

**CONFIRMED MINUTES OF THE 140TH BOARD MEETING
WEDNESDAY 7 DECEMBER 2022 AT HOLLY WALK, LEAMINGTON SPA**

Present:	Dame Ann Limb DBE DL (AL) (Chair) Clive Lewis (CL) Julian Atkins (JA) Gerry McCormack (GM) Christopher Welford (Chief Executive (CEO))
In attendance:	Wing Edmundson (WE) (HMRC) James Dowler (Communications Manager (CoM)) Mike Holland (Compliance Manager (CM))
Observing:	Antony Townsend (AT)
Apologies:	None
Board secretary:	Helen Maccallum (HM)

1. Introduction

- 1.1. The Chair welcomed everyone to the 140th Board meeting. AT the designated Chair was in attendance to observe the meeting.

2. Apologies

- 2.1. There were no apologies.

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.

4. Minutes of last meeting

- 4.1. The minutes of the 139th meeting held on 13 September 2022 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 139th Board minutes.

5. Action points

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

5.2. Addendum Item for Board

6. HMRC Update

- 6.1. **Addendum Item for Board**

7. Enrolment and Revocations

7.1. The Chief Executive (CEO) introduced this paper covering the period 1 September to 31 October 2022 and informed the Board there were no Environmental Body (EB) enrolments during this time.

7.2. The Board formally noted the paper and ratified the list of voluntary revocations.

7.3. **Addendum Item for Board**

8. 2022/2023 Form 4 Strategy

8.1. The Communications Manager (CoM) introduced the paper which sets out the Strategy for the 2022/2023 Statutory Annual Returns. He advised the Board that we have identified a number of EBs who had difficulty completing the Form 4 online and it is therefore our intention to contact these EBs and help them to complete their returns. He also advised that we would be opening the dedicated Form 4 email box again as this had been a useful support mechanism for EBs in the past.

8.2. **Addendum Item for Board**

9. 2022/2023 ENTRUST Regulator Standards (ERS)

9.1. The CoM introduced the paper, which provided the Board with an assessment of our mid-year performance against the ERS. The Board thanked him for his update and noted and approved the paper.

10. 2021/2022 Stakeholder Satisfaction Survey

10.1. The CoM explained that the paper set out the findings of the 2021/2022 Stakeholder Satisfaction Survey. He then provided an overview of his review of the returns and explained how the Executive had considered the background to this year's responses.

10.2. **Addendum Item for Board**

11. 2022/2023 Compliance Plan Interim Review

11.1. The Compliance Manager (CM) introduced the paper which provided the Board with an interim assessment of the delivery of the 2022/2023 Compliance Plan. He then provided an assessment of each of the elements of the programme and whether they had been delivered. He also explained that while the current plan is behind the current target, he is confident it will be delivered by the year end.

11.2. **Addendum Item for Board**

12. Corporate Support

12.1. **Addendum Item for Board**

13. Compliance update

13.1. **Addendum Item for Board.**

14. Breach Management

14.1. **Addendum Item for Board.**

15. Regulations and Registrations

15.1. The CEO introduced the paper which provided the Board with an update of the work of the Policy and Regulations Team.

15.2. **Addendum item for the Board**

16. Communications

16.1. The CoM gave the Board an overview of the delivery of communications work since their last Board meeting. He then moved on to explain the focus of his work over the next three months, which would be developing Entrust's and the LCF's digital footprint, for example, updating our website.

16.2. As part of this process, he had already drafted an article for our LinkedIn page, which is with HMRC for approval. He had also attended the recent ADEB meeting which he found useful and allowed him to explain our new strategy and to develop contacts. The Board thanked him for his update and asked for a copy of the LinkedIn article.

16.3. **Action:** The CoM to send copy of the LinkedIn article to the Board.

16.4. He also reminded the Board of the Communications and Marketing Strategy, which the Board approves each year and he is currently working with the CEO and the Chief Operating Officer (COO) to develop next year's version.

17. Any other Business

17.1. The Board noted the information papers.

17.2. As this was the Chair's last Board meeting on behalf of the Board and Staff the CEO thanked the Chair for her contribution to Entrust and wished her every success in the future. WE also wanted to record HMRC's thanks to the Chair for her contribution to the LCF.

18. Date of next meeting

18.1. The next Board meeting will be held on 15 March 2023 at 60 Holly Walk, Leamington Spa.

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CHAIR'S SIGNATURE

15 March 2023

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DATE: