

Board Meeting summary May 2020

Welcome and Chairman's Update

The Chair welcomed everyone to the meeting. There were no further conflicts of interest noted.

Minutes 28 April , 29 April

The Board agreed the minutes of 28 April and 29 April. The action log was noted.

May CEO Report

The CEO updated the Board on the Target Operating Model for delivery, New Landing Place and the additional £50m funding received.

The CEO reported that the organisation had been working exceptionally hard to continue to provide an excellent service during the lockdown period.

The Board noted and acknowledged the excellent Covid-19 pulse survey results, and significant improvement since the last survey.

April MI Report

The Board received the April MI and confirmation that the year-end accounts had been closed and MaPS had an underspend in 2019/20 of £17.5m.

Options for developing and publishing the MaPS Corporate Strategy

The Board agreed to publish a single corporate document, integrating the high-level three-year Corporate Strategy and the one-year Corporate Plan in March 2021.

20/21 Corporate Plan – Covid-19 response narrative

The Chair confirmed that the Board had already agreed to publish the Corporate Plan and to have a short draft narrative on how MaPS would adapt due to Covid-19.

The Board supported the narrative and gave the CEO delegated authority to publish the final document.

Financial Wellbeing briefing for No.10

The Chair reported that Financial Wellbeing did not appear to be on the agenda at Number 10. He referred to the document that had been circulated and said that it had also been circulated the Director of Financial Services, HM Treasury.

Delivery of Pension Freedoms from 31 March 2021

The Interim Director of Operations referred to the series of options for delivery of the Pensions Freedoms service when the Citizens Advice and Citizens Advice Scotland grant agreements expire on 31 March 2021. He sought agreement from the Board to renewing the existing grant agreements with the two existing providers on an enhanced hybrid basis for 20-21 at £13.34m.

The Board agreed the business case for Pensions Freedoms service when the Citizens Advice and Citizens Advice Scotland 20-21 at £13.34m.

Additional funding Update

The CEO confirmed that MaPS had received the additional funding requested and the next step would be to bring a framework to the Finance and Investment Committee on how MaPS would spend the funding before any business cases were approved.

Accommodation Strategy Principles

The CFO presented slides on the proposed Accommodation Strategy Principles. The Board noted that the strategy would be brought back to the Board in October.

Board Terms of Reference

The Board agreed the updated terms of reference.

Update from Nomination Committee

The Chair updated the Board on the recent Nomination Committee where they had discussed and agreed the objectives for the NEDs, Chair and CEO.

Review and approve ELT Objective Setting Framework

The Chair referred to the paper circulated and asked the Board to approve the approach for objective setting for the Executive Team. The Board agreed.

Review and approve NEDs, Chair, CEO and Corporate Objectives and Performance Framework

The Board referred to the objectives for the NEDs, Chair, CEO and the corporate objectives.

The Board agreed the;

- Non-Executive Directors & Chair's objectives for the period 1 April 2020 to 31 March 2021.
- Chief Executive Individual objectives for the period 1 April 2020 to 31 March 2021.
- the Corporate Objectives for the period 1 April 2020 to 31 March 2021.
- the performance framework for the Chair, NEDs and CEO.

Update and approval of 2 x NED request of reappointment

The Board agreed the two extensions to NED contracts.

Update and endorsement on proposed NED recruitment process

The Board noted the process and timelines laid out in the paper.

Consumer Brand update

The Digital, Marketing and IT Director provided the Board with an update regarding engagement with the DWP on MaPS rebranding and the transition plan. It was agreed to bring an integrated delivery proposition for the brand strategy and consumer delivery in September, along with the IT Strategy.

Update from Finance and Investment Committee

The Chair of the Finance and Investment Committee reported that they had reviewed the supplier relief strategy and agreed that the Supplier Relief proposals for Teleperformance and HGS should come to FinCom for approval and the CEO be delegated up to £250k for approval of any subsequent requests from smaller suppliers.

The Committee discussed the audit by Mazars on business cases, which received a limited assurance finding.

The Committee discussed the lessons learned from the purchase of 400 laptops, which resulted in the terms of reference of the Board being amended. All Single Tender Actions (STAs) would now be raised through the Chair of FinCom prior to approval.

Update from Remuneration and People Committee

The Chair of the Remuneration and People Committee updated the Board on the recent Committee meeting. He confirmed the Committee had discussed the results of the recent staff pulse survey, and a number of HR policies.

Pay remit

The Chair of the Remuneration and People Committee submitted two proposals for approval of:

1. Consolidated pay, with the recommended eligibility criteria
2. For Non-consolidated pay, along with the recommended approach.

The Board agreed the principles in the paper and awaited the updated proposal by circulation for approval.

HR Performance Development

The People, Culture and Skills Director referred to the new Performance Development process and the recommended approach for roll out. The Board agreed the HR Performance Development process and approach

There being no further business, the meeting closed at 16.00