



## NATIONAL CITIZEN SERVICE TRUST

### Minutes of a meeting of the Board of Directors held in person at BLOC, Manchester 17 Marble Street on 22 June 2023 between 08.00 and 10.00

Present:	Brett Wigdortz (Chair)	Mark Gifford (CEO)
	Lamin Tarawally (Youth Rep)	Tristram Mayhew
	Jacque Nnochiri	Ian Livingstone (virtual)
	Deborah Tavana (virtual)	Ashley Summerfield
	Ndidi Okezie (virtual - departed early)	Laura Jackson (virtual)
	Nick Hurd (virtual)	Amanda Timberg (departed early)
	Sarah Knight (Secretary)	
In attendance:	Kelly Holder (Executive Director, Operations & Transformation)	Hannah Stoddart (Executive Director, Strategy and Insight)
	Ali Rose (Executive Support Lead)	David McLauchlan (Director, Financial Control)
	Sarah Farrow (Head of Communications)	Lisa Mullen (Executive Assistant to the CEO)
	Michael Devlin	
Apologies:	Darren Xiberras	
	Jessica Evans (Youth Rep)	

#### Item 1. Chair's welcome and declaration of conflicts of interest

- Mr Wigdortz opened the meeting, noting today will be his final Board meeting after five years, and thanking all Board members for their commitment.
- Mr Wigdortz declared his connection with an organisation in the digital space as a potential conflict of interest but noted that the situation had been handled appropriately so as to ensure his independence.
- Ms Knight was welcomed back to the Board following a period of absence..
- Ms Timberg raised that she had been present at the March Board, and it was noted that the attendance record would be updated.

#### Item 2. Regular Governance

- Approved sub committee minutes were noted by all present Board members.
- The Board Action Log was noted, and taken as read. No comments or feedback were raised.
- Declarations of Conflicts of Interest have been updated for 2023, and the register will be uploaded to the website in due course.
- Proposed Board meeting dates were noted, but are subject to amendment due to the change over of the Chair. Noted on the Action Log.

#### Committee updates

##### *Youth Advisory Board*

- The Youth Advisory Board have been onboarded and inducted, and all members are engaging with the key work streams.

##### *Impact Committee*

- Ms Nnochiri provided an update for the Impact Committee, noting statistics and KPIs had not been finalised at the time, however it was apparent that Young People (YPs) are more confident with completing their National Citizen Service programme(s), have a preference for the shorter length of the programme(s), have grown their confidence and resilience and feel affiliated with their local communities.

- The Skills Booster programme has received positive feedback from teaching staff.
- Changemaker data received was broadly positive, though there is work to be done to improve retention.
- Ms Nnochiri noted the Terms of Reference (for the Impact Committee) have been approved.

*Safeguarding Committee*

- Mr Mayhew provided an update for the Safeguarding Committee: Pharos have been instructed to review policies and procedures in light of new commissioning processes. A report will be provided following the review, and Mr Mayhew noted Safeguarding is in a positive place.
- Mr Wigdortz highlighted the Safeguarding Committee will require a new chair, following Mr Mayhew's upcoming departure in December. Noted on the Action Log.

*People and Remuneration Committee*

- Ms Tavana provided an update on the People and Remuneration Committee, noting June's had been split into two separate meetings.
- The Trust will continue to work within the Civil Service pay remit, being currently unable to secure agreement to use an alternative framework.
- The payroll budget was agreed within the first meeting, and pay reviews were staggered, with lower level salaries receiving a higher percentage.
- One-off recognition financial rewards will be awarded to those going above and beyond their role remit.
- The Hybrid Working policy has been issued to ensure the Trust has consistent ways of working and to clarify the property strategy going forward.

*Audit and Risk Committee*

- The Audit and Risk Committee (ARC) reviewed the last financial year, noting it had closed in a strong place.
- A deep dive on this year's budget has been carried out, and per the report P2 is looking as expected.
- Mazars, the Trust's internal auditors, flagged that counter fraud should be at the forefront of the Trust's mind, particularly with the new grant workstreams.
- Procurement policies have been updated, as has the Travel and Expenses policy.
- Deep dives on Risk, Cyber Security and Data Protection have taken place and were noted to be in a strong place, and there is a workstream to further strengthen Cyber Security.

**Item 3 - CEO report**

- Mr Gifford updated on the new Chair, noting the appointment has been officially approved by the Privy Council and the King, and provided an update on NED recruitment. Some Government delays to the process would need to be worked through so as not to disrupt continuity of board governance or morale and this was discussed with the government representative.
  - Mr Gifford took the CEO report as read, noting the afternoon's sessions will provide further information on the grants and the supply chains we are/will be working alongside. The market engagement sessions were a very positive step toward the success of this.
  - An update on the Digital strategy was also noted to be taking place in the afternoon session.
  - Finances are in a strong position and risks are being managed, although there continue to be cost pressures.
  - The new Executive Director of Finance was announced as Sarfraz Nawaz (currently OfWat), who will join in September.
  - Mr Gifford thanked Mr McLauchlan for his work since Ms Hanna's departure, noting we are in a strong position financially.
  - "Friends of": this has not been advanced as far as we would like. It will be accelerated and Mr Devlin will be leading on the strategy.
  - Ms Nnochiri and Mr Livingstone were thanked for their involvement with the Coronation.
  - Mr Wigdortz will leave on 13 July, when the new Chair will step in .
  - Mr Summerfield suggested a corporate link for potential partnerships.
  - Mr Mayhew asked for further detail on Net Promoter Score analysis - what does it mean? Are we being ambitious enough? Ms Holder explained the process of the metric system, noting that the verbatim feedback is the key aspect that feeds into how we manage the programmes going forward. Scores have been better previously, and there is work to be done to increase the scores.
  - Mr Mayhew suggested a separate paper for the Impact Committee, providing a deeper dive and breakdown of the NPS data. Noted on the Action Log.
  - Ms Stoddart noted the impact scores are strong, and a good aspect to focus on.
  - Ms Holder provided an update on programme numbers, with 34k Young People expressing interest, and 13k converted to sign upLife Skills are the programmes that are exciting Young People the most, with Employability the least. Mr Summerfield noted that a key life skill is employability, highlighting that the two are very much linked.
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- Mr Gifford and members of the Trust Steering Group departed and the NEDs remained to discuss any further topics privately.

**MEETING CLOSED at 10.00. The next meeting will take place on 3 October 2023.**

Signed by the Chairman:



Date signed: 10 August 2023