

### Opening the Meeting

The Chair welcomed all to the meeting.

### Chair's Comments

The Chair confirmed that stakeholder engagement programmes would continue on a remote basis until further notice.

### Conflicts of Interest

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

### Minutes of 30 Nov 2021, 01 Dec 2021, 25 Jan 2022, and 03 Feb 2022

The minutes were agreed subject to minor amendments.

### Action Log

The Actions Log was reviewed and acknowledged by the Board.

### Decision Log

The Board noted the approval of a business case via circulation on 3 Feb 2022.

The Board noted approval of ministerial correspondence taken under delegated authority by the Chair, CEO and CFO on behalf of the Board on 7 Feb 2022.

### CEO Report

The CEO provided an update to the Board on key areas of focus since Dec 2021, including stakeholder engagement and strategic areas of focus.

### Management Information (MI) Pack

The Board discussed the MI pack, noting that the budget allocation for MaPS for 2022/23 was as anticipated.

### Place for Growth (PfG) Programme Board update and locations report

An update on the PfG programme was received and noted by the Board. The Board approved the Programme Board's recommendations on location and communications.

### Debt advice commissioning

The Board noted the update on debt advice commissioning and acknowledged the progress that had been made.



### **MaPS Volume Targets 2022/23**

The Board reviewed the service volume targets for 2022/23. Board discussion included taking a pragmatic and phased approach to achieving set KPIs.

### **Consumer Voice**

The Board discussed and agreed to the development of an engagement programme for Board members to engage with the various elements relating to understanding the consumer voice.

### **Digital Strategy and Data Roadmap 2022-2025**

Board discussions included ensuring all components are incorporated into the overarching information strategy, ensuring that the organisation is able to analyse and articulate information and data effectively.

The Board endorsed the direction of travel of the strategy and roadmap but requested further clarity on information needs and addressing any gaps in data.

### **PACE**

The Board noted the presentation regarding the extension of services.

The Board acknowledged the progress made and was supportive of the recommendations provided. The Board agreed the contract extension.

### **PensionWise Freedoms Campaign 22/23 business case**

The Board approved the business case subject to minor amendments.

### **Contract / grant extensions for Pension Freedoms (CitA and CAS), Pension Freedoms appointment booking (Teleperformance) and Money Guidance (HGS)**

The Board discussed and approved the proposed extensions of the PensionWise Delivery Grant contract (CitA and CAS), Pension Freedoms appointment booking contract (Teleperformance) and Money Guidance (HGS) contract.

### **Via ARAC>Update from ARAC Chair and CRO report**

The Board noted reports from the Chair of ARAC and the Chief Risk Officer.

The Board agreed to quarterly risk review updates with ARAC leading on providing a summary and action plan on ratings requiring organisational attention.

### **Changes to membership of Board sub-committees**

The Board approved proposed changes to membership of Board sub-committees.

### **Board effectiveness workshop**

The Board approved the next phase of effectiveness work subject to additional learnings.

### **Forward Plan**

The Board noted the forward plan, including the arranging of workshops relating to Board effectiveness and service commissioning.

### **AOB**

The Board noted that engagement is ongoing with the union group that several colleagues have recently joined. Developments will be shared to the Board via the CEO's report.

*There being no other business the meeting closed at 17:35.*