

### Welcome, Apologies, and Declarations of Interest

The Chair welcomed everyone to the Board meeting and noted apologies. There were no conflicts of interest.

### Chairman's Update

Offices at 120 Holborn and Belgrave Road were now closed due to Covid-19 with all meetings to be held via teleconference until further notice.

The Chair announced the appointment of an Interim Programme Director for the Pensions Dashboard, and a permanent candidate was being sought. The Interim Director would also be attending Executive Leadership Team meetings.

### Minutes of the previous Board meeting 25 February 2020

The Minutes of the Board meeting of 25 February 2020 were approved with minor amendments.

### March 2020 Chief Executive Officer (CEO) Report

The CEO confirmed that the budget had now been approved and the team were working towards producing an operational plan. The Board also discussed Universal Credit. The CEO would bring an update for discussion on the work with the Department for Work and Pensions on this area.

### Monthly Management Information – February 2020

Following discussion, the Board noted that the framework for the calculation of KPIs would be updated. There was a discussion regarding VAT on grant agreements and sub-agreements, led by the Chief Financial Officer.

### MaPS Quality Standards

The Board were advised that development of the MaPS quality standards was progressing well. Due to timing, the Board was asked to receive the final paper by circulation for approval by the end of March, and then submission to the Financial Conduct Authority.

### Debt Advice Commissioning Plan

The Board discussed the options presented and agreed the recommendation to engage with the market, selecting partners with appetite and capability, to evolve over the course of the agreement.

## **Call Centre Review**

The interim Director of Operations updated the Board on the action plan to support the performance of the Selkirk Call Centre.

## **NAO update**

It was noted that the Single Finance Guidance Body accounts were signed on 5 March and laid on 12 March.

## **Update from the Finance and Investment Committee**

The Committee had approved the Gifts, Hospitality and Expenses policy.

## **Update from the Nominations Committee**

The Chair confirmed that the Committee had also agreed to hold a full external review of the Board and Committees in 2021. The Committee reviewed a 360° appraisal approach for the Board members.

## **Updates from Pensions Dashboard Sub-Committee**

The Chair confirmed that the Pensions Dashboard Sub-Committee had approved the outline draft forward plan.

## **Update on Business Continuity Plans (Coronavirus)**

The CEO updated the Board with the current response at MaPS. She confirmed that the office had closed, and all staff were working from home, and this was going well.