

**CONFIRMED MINUTES OF THE 133RD BOARD MEETING
WEDNESDAY 17 MARCH 2021 AT HOLLY WALK, LEAMINGTON SPA**

Present:	Dr Ann Limb CBE DL (AL) (Chair) Anna East (AE) Jon Carlton (JC) Justin McCracken (JM) Gerry McCormack (GM) Christopher Welford (Chief Executive)
In attendance:	Alison Bennett (Deputy Chief Executive) Wing Edmundson (WE) (HMRC) Jess O'Brien (Communications Manager)
Apologies:	None
Board secretary:	Helen Maccallum (HM)

Due to Coronavirus Covid-19 the Board meeting was held by video conference.

1. Introduction

1.1. The Chair welcomed everyone to the 133rd Board meeting.

2. Apologies

2.1. No apologies were received.

3. Declaration of Interests

3.1. The Chair reminded Board Members that if a topic was discussed during the meeting in which they had an interest, that this should be declared.

3.2. The Board Secretary confirmed that the six monthly Board Declaration of Interests had been received.

4. Minutes of last meeting

4.1. The minutes of the 132nd meeting held on 2nd December 2020 were approved as being an accurate record. The Chair asked that her electronic signature is placed on the document.

4.2. **Action:** The Board Secretary to insert the Chair's electronic signature on the 132nd Board minutes.

5. Action points

5.1. The Board noted the work that had been completed to deliver the previous action points.

6. HMRC Update

6.1. WE confirmed that the ENTRUST budget for 2021/2022 had been approved and that ENTRUST Corporate Plan 2021-2024 has been cleared by HMRC.

6.2. Addendum Item for Board

7. Audit Committee

7.1. GM provided an update on the issues discussed at the Audit Committee:

- 2020/2021 External Audit plan report;
- Review of Corporate Governance Framework;
- COVID-19 report;
- Management Assurance;
- Risk Management Update;
- Information Technology Assurance;
- Reports on the following QA reviews:
 - A review of Health and Safety which gave a **FULL ASSURANCE** level;
 - A review of Regulations and Training which gave a **FULL ASSURANCE** level; and
- Hospitality and Senior Staff Travel registers for the last quarter.

8. Human Resources and Remuneration Committee

8.1. AE informed the Board that the Human Resources and Remuneration Committee discussed:

- Human Resources (HR) – including:
 - Staffing issues;
 - Sickness levels;
 - Review of the Employee Handbook;
 - Returning to work in the office; and
 - Mental Fitness and Wellbeing Action Plan.
- Health and Safety (H&S) –the annual report for Legionella was received and approved by the Committee.

9. Board Members update on meetings with Environmental Bodies and Landfill Operators

9.1. It was noted that due to COVID-19 no face to face meetings had taken place.

9.2. **Addendum item for the Board.**

10. 2021/2022 Communications Strategy

10.1. The Communications Manager (CM) introduced this paper which looked at the previous year and going forward into the next financial year.

10.2. The Board noted the comprehensive report.

10.3. **Addendum item for the Board.**

11. Enrolment and Revocations

11.1. The DCEO introduced this paper which reported that three Environmental Body (EB) enrolments during the period 1 November 2020 to 28 February 2021.

- 11.2. The Board formally noted the enrolments and ratified the list of voluntary revocations for the period 1 November 2020 to 28 February 2021.

12. 2020/2021 Training Report and Forward Strategy for 2021/2022

- 12.1. The Board noted the delivery of the 2020/2021 Training Plan and approved the plan for 2021/2022. The DCEO informed the Board that due to the pandemic all training is being held virtually using Zoom and as a direct consequence more EBs were attending our training events.
- 12.2. The training dates for 2021/2022 had been approved at the previous Board meeting and the training will be carried out virtually using Zoom, with an open door policy retained for later in the year for any EB that wants to physically meet ENTRUST Staff at our offices.

13. 2021/2022 Landfill Operator Engagement Strategy

- 13.1. The Board had reviewed and updated the Strategy following the Board Strategy day in October 2020. A page will be added to the ENTRUST website for the Landfill Operators (LOs) for LO briefings to be stored in one place.

13.2. Addendum item for the Board

14. 2021/2022 Compliance Plan

- 14.1. There have been no visits to EBs with the Compliance Inspectors (CIs) adapting to carrying out all reviews by Zoom and telephone conference in 2020/2021.

14.2. Addendum item for the Board

15. Corporate Support

- 15.1. **Addendum item for the Board.**

16. Compliance

- 16.1. The DCEO introduced the paper and informed the Board that the current Key Performance Indicators had been achieved. She also advised that the CIs had adjusted to the new ways of working with the EBs during the pandemic.

16.2. Addendum item for the Board.

17. Communications

- 17.1. The Communications Manager (CM) outlined the main points covered in the paper. It was noted that the low view rate in opening mailshots during the earlier part of the year due to the pandemic are now back to their normal rates. With the changes to UK GDPR, policies and procedures have been updated where necessary.

18. Enforcement

- 18.1. The DCEO introduced the paper which showed the work carried out by the Enforcement Team since the last Board meeting. The Board was informed that there are currently 11 EBs on the Frozen List and a considerable amount of resource has been invested in reducing the Frozen List especially where EBs have not completed a Form 4 for 2 years and as a result there are no referrals to HMRC.

18.2. Addendum item for the Board.

19. Regulations and Registrations

- 19.1. The DCEO introduced the paper which showed the work carried out by the Registrations and Regulations Team since the last Board meeting. The DCEO advised that training has been delivered virtually using Zoom during 2020/2021 which has proved successful with more participants attending and positive feedback being received.
- 19.2. It was noted by the Board that the number of EB enrolments had fallen in 2020/2021, primarily due to the closure of the LCF in Wales and reduction in the size of the scheme. The Board also noted the Enquiry Handling Satisfaction Survey, the enquiry handling processes have been operating successfully whilst staff are working from home.

20. Any other Business

- 20.1. The Chair formally noted that the June 2021 Board will be the last meeting for Anna East and Justin McCracken and it was proposed that if possible a face to face meeting would be held later in the year for them to meet and say goodbye to Staff if the current pandemic restrictions are lifted.
- 20.2. The Chair thanked WE for her work with the Board and SMT Team during the past year.
- 20.3. The Board noted the information papers.

21. Date of next meeting

- 21.1. The next Board meeting will be held on 16 June 2021 by video conference.

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CHAIR'S SIGNATURE

16 June 2021
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DATE: