

**CONFIRMED MINUTES OF THE 131ST BOARD MEETING
WEDNESDAY 16 SEPTEMBER 2020 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) for items 12 and 17
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 131st 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 130th meeting held on 17 June 2020 were approved as being an accurate record. The Chair asked that her electronic signature was placed on the document.

4.2. **Action:** The Board Secretary to insert the Chair's electronic signature on the 130th Board minutes.

5. Action points

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

5.2. Point 2 – Review the LO/EB engagement strategy. The Board felt that the strategy should be reviewed at the October 2020 Strategic planning day and then for updates to be agreed at the December 2020 Board meeting.

5.3. **Action:** To review the LO/EB engagement strategy at October 2020 Strategic Planning Day.

- 5.4. **Action:** To present LO/EB engagement strategy to the December 2020 Board for approval.
- 6. HMRC Update**
- 6.1. WE informed the Board that confirmation had been received from HMT that the status of ENTRUST is a Private body. The Board thanked WE for her work in this matter.
- 7. Audit Committee**
- 7.1. GM provided an overview of the items discussed by the Audit Committee earlier in the day, including:
- Quality Assurance update;
 - Management Assurance;
 - Risk Management Update;
 - Information Technology Assurance;
 - Cyber Security Scorecard;
 - Reports on the following QA reviews:
 - A review of Finance which gave a **FULL ASSURANCE** level; and
 - A review of Information Technology which gave a **SUBSTANTIAL ASSURANCE** level; and
 - Hospitality and Senior Staff Travel registers for the last quarter.
- 7.2. **Addendum item for the Board.**
- 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;
 - Staff Training; and
 - Staff survey.
 - Health and Safety (H&S) – the fire and office risk assessments had been carried out and the Legionella testing had recommenced.
- 8.2. **Addendum item for the Board.**
- 9. Enrolment and Revocations**
- 9.1. The Deputy Chief Executive (DCEO) introduced this paper which reported that 5 organisations had enrolled as Environmental Bodies (EBs) during the period 1 June to 31 August 2020.
- 9.2. The Board formally noted the enrolments and also ratified the list of voluntary revocations for the period 1 June to 31 August 2020. The list of automatic revocations for the same period in Wales was also ratified.
- 9.3. **Addendum item for the Board**

10. Information Technology Strategy

- 10.1. The CEO presented the strategy paper for 2021-2024. It was noted that some costs have increased and with the servers off site we are in a robust position. ENTRUST On Line (EOL) and backup support is managed internally and it was noted that we could get an outside consultant to assist us with EOL if this was required.
- 10.2. The Board asked what access to IT support Staff working from home during the pandemic have. The CEO explained that the Staff all have company laptops and that the IT Support Officer (ITSO) can remotely access these through the Virtual Private Network (VPN). The direct dial numbers have been forwarded to personal mobiles and staff are able to contact the ITSO by either phone or email.

11. 2019/2020 Form 4 Strategy Evaluation

- 11.1. The DCEO informed the Board that this year, due to the pandemic, a dedicated mailbox had been created for the Environmental Bodies (EBs) to contact us regarding Form 4 enquiries. It was noted that this approach was successful and enquiries were easier to track. Feedback from the Satisfaction Survey was that EBs felt it was easy to contact us.
- 11.2. The Form 4 Strategy paper for 2020/2021 will be presented to the December 2020 Board meeting.
- 11.3. **Action:** The DCEO to present the Form 4 Strategy paper for 2020/2021 to the December 2020 Board meeting.

The Communications Manager (CM) attended for this item

12. 2019/2020 Stakeholder Satisfaction Survey

- 12.1. The CM briefed the Board on the results of the Stakeholder Satisfaction Survey where this year, possibly due to the pandemic, the response rate was lower although the survey completion date had been extended by two weeks.
- 12.2. The Board thanked the CM for the comprehensive paper which will be uploaded onto the ENTRUST website.
- 12.3. **Action:** The CM to upload the 2019/2020 Stakeholder Satisfaction Survey results to the ENTRUST website.

13. Corporate Support

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

14. Compliance

- 14.1. The DCEO presented the paper and informed the Board that performance was slightly under the number of reviews up to 31 August 2020, but that these would be coming through in September 2020.
- 14.2. The Board noted and thanked her for the update.
- 14.3. **Addendum item for the Board.**

15. Enforcement

- 15.1. The DCEO reported that two enforcement cases have been opened and closed during the quarter.
- 15.2. Form 4 returns – it was noted that the frozen EBs are unfunded and at 1 September 2020 there are 73 EBs remaining on the frozen list.
- 15.3. Enforcement Framework – the Board agreed for the updated Enforcement Framework to be uploaded onto the ENTRUST website.
- 15.4. **Action:** To upload the updated Enforcement Framework to the ENTRUST website.
- 15.5. **Addendum item for the Board.**

16. Regulations and Registrations

- 16.1. The DCEO introduced the paper which showed the work carried out by the Registrations and Regulations Team since the last Board meeting. The COVID 19 guidance was updated in August 2020 and it had been agreed with HMRC to extend those eligible projects up to December 2020. The extension is not applicable to EBs who are closing their operations down.
- 16.2. Training – the first virtual training session has taken place. It was noted that more delegates attended the training than face to face training. There is another session planned for November 2020.
- 16.3. **Addendum item for the Board.**

The Communications Manager (CM) attended for this item

17. Communications

- 17.1. The CM outlined the main points covered in the paper, which the Board noted. A new page on COVID has been added to our website which gives a timeline of our working practice and all our information can be found in one place.
- 17.2. Guidance has been given to EBs on what information they need to keep and why, that under the regulations we may require it.

18. Any other Business

- 18.1. Board dates – the Board Secretary was asked to email the Board Members with the proposed dates for the 2021 Board dates.
- 18.2. **Action:** The Board Secretary to email proposed 2021 Board dates to the Board Members.
- 18.3. The Board noted the information papers.

19. Date of next meeting

- 19.1. The next Board meeting will be held on 2 December 2020, at 60 Holly Walk, Leamington Spa.

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CHAIR'S SIGNATURE

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DATE: