
Opening the Meeting

The Chair welcomed all to the meeting.

Chair's Comments

The Chair highlighted that recruitment for a new Chair was progressing, with an appointment expected by January 2023, after which there would be a handover period. A letter had been received from the Permanent Secretary regarding the Pensions Dashboard Programme (PDP) under the Infrastructure and Projects Authority process. It was noted that a proposal had been drawn up for changing the Financial Inclusion Forum to make it more substantive.

Conflicts of Interest

There were no new conflicts of interests raised at the meeting.

Minutes of 12 July 2022 and 15 August 2022

The minutes for the meetings were approved.

Action Log

The Actions Log was reviewed and discussed by the Board. The Board agreed that requests for a number of the actions would be completed by the October meeting of the Board and the log reduced accordingly.

Decisions Log

The Board noted the decisions taken by email since the last Board meeting.

CEO Report

The CEO drew the Board's attention to: MaPS underspend; debt advice commissioning outcomes; conversations on current MaPS activity in the debt advice space; PDP resourcing; and Google's announcement regarding seeking debt advice online.

Performance Pack

The Board reviewed and discussed the key performance headlines and noted that the pack tracked the performance framework at each monthly Board meeting. The Board noted this was an evolving piece, and the plan was to reach a stage of maturity that would assist in informing next year's plan as well as autumn/ winter 2022 discussions with DWP. The following aspects were noted and discussed.

- Pensions engagement season had been delayed by the mourning of Her Majesty Queen Elizabeth II
- Teleperformance was due to come in-house this month – in-sourcing should see an improvement.

- Regression analysis for the Pension Wise self-service online tools could be useful

Debt advice commissioning update including revised target state slide

The Board requested that for communications, consideration was given to the interaction between specific debt advice services and interventions in relation to preventative action. The Board approved the target state slide subject to wording being added about community-based services.

Places for Growth update, including dashboard

The Board noted the progress update on the PfG programme (Programme, People, Technology and Comms & Engagement) provided by Jamey Johnson and recognised the value and benefit of having a dedicated resource to the programme.

Programme

- The point at which the MaPS recruitment policy changed to reflect recruitment from and to Bedford was under consideration

Place

- Borough Hall had been approved by Cabinet Office as a permanent base, Heads of Terms could be signed as soon as ready
- Temporary space in Borough Hall was under consideration (see above) for new Bedford staff – this was going through governance steps leading to Cabinet Office approval and would be received by Board first. Temporary space business case to be approved by correspondence subject to ELT review and approval.

Technology

- In terms of filling programme roles, if there was no success in the final round of recruitment of a technology specialist, current managed service provider could be an alternative.

Comms and Engagement

- A series of workshops were planned with ELT, SLT and CCG to begin conversations with MaPS leaders on how the organisation would land in Bedford.

Proposed refresh of Corporate Strategy & Plan

The Board noted the 23/24 Corporate Plan timeline. The Board approved the proposal and noted there would not be a refresh of the 3 year strategy as it was accepted that to do so, given the likelihood of another CSR, was not a good use of resources.

Board encouraged the CEO to press the new Minister to enable publication of, at a minimum, the 2022/23 Corporate Plan, and engage in a dialogue on whether the sign off procedure could be simplified in the future.

Financial Foundations landscape, including for approval: Financial Foundations Business Case

The Board approved the Business Case. Further detail on costs and how to measure success would be supplied.

Independent Quality Assessment Service – Resource Provision

The Board approved option 3 in the Business Case for the outsourcing of an independent quality assurance provider to deliver resource for the independent testing of the MaPS Standards and SME support in control testing. This was subject to the strengthening before submission to DWP, but no requirement to re-submit to Board.

ARAC Chair report

The paper on the extraordinary ARAC of 10 August 2022 was received and noted.

Changes to membership of Board sub-committee (via NomCo)

The Board approved the new membership of the Board sub-committees as recommended by the Nominations Committee. The Board noted that Simon Hamilton's appointments were effective 1 November 2022.

Endorsement of MaPS Advisory Group (MAG) appointments

The Board endorsed the appointments of Steve Hughes, Bernie Hickman and Jayne Opperman. The Board noted that the MAG Chair annual briefing to Board had been taken off the agenda for the September meeting as MAG Chair was new in role. The Board would be invited to join a MAG meeting in early 2023.

Effectiveness Workshop Actions

The Board noted the improvement plan from the July 2022 Effectiveness Workshop.

Three aspects to the deep dive elements of the NED induction were noted:

- i. New NED directorate deep dives before year-end
- ii. Additional subjects raised during the overview induction session to be incorporated
- iii. Inviting a sole NED (new and existing) to join an ELT deep dive meeting session, commencing in the new year.

Forward Plan

The Board considered and noted the forward plan.

AOB

Board members were invited to connect on the upcoming Black History Month.

There being no other business the meeting closed at 15:30.

