



## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 01 October 2019
<b>Time</b>	12:30 – 15:00
<b>Location</b>	Meeting Room G.09 & G.10, 220 High Street

## Attendees

### Present

David Wallace (DW)	Chief Executive, Social Security Scotland (Chair)
Chris Creegan (CC)	Non-Executive Body Member
Douglas Hutchens (DH)	Non-Executive Body Member
Elaine Noad (EN)	Non-Executive Body Member
Ewan Gurr (EG)	Non-Executive Body Member
Laura Brennan-Whitefield (LBW)	Non-Executive Body Member
Ally McPhail (AM)	Head of Corporate Services
James Wallace (JW)	Deputy Director of Finance and Corporate Services
Miriam Craven (MC)	Deputy Director of Strategy and Client Experience

### In attendance

Sally Witcher (SW)	Chair of the Scottish Commission on Social Security (Item 2)
TS	Lead Secretary, Scottish Commission on Social Security (Item 2)
MI	Personal Assistant to Sally Witcher (Item 2)
CB	Principal Research Officer (Item 8)
GP	Organisational Strategy Manager (Item 9)
JG	Principal Social Researcher (Item 8 & 9)

### Observers

GP	Research Officer
LM	Disability Assistance Manager

### Apologies

Jessica Burns	Non-Executive Body Member
Tracy McIntyre	Head of Operations

### Secretariat

AP	Governance and Business Co-ordinator
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## 1. Welcome & Conflicts of Interest

- 1.1. The Chair welcomed and thanked Members for their attendance, no conflicts of interest were expressed.

## 2. Introductions with Dr Sally Witcher

- 2.1. DW welcomed Dr Sally Witcher, Chair of the Scottish Committee on Social Security (SCoSS) to the Executive Advisory Body. Introductions were made around the table.
- 2.2. SW explained the roles and functions of the SCoSS, and highlighted that their particular focus for this meeting was to discuss the Charter, and how it would be measured and monitored going forward. DW then gave an overview of the Executive Advisory Body's function
- 2.3. Attendees were then invited to discuss and ask any questions.
- 2.4. The relationship between SCoSS and Executive Advisory Body was discussed, and SW was asked how she would like to see this develop. SW highlighted the need for strong communication in order to develop this relationship through feedback and advice. It was suggested that SW attend a future Executive Advisory Body meeting, and an action was taken to identify an appropriate date for this.
- 2.5. Members thanked SW for attending this meeting of the Executive Advisory Body.

Action	AP	To identify an appropriate date for SW to attend a future meeting of the Executive Advisory Body.
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## 3. Chair's Update

- 3.1. The Chair provided an update on developments since the last meeting of the Executive Advisory Body.
- 3.2. DW noted that the Social Security Scotland Annual Report and Accounts have now been laid before Parliament, JW provided copies to members of the Executive Advisory Body.

## 4. Previous Minutes & Actions

- 4.1. The minutes of the meeting held on 20 August 2019 were discussed and approved and will now be published on the Social Security Scotland website.



## 5. Benefits Update

- 5.1. MC gave an update on Social Security Scotland's progress with the Funeral Support Payment.
- 5.2. MC highlighted that specialised teams have been put together to process applications in Dundee, and noted that applications for this benefit have, to date, predominantly been made over the phone.

## 6. Balanced Scorecard

- 6.1. The Executive Advisory Body considered the Balanced Scorecard, which covered activity within the Agency up until August 2019.
- 6.2. Members agreed that we should continue to work on the format of the Scorecard, and will review this at a future meeting in terms of effectiveness.

Action	MC	Feedback comments on Balanced Scorecard format/content to authors.
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## 7. Audit and Assurance Committee Annual Report

- 7.1. DH discussed the Audit and Assurance Committee's Annual Report, which provides independent advice, opinion and assurance to the Accountable Officer and Executive Advisory Body about the quality, effectiveness and completeness of the control mechanisms operating in Social Security Scotland.
- 7.2. DH highlighted the value that the Audit and Assurance Committee's Chair Russell Frith, brings to the meeting and that this should be recognised. Overall it was acknowledged that Audit and Assurance Committee had worked hard over the year to develop strong relationships and this was evident in the formal reports presented regularly to the Executive Advisory Body from the Committee and their Annual Report.

## 8. Charter Measurement Framework

- 8.1. JG and CB joined the meeting to discuss the Charter Measurement Framework.
- 8.2. JG's aim was to cover all the commitments laid out in the charter and to ensure it is as accessible as possible.
- 8.3. Research methods used were discussed, JG confirmed that there had been a balance of qualitative and quantitative methods. JG also highlighted the



extensive consultation work that took place, which helped them understand what the Charter Measurement Framework needed to be.

- 8.4. An all-client survey is planned for Winter and will constitute a main source of data for the measurement of our Charter commitments. EAB will be updated on progress around this piece of work as it develops.
- 8.5. The Body advised that they were content with the Framework.

Decision	Executive Advisory Body content with Charter Measurement Framework.
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## 9. Corporate Plan – Content and Consultation

- 9.1. GP joined the Executive Advisory Body to discuss the content and consultation process of the Corporate Plan. A brief overview of the work carried out was given, following which GP asked for attendees to give feedback and comment.
- 9.2. The consensus of the Executive Advisory Body was that the strategic objectives proposed should be refined, and as such an action was taken for CC and DH meet with GP and her team to discuss in more detail.

Action	DH, CC	CC and DH to meet with GP and team to discuss and refine strategic objectives.
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## 10. Any Other Business

- 10.1. The Freedom of Information Performance below the line paper was discussed briefly. The Executive Advisory Body appreciated the format of this paper and found it helpful, and agreed this should return to future meetings.
- 10.2. AM gave an update the on-going process of procuring additional interim and permanent accommodation for Social Security Scotland’s Glasgow and Dundee offices.

**Date of next meeting:** Tuesday 12 November 2019