

Opening the Meeting

The Chair welcomed all to the meeting.

Chair's Comments

The Chair advised that four new NEDs have accepted offers to join the MaPS Board and will start their terms on 1 September 2022.

Conflicts of Interest

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

Minutes of 25 May 2022 and Note of 15 June 2022 meeting

The minutes of the meeting held on 25 May 2022 and the note of the meeting held on 15 June 2022 were approved.

Action Log

The Actions Log was reviewed and discussed by the Board.

Decisions log (decisions taken by email)

The Board noted the decisions taken by email to approve the pay remit paper and the revised DFA proposals.

CEO Report

The CEO drew the Board's attention to the upcoming meeting with DWP and HMT on MoneyHelper, the awarding process for debt advice services, the marketing business case for MoneyHelper, Places for Growth and the Money Guiders programme which is going well.

Performance Pack

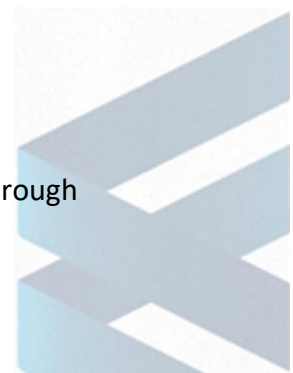
The Board reviewed and discussed the key performance headlines.

Debt advice commissioning update

The Board acknowledged and noted the weekly written update. A verbal update was not required at the meeting.

Places for Growth update (including colleague retention offer)

The Board considered and approved the final colleague retention offer which had been through collective consultation, subject to the points raised in discussion.



Following Board approval, the final colleague retention offer would be sent to DWP for approval.

Risk Appetite Statement – Annual Review

The Board reviewed and approved the changes to the Risk Appetite Statement 2022/23. this meeting.

Debt Advice Demand Forecasting

The Board was presented with the proposed approach to debt advice demand forecasting, and noted that it was keen to have a working forecast model and publish historic data and trends.

The Board was supportive of the approach to interim reporting and engaging with key stakeholders which should include energy providers, and approved the proposal to pursue commissioning an external supplier to manage the formal modelling.

Longer term debt advice commissioning: Strategic parameters and scope of evidence gathering

The Board was asked to consider the scope of the evidence gathering phase for longer-term commissioning.

The Board discussed the need to highlight the importance of vulnerable people and their complex needs which needs to be understood fully so that the debt advice provision can provide support effectively. The usefulness of tracking lag indicators and early warning signs was noted.

Subject to the suggested amendments, the Board approved the approach to longer term debt advice commissioning.

Health, social care, welfare systems: 100 days report

The Board was presented with the key highlights from the report on health, social care and welfare systems noting the four key workstreams in this area (influencing, upskilling the workforce, access to quality information and being leaders in the space). It was noted resourcing needed consideration, collaboration with other organisations where possible would help accelerate the work, and this area of work should be fed into the pilot Money Guiders programme.

There was enthusiasm from the Board on the work being undertaken and it was felt that this should be a high priority for MaPS.

Medium term debt provision Business Cases

The CEO provided an overview of the business cases relating to the medium term debt provision. It was noted that clarity is being sought from DWP on the governance process for approving the medium term grants. Board members had submitted questions in advance of the meeting.

There was discussion on the Board's concern around the length of time it will take for MaPS to be able to communicate with the sector. The Board approved the business cases.

Money Guidance Transformation Business Case

It was agreed that it would also be helpful to see how the principles of the money guidance strategy are being applied to the approach to reviewing the content topics. The Board approved the business case.

Contact Centre as a Service Business Case

There was a discussion on the need to demonstrate clearly the internal and external resources, one-off and recurring costs and savings across the lifetime of the project. Following discussion the Board approved the business case.

Audit, Risk & Assurance Committee (ARAC) Chair report and Chief Risk Officer (CRO) report

The Board was provided with an update from the ARAC Chair and CRO. It was noted that the commercial strategy had been reviewed and approved by ARAC members. It was also noted that work is ongoing across MaPS to share and embed the principles around risk culture.

Update on MAG membership (verbal)

The Board noted that there were ongoing conversations to bring additional members into the MAG membership.

Forward Plan

The Board considered and noted the forward plan.

AOB

There were no AOB raised at the meeting.

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