



MEETING TITLE	PUBLIC Minutes of the 21 <sup>st</sup> English Heritage Trust Board Meeting
DATE	Thursday 5 December 2019
LOCATION	100 Wood Street, London EC2V 7AN
ATTENDEES	Sir Tim Laurence – Chairman James Twining – Deputy Chairman Alex Balfour – Trustee Victoria Barnsley – Trustee Anna Eavis – Curatorial Director Charles Gurassa – Trustee Sukie Hemming – Trustee Professor Ronald Hutton – Trustee Kate Mavor – Chief Executive Sir Laurie Magnus - Trustee Ian McCaig – Trustee Kunle Olulode – Trustee Professor David Olusoga – Trustee Liz Page - Interim Historic Properties Director Luke Purser – Development Director Sarah Staniforth – Trustee Mark Stuart-Smith – Chief Financial Officer Luke Whitcomb – Marketing Director Rob Woodside – Estates Director Addison Devlin – Head of Finance (minutes)
ALSO PRESENT	Duncan Wilson – Historic England Chief Executive

### **Item 1 – Apologies, Announcements and Declarations of Interest**

1.1 Apologies for absence and declarations of interest were noted.

### **Item 2 – Minutes of the last EHT Board meeting: 17 October 2019**

2.1 The minutes of the last meeting were agreed as a correct record.

### **Item 3 – Matters Arising and Action Tracker**

3.1 The Board noted completed items on the Action Tracker and matters arising from the last meeting.

#### **Item 4 – Chief Executive’s Strategic Overview**

- 4.1 Trustees noted that poor weather continued to impact on visitor numbers and trading figures but, with careful control of expenditure, key financial targets would be achieved. Winter events were expected to perform well as indicated by advance bookings.

#### **The Board discussed and noted the Chief Executive’s Strategic Overview**

#### **Item 5 – Finance Report**

#### **The Board discussed and noted the Finance Report.**

#### **Item 6 – Corporate Risk Register**

#### **The Board noted the top rated risks on the Corporate Risk Register.**

#### **Item 7 – Health and Safety Report**

#### **The Board noted progress with Safety and Risk Management.**

#### **Item 8 - Historic England CEO Report**

- 8.1 The Chief Executive of Historic England, who had been invited to observe the meeting, reported on various issues including: recent activities within his organisation; the DCMS Tailored Review of Historic England; and the renewal of the Operating Licence under which English Heritage manages the national collection.

#### **Item 9a - Health and Safety Policy**

- 9.1 English Heritage’s Health and Safety Policy was due for formal review. The Audit and Risk Committee had considered proposed revisions to the policy in November and recommended it to the Board for approval.

#### **The Board approved the updated Health and Safety Policy**

#### **Item 9b - Safeguarding Policy**

- 9.2 Trustees were advised that an overarching Safeguarding Policy had been drafted to combine previously separate policies and procedures, ensure compliance with statutory duties and responsibilities and to reflect best practice. The Audit and Risk Committee had considered this in November and recommended it to the Board for approval.

#### **The Board approved the Safeguarding Policy.**

### **Item 10 - Serious Incident Reporting**

- 10.1 The Board noted that the Charity Commission had asked Trustees to satisfy themselves that English Heritage's processes and procedures for reporting serious incidents are satisfactory.

**The Board agreed that serious incident reporting was being managed effectively by staff on behalf of the Board of Trustees.**

### **Item 11 - Our Charitable Impact**

- 11.1 Trustees were reminded that in June they had discussed how English Heritage should define and measure its charitable impact. Further work had been carried out to refine the statements and measures, but the overall approach remained the same and was supported by substantial public feedback, as well as by the NCVO.

**The Board approved the proposed approach to understanding and measuring EH's impact as a charity.**

### **Item 12 - Visitor Experience Annual Review 2019**

- 12.1 Trustees noted that the annual visitor experience survey results showed an average score of 8.9 out of 10 in response to the question, "How would you rate this site as an overall place to visit?". Entertainment and Storytelling scored particularly well, as did public events. Trustees discussed ways of improving the visitor experience further such as providing more information about our conservation work and introducing new experiences to drive repeat visits.

**The Board noted the visitor survey results for 2019 and the action proposed in light of this feedback.**

### **Item 13 - Member Experience Annual Review 2019**

- 13.1 Trustees noted that the latest survey indicated high levels of satisfaction, especially in the visit experience of Members, the benefit package and the Member communications programme, including the Members' Handbook and the Members' Magazine. EH membership content had recently been recognised as outstanding at the International Content Marketing Awards.

**The Board noted the findings of the annual Members' survey and the actions being taken in response to Members' feedback.**

### **Item 14 – Committee minutes**

**The Board noted minutes of the following Committee meetings:**

- a) **Audit and Risk Committee: 6 November 2019**

**b) Historic England Historic Estates Conservation Committee: 7 November 2019**

**Item 15 – Any other business**

- 15.1 **The Chairman** reminded Trustees that Sukie Hemming’s appointment as a Trustee would come to an end on 31 December. He thanked her for helping to set up the charity and for the support she had given to the Board and to staff during her tenure and presented her with life membership of English Heritage.
- 15.2 **The Chairman** outlined the long term potential goals that had been discussed by Trustees prior to the meeting. He thanked the Board and Executive for another year of excellent achievement, despite some fairly challenging weather, and wished everyone a happy Christmas.
- 15.3 There was no other business.

**Next meeting**

The next Board meeting would be held at 10am on Thursday 11 March 2020 at 100 Wood Street.

Addison Devlin  
Head of Finance  
December 2019