

**CONFIRMED MINUTES OF THE 125<sup>TH</sup> BOARD MEETING  
WEDNESDAY 27 MARCH 2019 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:** Jess O'Brien (Communications Manager)  
Tim Smith (TS) (HMRC)  
Wing Edmundson (WE) (HMRC)

**Apologies:** None

**Board secretary:** Helen Maccallum (HM)

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**1. Introduction**

1.1. The Chair welcomed everyone to the 125<sup>th</sup> Board meeting and WE who was attending her first Board meeting at ENTRUST.

**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. In line with ENTRUST's governance procedures, Declaration of Interest forms had been sent out for the Board Members to complete their half yearly declaration. The Board Secretary confirmed that the completed forms had all been received.

**4. Minutes of last meeting**

4.1. The minutes of the 124<sup>th</sup> meeting held on 4 December 2018 were approved as being an accurate record.

**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 the Board**

**6. HMRC Update**

6.1. **Addendum item for the Board.**

## 7. Audit Committee

7.1. GM provided an overview of the items discussed by the Committee earlier in the day, including:

- 2018-2019 External Audit Plan;
- Management Assurance Framework which provided an overall **SATISFACTORY** assurance level;
- An update on the 2018/2019 Quality Assurance (QA) programme;
- Findings of the latest QA reviews:
  - A follow up review of Finance, which gave a **SUBSTANTIAL** assurance level;
  - A follow up review of Health and Safety, which gave a **FULL ASSURANCE** level; and
  - A follow up review of Regulations and Training, which gave a **SUBSTANTIAL** assurance level;
- It was noted that the Penetration Test will be carried out at the start of the next financial year now the new servers have been installed and migration has taken place;
- The Whistleblowing Policy had been updated and the Committee were content with the changes made;
- The Compliance Risk Model was also reviewed and updated; and
- Hospitality and Senior Staff Travel registers were noted.

## 8. Human Resources and Remuneration Committee

8.1. AE informed the Board that routine business was discussed, which included:

- Human Resources – the Mental Fitness and Wellbeing Action Plan was reviewed and approved by the Committee;
- Short term sickness absence – a significant reduction in short term sickness levels had been observed over the last 12 months; and
- Health and Safety (H&S) – it was agreed that the H&S policy should be amended to reflect the Board's responsibility.

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

9.1. Addendum item for the Board

## 10. Communications Strategy

10.1. The Communications Manager (CM) introduced this paper which showed the work that had been completed over the last 12 months, including:

- Corporate Plan;
- ENTRUST website moving to new host;
- Anonymising data project is going well and should be completed soon; and
- Communications for the 2018/2019 Annual Returns is underway.

- 10.2. The CM then set out the plan for the next 12 months and drew the Board's attention to some of the keys tasks to be completed. The Board thanked her for her update and approved the 2019/2020 Communications Strategy.

## **11. Enrolment and Revocations**

- 11.1 The CEO introduced this paper which reported that 13 Environmental Bodies (EBs) had enrolled during the period 1 November 2018 to 28 February 2019.
- 11.2 The Board formally noted the enrolments and ratified the list of voluntary revocations for the period 1 November 2018 to 28 February 2019.

## **12. Training Strategy**

- 12.1. The CEO introduced the paper which provided a review of the 2018/2019 Training Strategy, which included the number of attendees and the Value for Money (VfM) assessment of the training. The Board thanked him for his update and noted both the average score on feedback is above target for the year and the lower cost of the programme. The CEO then set out the 2019/2020 strategy, which he explained was based on that for 2018/2019. The Board then approved the strategy.

## **13. Landfill Operator Engagement Strategy**

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

## **14. ENTRUST/HMRC Evidence Standards**

- 14.1. The CEO introduced the paper and explained that following the submission of case files to HMRC in 2017/2018 and 2018/2019, we identified with HMRC a number of areas where the ENTRUST/HMRC Standards could be improved. The Board thanked him for his explanation and approved the document.

## **15. 2019/2020 Compliance Programme**

- 15.1. The CEO explained that 2019/2020 programme had been developed based upon the experience of delivering the 2018/2019 programme.
- 15.2. The Board noted the continuing move to more Desk Top Reviews (DTRs) and the CEO explained the reason for it and the flexibility and assurance that the remodelling of the programme would deliver. The Board noted his assurance and explanation and approved the programme.

## **16. 2019/2020 ENTRUST Online (EOL) Improvement Plan**

- 16.1. The CEO outlined the background to the proposed changes to ENTRUST Online (EOL), which reflected the need to update the system to ensure its continued operation. The Board recognised that as the system was nearly eight years old that it was important to ensure it continued to operate efficiently and effectively. They also asked the CEO to confirm whether we had sufficient internal resources to deliver the necessary changes, which he confirmed that we had. The Board therefore agreed the Plan.

## **17. Corporate Support**

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

## **18. Compliance**

### **18.1. Addendum item for the Board.**

## **19. Communication**

19.1. The Communications Manager (CM) introduced this paper which detailed the communications activity during the period 1 November 2018 to 28 February 2019, which included

- General Data Protection Regulations (GDPR) training for staff;
- Commenced the communications for the Annual Reports (Form 4s);
- Data Anonymisation project; and
- Sourced new provider for the ENTRUST website.

### **19.2. Addendum item for the Board.**

## **20. Enforcement**

20.1. The CEO provided the Board with an update on enforcement issues. He went on to advise that there were eight EBs on the Frozen list, due to their failure to submit annual returns for 2017/2018.

### **20.2. Addendum item for the Board.**

## **21. Regulations and Registrations**

21.1. The CEO introduced the paper and drew the Board's attention to the following issues:

- The updated high risk project review process;
- An update of the closure of the scheme in Wales;
- The outcome of the contribution matching exercise with HMRC; and
- The number of overrunning projects has decreased.

21.2. The Board thanked him for his update and explanation.

## **22. GDPR post implementation review**

22.1. The CEO explained that the paper set out the Executive's review of the Company's GDPR implementation plan, which was built upon the earlier quality assurance work. The report set out some of the final work streams that needed to be completed to enhance the current framework. The Board noted and approved the paper.

## **23. Any other Business**

23.1. The Board noted the information papers.

## **24. Date of next meeting**

24.1. The next meeting will be held on 19 June 2019, at 60 Holly Walk, Leamington Spa.

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CHAIR'S SIGNATURE

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DATE: