

**UNCONFIRMED MINUTES OF THE 143RD BOARD MEETING
WEDNESDAY 13 SEPTEMBER 2023 AT HOLLY WALK, LEAMINGTON SPA**

Present:	Antony Townsend (AT) (Chair) Gerry McCormack (GM) Julian Atkins (JA) Christopher Welford (Chief Executive (CEO))
In attendance:	Kate Shaw (Chief Operating Officer (COO)) Mike Holland (Compliance Manager (CM)) Chris Hill (Policy and Regulations Manager (PRM)) James Dowler (Communications Manager (CoM)) Wing Edmundson (WE) (HMRC)
Apologies:	None
Board secretary:	Helen Maccallum (HM)

1. Introduction

- 1.1. The Chair welcomed everyone to the 143rd 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 had issued the six monthly Board Declaration of Interest form to the Board Members and these had all been completed and returned.

4. Minutes of last meeting

- 4.1. The Board confirmed that the minutes of the 142nd Board meeting were an accurate record and the minutes were signed.

5. Action points

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

5.2. Addendum Item for Board

6. HMRC Update

- 6.1. **Addendum Item for Board**

7. Feedback from visits to Environmental Bodies

- 7.1. **Addendum Item for Board**

8. Enrolment and Revocations

8.1. The Chief Operating Officer (COO) introduced this paper, which covered the period 1 June to 31 August 2023 and noted that 12 EBs were enrolled and the list of voluntary revocations.

8.2. The Board ratified the enrolments and revocations.

8.3. Addendum Item for Board

9. Operational update

9.1. Addendum Item for Board

10. 2022/2023 EB Satisfaction Survey

10.1. The Communications Manager (CoM) introduced the paper which showed that participation in the survey rose by 55%, which the CoM attributed to reminders being issued to EBs. The overall satisfaction for the core measures was at 73% with a 6% increase of EBs understanding our role and a 7% decrease of Staff professionalism. The survey was only sent to active EBs and we will be looking next year to redesign the survey to reflect the size of EBs.

10.2. Addendum Item for Board

11. Strategy Development

11.1. Addendum Item for Board

12. Change Management Programme

12.1. The COO updated the Board on recent work. Two workshops were held which Staff attended and the feedback from Staff was discussed with the CEO and JA. In preparation for moving to Microsoft 365 a short survey will be sent to Staff asking what experience they have on 365, whether they would be a superuser and what sort of training they would like. It was also noted that we will be buying in some external IT help to support the migration.

12.2. Addendum Item for Board

13. Any other Business

13.1. The Chief Executive (CEO) had also been talking to individual members of Staff to get their general feelings about the Company's overall direction of travel.

13.2. The information papers were noted.

14. Date of next meeting

14.1. The next Board meeting will be held on 6 December 2023 at 60 Holly Walk, Leamington Spa.

.....
CHAIR'S SIGNATURE

6 December 2023
.....
DATE: