



## Veritau North Yorkshire Limited

### Minutes of the Meeting of the Board of Directors Virtual Meeting 9.00 am – 18 September 2020

#### Attendees

Louise Branford-White (LBW) – chair for meeting  
Nick Edwards (NE)  
Anton Hodge (AH)  
Karen Iveson (KI)  
Richard Smith (RS)  
Max Thomas (MT)

1 Apologies, preliminaries & introductions

Apologies received from Sian Moore.

Nick Edwards was welcomed as a new director

The chair of the board is now due to rotate. MT proposed LBW as the new chair. This was unanimously agreed.

2 Declarations of interests

None

3 Minutes of the meeting held on 6 March 2020

Approved

4 Update on outstanding actions

None

5 2019/20 letter of representation

The Board reviewed the draft letter of representation to be provided to the auditors. This broadly follows the format provided in previous years; although an additional note has been added at point 11 relating to assurance that no employees have been furloughed during the year.

The letter was approved for signing.

- 6 2019/20 BHP audit findings report  
The Board discussed the observations noted under internal controls on page 5 of the report. The Board also discussed the profit reconciliation in appendix 1 (page 11) and unadjusted items at appendix 2 (page 12). The comments on page 18 of the report regarding additional requirements around going concern assumptions for future years were noted.

The Board approved the adjustments at page 11 of the report.

- 7 2019/20 statement of accounts  
The Board discussed the accounts. It was highlighted that an additional note (note 8) had been added to reflect the readmission of Scarborough Borough Council as a shareholder and the resulting share restructure.

After discussion the Board approved the accounts.

- 8 2019/20 annual report  
Overall, 2019/20 was a very successful year for the group. We gained three new member councils and continued to attract other new clients as outlined in the report. External fee income increased and customer satisfaction levels were maintained (and improved in some areas).

The Board noted the report

- 9 Staff survey  
The Board noted the overall increase in satisfaction and asked what further actions were being taken to pick up issues in areas that need to be looked at further. MT confirmed that the survey had been discussed at management team and that a number of areas had been highlighted for further work. It was confirmed that we had asked managers to undertake further discussions within individual teams and that pulse surveys have started to be introduced asking further questions in specific areas. The Board discussed workload pressures and asked how resources are balanced; and sought assurances that there is appropriate ongoing dialogue with employees about issues arising from the staff survey and related exercises.

The report was noted

- 10 Client satisfaction survey  
While overall outcomes are reasonable, the results were based on a low number of responses. It was noted that the survey was issued around the time Covid-19 started to impact on clients and therefore this will have affected the response rate.

The report was noted

- 11 2020/21 finance and performance update report  
It was noted that the group is on track to achieve targeted profit levels and that good progress is being made against business plan targets. Although

there are some actions that we will not progress due to limitations as a result of the Covid-19 pandemic and changes in priorities.

The Board discussed how services had been adapted during the initial national lockdown. MT explained that we had remained available to provide support to all of the clients and had formed a Covid response team. Work undertaken included, for example, providing support and advice in relation to Covid grants. Take up varied across the clients. One member of staff had been seconded to a client. Levels of audit work were generally lower as clients asked for work to be suspended to support them dealing with other priorities. The counter fraud and information governance teams had remained busy across the period.

12 Any Other Business

NE asked what the implications of the Redmond Review were for the business. MT noted that the recommendations were primarily directed at external audit, although do include a suggestion that increased reliance is placed on the work of internal audit. Overall, the recommendations are sensible – although they are likely to increase pressure on fees for external audit.

**Next meeting:** TBC