

## Executive Summary of the 149th Board Meeting

**Date:** Wednesday, 12 March 2025  
**Location:** Holly Walk, Leamington  
**Chair:** Antony Townsend

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### Attendees

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

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

**Apologies:** Helen Venn

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### Key Decisions & Updates

#### Governance

- Previous minutes approved.
- No declarations of interest.
- Action to electronically sign minutes.
- JA reappointed as Non-Executive Director for 3 years.

#### Finance & Audit

- Corporate Plan for 2025/26 approved.
- Annual Chair's Statement and financial accounts to be prepared post-year end.
- Barclays fraud case resolved; banking processes revised.

#### Operations

- Breach Management cases closed.
- Inactive and frozen EBs addressed; one referred to HMRC.
- Compliance Plan on track for year-end completion.
- EB training requested by four EBs.
- Complaints and compliance visit allocations discussed.

#### Strategic Engagement

- Productive EB visits.
- LCF Conference venue being considered; agenda to be finalized in September.
- Admin Costs Consultation underway; potential shift to “call for evidence” approach.
- TOA spreadsheet to be updated with comment column for Chair.

**Entrust Online**

- New website launched 18 February; minor issues resolved.
- EOL development progressing; testing in April, launch in May.
- Regular EB engagement informing system design.

**Planning Ahead**

- HMRC to liaise with Entrust on TOA methodology changes.
- Admin costs discussion may feature in November Conference agenda.
- Next Board meeting scheduled for 11 June 2025.