

Executive Advisory Body

Date of Meeting	Tuesday 23 October
Time	13:00-15:30
Location	Meeting Room 6.5, Dundee House

Attendees

In Attendance

David Wallace (DW)	Chief Executive, Social Security Scotland (Chair)
Miriam Craven (MC)	Head of Local Delivery and Client Experience
Tracy McIntyre (TM)	Head of Operations
Mo Rooney (MR)	Head of Governance and Strategy
James Wallace (JW)	Head of Finance
Elaine Lorimer	Critical Friend
Jessica Burns (JB)	Non-Executive Body Member
Chris Creegan (CC)	Non-Executive Body Member
Ewan Gurr (EG)	Non-Executive Body Member
Douglas Hutchens (DH)	Non-Executive Body Member
Elaine Noad (EN)	Non-Executive Body Member
Laura Brennan-Whitefield (LBW)	Non-Executive Body Member

Also Attending

DH	-	Statistician (Management Information Paper)
BG	-	People Services Lead (Resourcing Update Paper)
CL	-	Relationships Lead (People Survey Note Paper)

Secretariat

NM	-	Corporate Assurance Manager
AP	-	Governance and Business Support Officer

Apologies

AM	-	Head of Corporate Services
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1. Welcome

- 1.1. The Chair welcomed and thanked all members for their attendance at the first meeting of the Executive Advisory Body. Apologies were noted from Alastair MacPhail.

The Chair outlined that he appreciated the commitment of Members joining the Executive Advisory Body.

2. Induction

- 2.1. MR presented the paper on Non-Executive Body Member Induction. Key themes for induction were outlined including: Proximity to Operations, Governance and Change and Team Building. It was emphasised that the focus is on “induction, not introduction”, and it was agreed to include this as a standing agenda item for upcoming meetings.
- 2.2. Comments were sought on the induction sessions members had experienced that day and also on recommendations for future sessions. Members agreed with the key themes identified, acknowledging that other areas will emerge over time. It was agreed that the process would continue to be monitored by the Governance and Change Unit and should evolve into an ongoing programme of training and development.
- 2.3. Future dates for Executive Advisory Body meetings were discussed, and it was confirmed that dates for the next year have been scheduled and may incorporate further induction sessions. Finally MR sought comment on how the Executive Advisory Body could contribute to the consultation on the Interim Corporate Plan. The Interim Plan is published on the Agency website, however further internal and external consultation is planned. The communication of dates and opportunities to attend and observe Corporate Plan consultations was proposed, followed by the suggestion of adding the members to the distribution lists for information relating to the Corporate Plan. Members agreed that a session on the Corporate Plan should be facilitated at an early stage.
- 2.4. For general awareness DW concluded the item by drawing attention to the fact that members of the shadow Executive Advisory Body had already commented on its development and influenced a number of changes which are reflected in the published Interim Corporate Plan.

Action	MR	Engagement session focusing on Corporate Plan to be delivered in near future.
Action	AP	Induction to be standing agenda item

Decision	All	All meeting papers should be framed such as to require a statement on their contribution to delivery of the corporate plan/a line stating what element each paper is linked to.
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3. Terms of Reference

- 3.1. MR presented the [Terms of Reference](#) for the Executive Advisory Body. Members were invited to comment on the draft provided.
- 3.2. A specific change to wording on page 7 paragraph two was advised and agreed by Members, to better reflect the advisory nature of the Body.
- 3.3. MR highlighted and sought advice on two key statements within the Terms of Reference. These were that the approved minutes, actions and Terms of Reference for the Executive Advisory Body be published on the Social Security Scotland website and that each meeting should have two staff observers. Both of these were agreed, but the number of observers will be kept under review should demand increase.
- 3.4. A waiting list will be maintained by the Social Security Scotland Business Support Office.
- 3.5. Further discussion was then had on the Terms of Reference with key points noted below.
 - A question was asked on how restricted information would be handled in the published minutes, MR advised that this is covered in the “Reserved Business” section of the Terms of Reference.
 - The Chair highlighted that the Executive Advisory Body exist to provide the Accountable Officer with advice and are not directly accountable for decisions taken. It was agreed to add further wording to the Terms of Reference to make this point clearer.
 - It was suggested by members that a quorum of ten for each meeting is quite high. MR advised that this is a statement of how important the Agency view this meeting. It was also highlighted that the Chair has authority to adjourn the meeting or proceed as planned (deeming the group quorate), should the meeting be not be formally quorate.
 - It was asked if future meetings could be attended via video or teleconference. MR advised this would be possible and arrangements can be made prior to each meeting should this be required.
 - It was agreed that there should be a section detailing the Executive Advisory Body’s relationship with the Audit and Assurance Committee.
 - It was agreed that the Code of Conduct referred to in the Terms of Reference would be presented at the next meeting.

Decision	All	Feedback on Terms of Reference to be given via correspondence
Action	MR	MR to present updated Terms of Reference at next meeting based on discussions above.
Action	MR	Executive Advisory Body Code of Conduct to be brought to next meeting

4. Management Information

- 4.1. Donna Hosie joined the meeting to present a paper on Management Information.
- 4.2. It was explained that the data in the paper was collected from the Agency and wider Scottish Government and provided the following updates to information provided:
- Average call length is now approximately 6 minutes;
 - There have been 6 more complaints, 10 more compliments and 1 suggestion since the paper was circulated;
- 4.3. Members agreed that going forward when available it would be beneficial to have more comparators on the data presented in the report and also that data be presented in both charts and text format.
- DH left the meeting. Due to time constraints DW moved to reschedule discussion of the Error Control Strategy.

Action	AM	Format of Management Information Report to be adjusted ahead of next meeting.
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5. Resourcing Update

- 5.1. BG joined the meeting to present the paper on Resourcing. He began by stating that staffing numbers have now increased since the paper was circulated, with an additional six new entrees to the Dundee Headquarters. There is now a total of 270 staff in Social Security Scotland.

- 5.2. The team have been very pro-active with recruitment and have been liaising with the Dundee City Council Employability Team and Glasgow City Deal to inform their recruitment strategy in the areas.
 - 5.3. Attention was drawn to the resulting figures of their recent recruiting campaign; 580 applicants for the first tranche and 546 applicants for the second. Interviews for the second tranche are beginning soon with over 180 interviews taking place. Every unsuccessful applicant receives personal feedback on their application.
 - 5.4. Members congratulated the team on the innovative recruitment strategy, and asked if there were plans to incorporate any work related qualifications in future. It was advised that this is currently being investigated, referencing the Modern Apprenticeship programme.
 - 5.5. Members asked about the overarching Agency People Strategy. It was explained that the 3 Year Resourcing Plan and Resourcing Strategy are currently being developed alongside the work on the People Strategy.
- BG left the meeting.

6. People Survey Note

- 6.1. CM joined the meeting to discuss the paper on this year's People Survey. CM gave some background on the People Survey, noting that the paper acknowledges last year's results and explains what we will do with results gained from the current survey. It is proposed to involve all staff in activities to act upon this year's results.
 - 6.2. DW explained that we must be careful to draw comparators with last year's Directorate results as we are now an Agency with greater numbers of people, many having only recently joined.
 - 6.3. A question was asked about incorporating Agency specific questions to the survey and it was confirmed that for this year's survey we asked the same questions as the wider Scottish Government, however this will be considered and is possible for future surveys.
 - 6.4. It was asked if it was possible to extract any positive success stories from the survey, while acknowledging that responses are confidential. CM explained that the report will be published, but there would be no way to identify specific stories. She then explained that communicating these successes could be a strand of what the Agency does to act on the results.
 - 6.5. People survey results will be added to the Executive Advisory Body agenda when they are received.
- CM left the meeting.

7. Standing Agenda Items

- 7.1. DW moved to have feedback on future Standing Agenda items agreed via correspondence and the Body agreed.

Decision	All	All Body Members to agree upon standing agenda items via correspondence.
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8. Any other business

8.1. Press Release

MR discussed the draft press release confirming the establishment of the Executive Advisory Body. Members advised that they had signed this off and it was agreed to recirculate the contact details for the Agency Communications Team.

8.2. Register of Interests

MR explained that the Register of Interests would be circulated after the meeting for Non-Executive Body Members to complete. This will then be published on the Social Security Scotland Website.

Action	MR	Recirculate contact information for Scottish Government Press Office
Action	AP	Circulate the Register of Interests to Non-Executive Board Members.

Date of next meeting: Tuesday 11 December 2018

