

Executive Summary of the 145th Board Meeting

Date: Wednesday, 13 March 2024

Location: Holly Walk, Leamington Spa

Chair: Antony Townsend

Attendees

Board Members: Antony Townsend (Chair), Gerry McCormack, Helen Venn, Julian Atkins, Peter Bayliss, Kate Shaw (Chief Executive)

In Attendance: HMRC, Policy & Regulations Manager, Compliance Manager

Key Decisions & Updates

Governance

- No apologies received; one declaration noted by PB regarding a charity link.
- Previous minutes approved.
- All action points completed.

HMRC & Strategic Engagement

- HMRC welcomed Entrust's leaner regulatory approach and risk-based strategy.
- New Environment Minister noted; no change to LCF operations.
- Board approved monthly revocations for dormant EBs.
- Updated regulations to be circulated to Board.

Operations

- Website redevelopment paused due to Microsoft 365 rollout.
- Satisfaction survey platform changed to Google Forms.
- Form 4 strategy includes push to revoke unfunded EBs.
- Compliance on track; no issues with Guidance Manual changes.
- Data Officer to join in April 2024.
- EOL system review underway; development plan to follow.

Compliance & Assurance

- 2024/25 Compliance Programme approved.
- Focus on project-based reviews.
- Top Ten EBs identified for deeper engagement

- Stakeholder engagement review scheduled for June 2024.

Breach Management

- Revised Framework approved for publication.
- Noted reputational risks; some cases may be referred to HMRC.

Enrolment & Revocations

- 23 EBs approved for voluntary revocation.
- Two EBs recommended for forced revocation due to non-compliance.
- Monthly revocation authority granted to CE.

Training

- Virtual training preferred; video resources well received.
- Bespoke training bookings increasing.
- Training plan approved.

Other Business

- Outsourcing of Board paper printing approved.
- Strategy session planned for June meeting.
- NEDs to submit key issues for discussion.
- Farewell dinner proposed for GM's final meeting.