
Opening the Meeting

The Chair welcomed everyone to the meeting and reported the apologies received. No conflicts of interest reported.

The Chair updated the Board on recent interactions with senior officials at the DWP, the winding down of the Debt Advice Steering Group and restructuring of the MaPS Advisory Board.

Minutes and actions

The Board approved the minutes of the meeting held in April and noted updates to the action log.

CEO's Report

The CEO reported that the P1 figures were encouraging with debt advice figures showing a year-end result of 90% of target. There had been a notable improvement in Money Guidance metrics since this workstream had been brought in-house.

The Board discussed and sought assurance that stress and work/life balance were being addressed.

The Board sought clarification around the potential impact of Pension Wise Stronger Nudge regulations, the Executive reported that the CSR would impact this over the next three years, and that whilst MaPS was awaiting firm guidance and modelling from the DWP as regards likely demand, an increase of 50%+ was the current working assumption.

MI Report

The Board members expressed their satisfaction at the recently developed Board MI pack.

The Executive reported the working assumption of a 50%+ increase in demand would be addressed through a range of measures including the use of performance management of delivery partners and would likely inform decisions in other areas necessary to free up capacity.

With regards to the Collab Partner discovery phase, the Board asked for a paper on efforts to meet the mandate of delivering quick wins early in the year.

The Board sought clarity on the red RAG rated items, PDP contract and the COVID extra capacity funding and asked the Executive to update the Board of any decision to let go debt advisors in the face of a potential period of increased demand.

Discussion Session with the Director General for Disability, Health & Pensions

The Director General for Disability, Health & Pensions provided an overview of the wider governmental and departmental policies and priorities which were likely to inform their expectations of MaPS in the months and years ahead, especially around the areas of maximising employment, improving quality of life and the delivery of excellent services for citizens and taxpayers.

Coordination of the UK Financial Wellbeing Strategy

The Board received a report outlining the mechanisms through which MaPS expected to fulfil its role, and key distinctions between coordination and participatory activity.

Health and Social Systems Linkages

The Executive described an ambitious vision for full coordination between debt advice and money guidance and addressed options for best serving those at the most vulnerable points in their lives, and equipping those on the front line to best assist them.

Efficiencies

The CFO reflected on the question as to how MaPS could demonstrate that it was becoming more efficient over time, especially regarding establishing metrics, and referencing trackability, divisibility and attribution to particular levy pots.

Comprehensive Spending Review Update

The Board discussed the potential responses to the CSR as regards budget allocation. It was noted that the proposed short Board session in August would review the Executive's position around the CSR, with a follow-up session in November/December to consider the outcome. In the meantime, the CEO and CFO would develop an updated timeline and report back to the June Board.

Plan for Board engagement with Corporate Strategy and Next Year's planning cycle

The Chair observed that once the outcome of the CSR was known, the question would remain as to how MaPS would allocate the funds and get MaPS aligned with the necessary three-year planning cycle.

The Board acknowledged that the most sensible approach would be not to publish a three-year plan until May 2022, alongside the new Corporate Plan, such as to allow for inclusion of inputs from the Departmental Review. This would however, need to be tested with the ALB team at the DWP/HMT.

FinCom Chair's Update

The Subcommittee Chair reported on the key discussions at the previous meeting, highlighting the adoption of a more streamlined approach to presenting business cases, and the continued ambition towards achieving a quarterly cycle for full meetings.

RemPCo Chair's Update and non-consolidated pay recommendations

The Board received and endorsed the Subcommittee's recommendation as regards non-consolidated pay for the year to 31 March 2020.

The Board noted that a colleague inclusion survey would be going live in coming days such as to establish a baseline which would inform future work in this area.

Board Effectiveness Evaluation - Action Plan

The Executive received and noted a range of feedback. It was agreed that there would be a half-day session added to the calendar in November to consider both the effectiveness proposals and the Departmental Review.

Forward Plan

The Board reviewed its forward plan.

