Social Security Scotland
Tèarainteachd Shòisealta Alba

| Audit and Assurance Committee | |
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| **Date of Meeting** | 29th August 2023 |
| **Subject** | Register of Compliance Obligations Update on Accessibility |
| **Agenda No.** | 11 |
| **Paper No.** | 23.9 |
| **Prepared By** | Corporate Assurance Team |
| **Purpose** | Below the Line |

## 1. Background

1.1. The Corporate Assurance Team within Social Security Scotland are responsible for ensuring we meet the expectations on us as a public body and monitor the delivery of our statutory functions under the Social Security (Scotland) Act 2018.

1.2. This is an update on the progress of the Accessibility and Web Content and Accessibility Guidelines 2.1 (WCAG 2.1) issue highlighted at the last committee.

## 2. Public Body Duty Updates

2.1 A Workshop was held in March 2023 to formulate the Accessibility Roadmap including members across the People directorate, with an Accessibility Manager being appointed during summer 2023. With this appointment the proposed next steps and the outline of team deliverables was agreed, with final sign off from Head of People.

2.2 The accessibility team will be involved in creating a strategy for the organisation, ensuring it is informed by lived experience, client and colleague feedback and user research at the same time as supporting issues that are currently live which help inform the strategy. Some of the planned activity is captured below.
   • Recruit and upskill Accessibility team through external training and regular engagement with subject matter experts.
   • Map the 'as is' process for colleagues requiring accessibility support.
   • Review the full colleague lifecycle from recruitment to exit to identify any gaps and make suitable recommendations.
   • Review impacted staff cases and create a lessons learned.
   • Engagement with key stakeholders to share findings and discuss next steps to improve current processes and the proposal of any new processes including the actioning of any 'quick wins.'
   • Support live "support" needs working with People Advice and Health & Safety.

- Socialise the team and formulate a 'front door process.' working with communications colleagues.
- Creation and implementation of strategy to governance (Equality Impact Assessments, Data Protection Impact Assessments, Digital Accessibility and internal reporting) and business as usual processes to ensure the embedding of overarching accessibility strategy.
- Engage with Programme, Strategic Transition Team & Chief Digital Office colleagues to understand the accessibility of projects and product transitioning from Programme, also review existing products for WCAG 2.1 accessibility requirements, formulating a plan to remediate based on findings.
- Build the knowledge and capability of managers and employees through coaching and work with Learning & Leadership colleagues to develop and deliver learning interventions to support accessibility, reasonable adjustments and embrace the social model of disability.
- Collaborate with Procurement colleagues to establish contracted terms with external suppliers and improve internal procurement processes.

## 3.    Progress so far

3.1    Monthly review of "Contracts in Development" and "Procurement pipeline" documents shared by procurement. Reviewed for digital procurement which needs subject matter expert  advice and guidance for digital accessibility.

3.2    Team are currently supporting - Health and Safety – Display Screen Equipment software and  Chief Digital Office - Secure Web Gateway.

3.3    Ways of Working - Weekly meetings with Health and Safety, Onboarding and ITECS to address issues, raise questions and support workplace adjustment process.

3.4    Process mapping currently taking place to allow engagement with key stakeholders to identify clear touchpoints, handover points and escalation routes. Including People Advice, Health and Safety, Resourcing, Pre-employment and Onboarding

## 4.    Conclusions

4.1    This paper provides an update on the progress of Accessibility within Social Security Scotland the Committee are asked to note the contents of the report.

4.2    A copy of this paper will be shared with the Executive Advisory Body.

## 5. GOVERNANCE CHECKLIST

**Please ensure that you detail which Corporate Plan Strategic Objective the paper contributes to. These strategic considerations should be used to assist you with the content of your paper.**

| Strategic Objective | Contribution |
|---|---|
| **Dignity, fairness and respect**<br><br>Delivering a service with dignity, fairness and respect at its core. | This paper has an impact to some extent on all the strategic objectives. Our compliance obligations cover a wide range of areas, and specifically target and help us achieve all of them. |
| **Equality and tackling poverty**<br><br>Promoting equality and tackling poverty. | This paper has an impact to some extent on all the strategic objectives. Our compliance obligations cover a wide range of areas and specifically target and help us achieve all of them. |
| **Efficiency and alignment**<br><br>Ensuring efficiency and aligning our activities with wider public sector for the benefit of the people we serve. | This paper has an impact to some extent on all the strategic objectives. Our compliance obligations cover a wide range of areas and specifically target and help us achieve all of them. |
| **Economy, society and environment**<br><br>Contributing to our economy, society and protection of our environment. | This paper has an impact to some extent on all the strategic objectives. Our compliance obligations cover a wide range of areas and specifically target and help us achieve all of them. |

| Strategic consideration | Impact |
|---|---|
| Environment | There are a number of public body obligations that consider the environment, and we are using these to inform our wider environmental strategic approach. |
| Governance | The Compliance Framework is a tool for good governance enabling us to keep track and report effectively on our compliance obligations. |
| Data | Data will be collated as the Compliance Framework embeds and this will be fed into a number of wider reporting mechanisms. |
| Finance | There are a number of public obligations that consider Finance, which our Finance Unit are leading on. |
| Staff | Not applicable |
| Equalities | There are a number of public body obligations that consider equality, and we are using these to inform our wider environmental strategic approach. |
| Estates | Environmental obligations should be considered as part of the decisions in this area. See above note on Environment. |
| Communications and Presentation | Not Applicable |

| Impact Assessment |
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| Non applicable |