

Executive Summary of the 148th Board Meeting

Date: Wednesday, 11 December 2024

Location: Holly Walk, Leamington

Chair: Antony Townsend

Attendees

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

In Attendance: HMRC, Policy & Operations Manager, Compliance & Assurance Manager

Key Decisions & Updates

Governance

- Minutes of the 147th meeting approved.
- No declarations of interest.
- Board effectiveness review discussed; actions to be implemented in 2025.
- Risk Register reviewed and updated.

Finance & Audit

- Draft budget for 2025/26 presented; final version to be approved in March.
- Audit planning underway; external auditors confirmed.
- Financial controls reviewed following recent fraud incident.

Operations

- Compliance activity progressing; several EB cases closed.
- EB training sessions delivered; feedback positive.
- Complaints handling process reviewed; improvements proposed.
- EOL usage metrics shared; engagement increasing.

Strategic Engagement

- EB visits highlighted strong relationships and areas for improvement.
- Admin cost consultation planning initiated.
- LCF Conference planning in early stages; venue options discussed.
- TOA methodology under review; HMRC to provide update.

Entrust Online

- Website redevelopment nearing completion.
- EOL enhancements planned for Q1 2025; user testing scheduled.
- Stakeholder feedback incorporated into design updates.

Planning Ahead

- Final budget and Corporate Plan to be approved in March 2025.
- Continued focus on EB engagement and compliance.
- Next Board meeting scheduled for 12 March 2025.