

**CONFIRMED MINUTES OF THE 123RD BOARD MEETING
WEDNESDAY 26 SEPTEMBER 2018 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 Officer) Jess O'Brien (Communications Manager) Tim Smith (TS) (HMRC)
Apologies:	None
Board secretary:	Helen Maccallum (HM)

1 Introduction

- 1.1 The Chair welcomed everyone to the 123rd Board meeting and formally welcomed TS from HMRC who was attending his 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 to the Chair.
- 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 122nd meeting held on 20 June 2018 were approved as being an accurate record and were signed by the Chair.

5 Action points

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

Addendum item for the Board.

6 HMRC Update

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:

- Compliance programme – a six month review will be undertaken of the new programme and reported to the December 2018 Committee. At the moment the Compliance programme is on track;
- Business Continuity Plan (BCP) – a full test has been carried out and the Committee felt that a review of the framework should be undertaken to ensure that it still complies with best practice;
- Quality Assurance reviews:
 - A follow up review of Communications gave a **SATISFACTORY** assurance level
 - A full review of the policies/procedures of Information Technology (IT). A **LIMITED** assurance level was issued. The Committee therefore agreed a full review of IT should be carried out at the start of the next financial year.
- Cyber Security – the Company had been reaccredited for another 12 months;
- Management Assurance – a report was received from the CEO which gave a **SATISFACTORY** assurance level;
- Risk Management Update – this is to be reviewed by the Board at their Strategic Planning meeting;
- Data Management Incident – the Committee received a report on a Data Management Incident, which had been resolved; 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 operational report was reviewed 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 to update the report to include details of fire and office risks.

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

Addendum item for the Board

10 Enrolment and Revocations

10.1 The DCEO introduced this paper which reported that 10 Environmental Bodies (EBs) had enrolled during the period 1 June to 31 August 2018.

10.2 The Board formally noted the list of enrolments and ratified the list of voluntary revocations for the period 1 June to 31 August 2018.

10.3 The Board noted that the majority of EBs seeking voluntary revocation were based in Wales.

11 Information Technology Strategy

- 11.1 The CEO introduced the Information Technology (IT) Strategy for 2019 – 2022 which sets out the organisation's overarching vision to comply with best practice, future proof our IT and to deliver Value for Money (VfM). As part of the VfM drive, he explained that the replacement of the ENTRUST web site had been taken out of this year's plan, as the existing platform was still meeting stakeholders' needs and expectations.
- 11.2 He also advised that the Company has been Cyber Security re-accredited and that a post implementation evaluation of the General Data Protection Regulations (GDPR) would be reported to the Audit Committee in December 2018. The Board thanked him for his presentation and approved the Strategy paper.

12 Server Upgrades

- 12.1 The CEO outlined the position regarding the current status of ENTRUST's five servers and associated software, which is over ten years old. The software is not able to be supported after the end of the 2019/2020 financial year which means at the very least we will be unable to apply patches for security. As a direct consequence, the Company needs to update its platforms.
- 12.2 He then explained the five options available to the Company, which included a cost/benefit analysis for each of them. The Chair thanked him for his paper and the Board considered each option. Having considered the options the Board selected option 4 as their preferred solution.

13 2017/2018 Form 4 Strategy Evaluation

- 13.1 The Deputy Chief Executive (DCEO) introduced the paper and informed the Board that the target for the Key Performance Indicator (KPIs) had been exceeded. The DCEO reported that the Form 4 reporting period was successful and with the planned communications there was a smoother flow of returns with fewer being returned right at the deadline.
- 13.2 There were 98 EBs who had been frozen for failing to return one Form 4 and by further contact with the EBs in question this figure has reduced significantly. There are no EBs that have been on the frozen list for over two years to be considered for referral for forcible revocation.
- 13.3 A small amount of negative feedback had been received regarding the amount of communications sent out by ENTRUST, but EBs were informed that once they had submitted their Form the communications would stop.
- 13.4 The Strategy for 2018/2019 will be reported to the December 2018 Board meeting. The Board thanked the team for their work.

14 2017/2018 Stakeholder Satisfaction Survey

- 14.1 The Communications Manager (CM) informed the Board that the overall level of satisfaction with ENTRUST's performance is 86%, with the three core measures at 95% and that the level of satisfaction regarding Enforcement was 100%.
- 14.2 The Board noted with pleasure the improvements being made and congratulated staff on the results.

15 Administration Costs and Unspent Funds framework

Addendum item for the Board.

16 Corporate Support

Addendum item for the Board.

17 Compliance

17.1 The DCEO informed the Board that the Compliance Team was now fully staffed and the 2018/2019 programme appears to be working smoothly.

17.2 Internal KPIs for June to August 2018 are being met with 99% of reports being issued within the timescale. The satisfaction survey scores are currently at 4.8 out of 5.

17.3 The Compliance Programme will be reviewed at six months and will be reported to the December 2018 Board meeting. The two new team members have settled in well and are contributing to the KPIs.

18 Enforcement

18.1 The DCEO provided the Board with an update on enforcement issues and the ongoing cases which were being managed.

18.2 There were now 28 EBs on the Frozen list, which have failed to submit annual returns for 2017/2018. All of these EBs are unfunded.

Addendum item for the Board.

19 Regulations and Registrations

19.1 The DCEO drew the Board's attention to the following issues:

- CTP Training resource – a new training resource is available following feedback from EBs;
- Regulatory Improvement Report was sent to HMRC in July 2018; and
- A basic training event was held in Leamington Spa in September.

20 Communication

20.1 The CM introduced this paper which detailed the communications activity during the period 1 June to 31 August 2018:

- LCF Information and Networking Forum was taking place in October 2018;
- On track with General Data Protection Regulations (GDPR); and
- External Value for Money report had been published.

21 Any other Business

21.1 No items were raised.

22 Date of next meeting

22.1 The next meeting will be held on 4 December 2018, at 60 Holly Walk, Leamington Spa.

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CHAIR'S SIGNATURE

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DATE: