- The influence on the direction of the company must come from the shareholders.

The current % of shareholder income is **92.3%**.

Profit made by Hoople's commercial activities is reinvested into services to drive efficiencies for the shareholders.

Services to Herefordshire Council

IT Services, deliver efficient and secure technologies including IT support for members

Revenues and Benefits, dealing with public payment services, debt collection and council tax, business rates and other government payments

Finance, management accounts, creditors, social care payments and court of appointee.

HR and Payroll including pensions, providing tailored support.

Recruitment, Placing professional, skilled people in permanent positions, contract roles and temporary placements.

Training, eLearning courses, face to face course and apprenticeships

Education, foundation learning programme of students

Hoople Care, Learning disabilities and respite, and Reablement services.

Building Maintenance and cleaning, of council property estate.

Maylord, site management, events, security and cleaning.

Public Rights of Way, operators to maintain the PROW.

Governance and value for money

Contract

The service level agreement for services is reviewed and agreed annually.

Board

The board meet bi-monthly to review the performance and influence the strategic direction. Herefordshire Council is represented by Hilary Hall (Chair) and Tracey Sampson. (Wye Valley NHS Trust 1 vote, Lincolnshire County Council 1vote).

Hoople Management team

Audrey Clements, (CEO), Simon Mortimore Head of IT, Lisa Yates Head of HR, Stephen Weller Head of Care, Mark Aldsworth Head of Building Services, Daley Jones Head of Training and Education.

Operational governance

Operational boards are in place for services, chaired by the Council commissioner and service leads, to review performance and address operational activities.

Governance and value for money

External audit

Financial statements are audited by Williamson & Croft Audit Limited, and filed at Companies House.

SWAP audit Hoople's compliance with the Councils procedures and policies.

CQC and Quality teams audit the care operations.

OFSTED audit the foundation learning programme.

Value add

No profit on shareholder services.

Transfer of services without the costs of procurement.

Employment terms and conditions with a public sector ethos, pension 6% employer contribution, sickness pay half of the councils.

Aligned to the Councils priorities and set up to be adaptable to change, without contract penalties.

Bench market to the private sector market on costs and quality.