

Inclusive Communication Stakeholder Reference Group Meeting

Date of Meeting	Wednesday 14 August 2019
Time	11:00-13:00
Location	Social Security Scotland, 220 High Street, Glasgow
Note	Participants have been anonymised with the exception of those who are most senior.

Attendees

In Attendance:

Chair: Miriam Craven (MC)	Head of Local Delivery and Client Experience, Social Security Scotland
RM	National Engagement and Partnership Lead, Social Security Scotland.
DP	National Engagement Support, Social Security Scotland.
GP	Organisation Strategy Manager, Social Security Scotland.
HD	Scottish Government.
GH	Royal National Institute of Blind people (RNIB).
KHK	The Royal College of Speech and Language Therapists.
AB	Independent Speech and Language Therapist, (seconded to Social Security Scotland).
BS	Inclusion Scotland.
MS	Glasgow Disability Alliance.
JP	Scottish Autism.
LG	Dyslexia Scotland.
SB	British Limbless Ex-Service Men's Association (BLESMA).
RG	Citizens Advice Scotland.
PC	Chest, Heart and Stroke Scotland.
DT	Deafscotland.
JR	The Health and Social Care Alliance – the ALLIANCE.

CV	Royal National Institute of Blind people (RNIB).
JF	ARC Scotland.
HS	Age Scotland.
DS	Ochil Tower School.
TW	Dementia Care Voices.
Secretariat	
RP	PA to Chair, Social Security Scotland.
AD	Local Delivery Admin Support, Social Security Scotland.
Observers	
EM	Social Security Scotland.
DM	Social Security Scotland.

1. Welcome from the Chair

- 1.1. The Chair welcomed everyone.
- 1.2. Group members introduced themselves and the organisations they represent.

2. Presentation – Social Security Scotland ‘ the journey so far’.

- 2.1. A welcome video from Ms Shirley-Anne Somerville, Cabinet Secretary for Social Security and Older People, was played to the group. Ms Somerville highlighted the importance of inclusive communication. It was highlighted that Ms Somerville may attend a future meeting. Officials will provide regular updates to Ms Somerville about the work of the group as it progresses.

3. Presentation – Social Security Scotland ‘ the journey so far’.

- 3.1. RM gave a presentation to the group which explained
 - why Social Security Scotland was committed to inclusive communication
 - what work had been done so far

4. Discussion – Stakeholder Group Terms of Reference.

- 4.1. A discussion was held on the draft Terms of Reference for the group.

Changes

A range of suggestions were made for how the Terms of Reference could be improved including

- a requirement to work closely with Experience Panel policy colleagues. Members felt there is an opportunity to ask Experience Panel members question about inclusive communication and to share a lot of learning across both forums
- agreement that the group will follow inclusive communication principles at each meeting
- making clearer that that Social Security Scotland will ensure that meetings are run in an inclusive manner and will provide any specialist support necessary to ensure that every member of the group is able to fully participate
- Noting that members would let the Chair know if they felt there were any potential conflicts of interest between the work they are doing in the substantive role and the objectives of the group

Membership

- There was discussion around additional membership of the group should be considered. It was agreed that Social Security Scotland would consider inviting people with lived experience of communication disadvantage to join the group

4.2. It was agreed that Social Security Scotland would update the Terms of Reference based on these suggestions. A revised version would then be sent to group members for final approval at the next meeting.

Action	DP	Amend Terms of Reference document to reflect members' observations and discussion
Action	DP	Consider extending group membership on the basis of members' suggestions
Action	DP	Establish links between Reference Group and Experience Panel lead official

5. Benefit Support Roadshows - Group Discussion.

5.1. Funeral Support Payment Roadshows are happening at the moment. It was explained to the group how the roadshows were run. Members were then asked to provide feedback and suggestions on how Social Security Scotland might improve their communications and invitations to the upcoming Young

Carer Grant roadshows. It was agreed that members would provide detailed comments to Social Security Scotland following the meeting.

Action	Group	
		Members to send suggestions on how Young Carer Grant roadshow invitations may be improved to the group's secretariat

6. Chair Closing Remarks

- 6.1. MC thanked everyone for attending and for their input to the meeting. it was agreed that members would provide any additional comments on the meeting content by email to the group secretariat.

Date of next meeting: The next meeting will be in October 2019 (exact date to be confirmed)