

### Opening the Meeting

The Chair welcomed all to the meeting.

### Chair's Comments

The Chair highlighted that the MaPS Advisory Group review is ongoing.

### Conflicts of Interest

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

### Minutes of 1 March, 15 March, and 29 March 2022

The minutes for the meetings held on 1 March, 15 March, and 29 March 2022 were all approved subject to minor amendments.

### Action Log

The Actions Log was reviewed and discussed by the Board.

The Board agreed that requests for information be circulated as they become available.

### CEO Report

The CEO drew the Board's attention to monitoring performance, structuring the Executive Leadership Team to focus on delivery against KPIs and raising the organisation's profile within government.

### Performance Pack

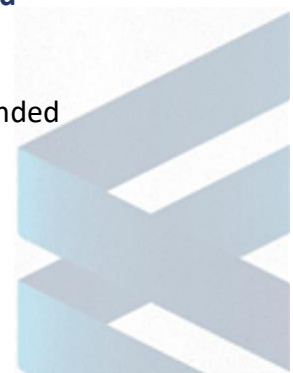
The Board reviewed and discussed the key performance headlines. It was noted that the KPI figures and overall assessment of outcomes show a balanced account of MaPS' achievements in the financial year 2021-22.

### PfG Programme update

The Board noted the verbal progress update on the PfG programme and acknowledged the ongoing work undertaken.

### Debt advice commissioning update: regional debt advice commissioning – next steps and plan for future rollout

The Board discussed the options presented and agreed the broad process. The recommended next steps and plan for the regional debt advice commissioning were noted.



---

## **Pay remit**

The Board reviewed and agreed to the proposed approach in relation to pay remit. Detailed pay modelling will be undertaken in line with affordability criteria.

## **UK Financial Strategy – Financial wellbeing tracking metrics**

The Board noted the delivery plan and tracking metrics. An operational delivery plan was suggested to measure the overall trajectory of the strategy.

## **Cost of Living Briefing**

The Board noted MaPS' response to the ongoing increase to cost of living in the UK, and its impact on the organisation's statutory functions and activity across the business.

A paper setting out how best MaPS can utilize its resources and collaborate with stakeholders will be prepared for the May Board meeting.

## **Strategic Digital Delivery Partner (DDP) business case**

The Board approved the business case noting the importance of monitoring MaPS' standing within the field of suppliers.

## **MaPS Dashboard (BETA phase) business case**

The Board noted that the business case was confirmed to be within budget and commercial governance. Assurance was provided and risk of lack of resources within the sector acknowledged by the Board.

The Board approved the business case.

## **MaPS Advisory Group: Advisory Note to the Board**

The Board acknowledged the intention to schedule a joint MaPS Board and MAG meeting.

## **Via ARAC – Update from the ARAC Chair**

The Board noted the report from the Chair of ARAC.

## **Via ARAC – CRO Report (incl. strategic risks appetite levels)**

The Board noted the Chief Risk Officer's key points from the report.

## **Forward Plan**

The Board considered and noted the forward plan.

---

## Reflections on MaPS Business Advice Relations with Guest: Warren Buckley, Chair, Citizens Advice

Warren Buckley, Chair, Citizens Advice joined the Board meeting to reflect on the relationship between MaPS and Citizens Advice.

There was extensive discussion on the strong shared agenda between MaPS and Citizens Advice, opportunities to collaborate and solve problems for the customers that both organisations help and managing quality assurance of service delivery.

The Chair thanked Warren Buckley for joining the meeting.

### AOB

There were no AOB raised at the meeting.

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

