People Report

Executive Advisory Board

All data is produced from published Scottish Government Statistics
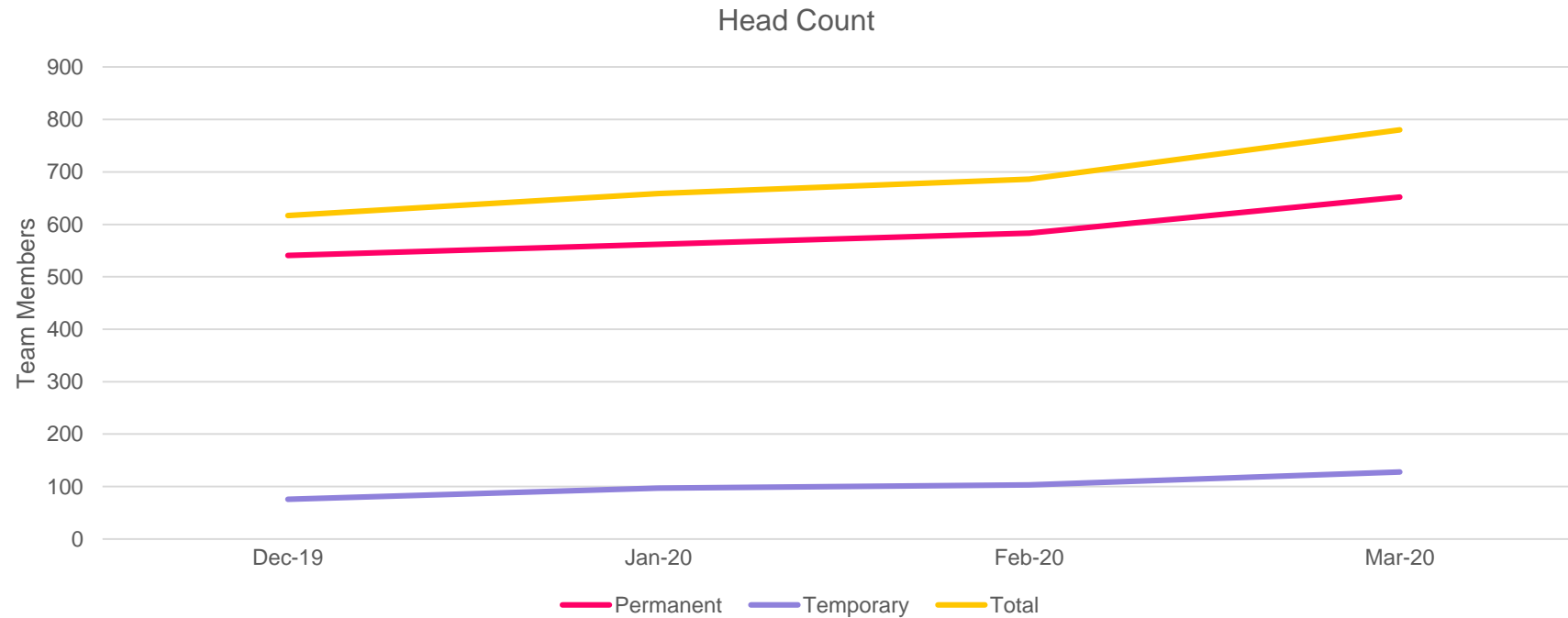
Key Activities

- These slides will highlight some key people data metrics as at 30 March 2020 which is the last published quarterly data

- Information on ongoing work to ensure Social Security Scotland has the necessary staffing and support in place to continue to function during the current Covid-19 outbreak and beyond has also been provided

Head Count

- Staffing numbers and increases in line with expectations
- Reflects initial intake of B1/B2 grades for Scottish Child Payment.
- Turnover: Temporary workers 9.8%, permanent workers 5.9%
- Upward trend will continue as 246 people to support Scottish Child Payment have been brought in during the Covid-19 Lockdown period.

Resourcing and Learning

During the lockdown period a further 246 new entrants have started work to support Scottish Child Payment.

Our Learning & Development colleagues have delivered induction and training virtually for these new staff to allow them to start working effectively.

New Entrant training

- We have remotely delivered training for new Client Advisors and Client Experience Team Members
- This has been evaluated and trainees have been overwhelmingly positive about their training experience

In addition to new entrant training we have also delivered:

- Funeral Support Payment training
- Communications Skills training
- Amazon Connect (Inbound Telephony Solution) training
- Foundation Management
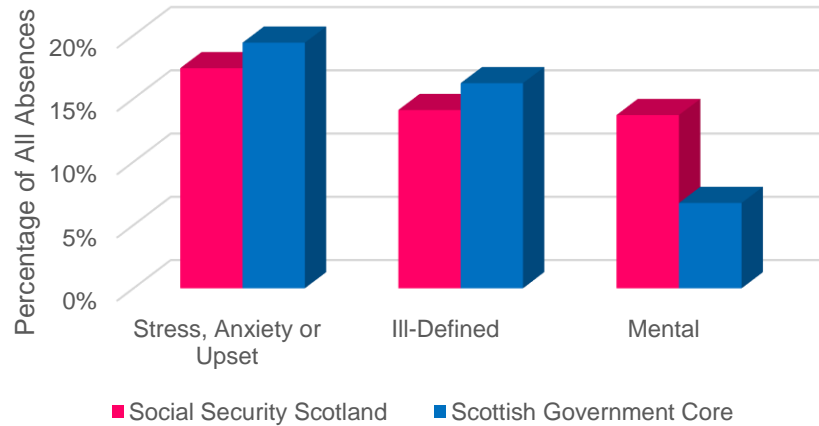- Corporate Inductions and Human Rights Charter sessions

Wellbeing

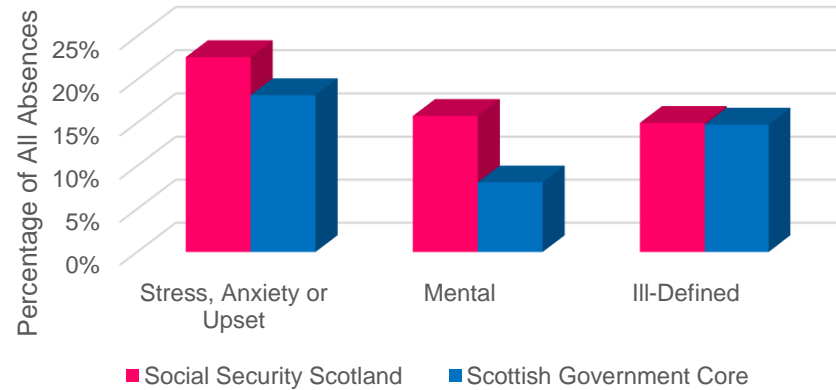**Average Working Days Lost per Full Time Equivalent**
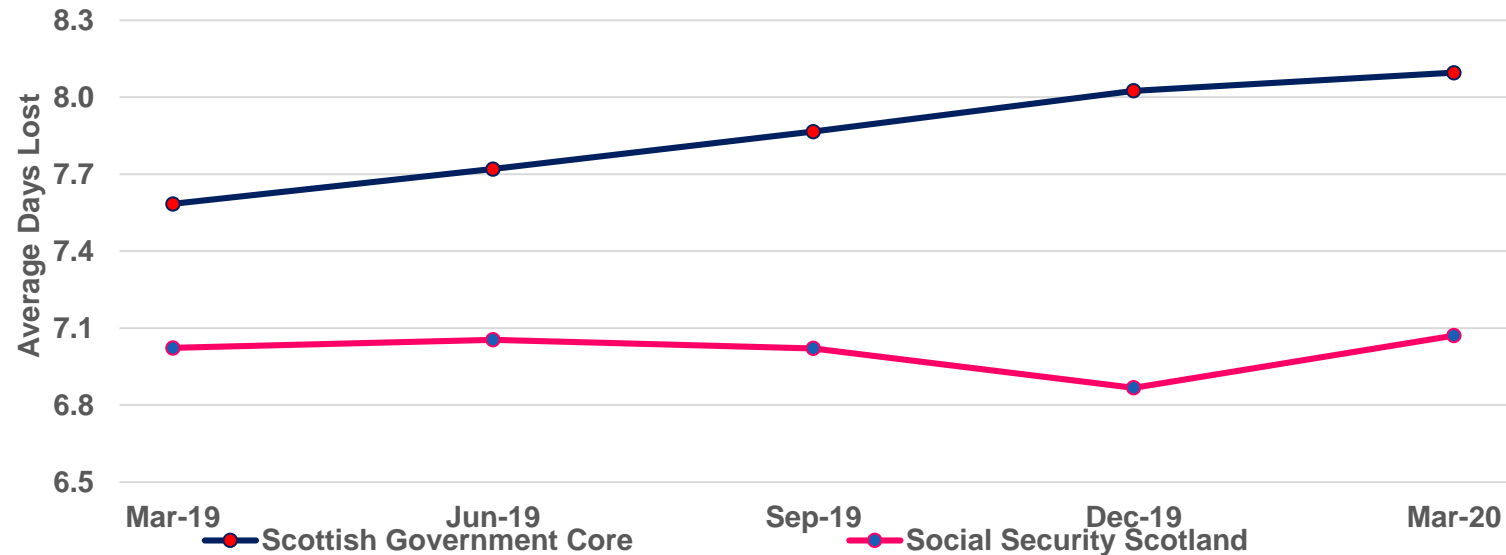
- Note that these figures are prior to the Covid-19 outbreak
- Includes 4.1 average working days short term absence and 2.9 average working days long term absences in the 12 months ending March 2020
- Sick absence figures remain well below Scottish Government Core
- Slight increase in absence as people numbers have increased in the last quarter

Main Reasons for Absence

Top 3 Absence Reasons - Rolling 12 Month Period to June 2019

Percentage of All Absences

Categories: Stress, Anxiety or Upset; Ill-Defined; Mental

Legend: ■ Social Security Scotland ■ Scottish Government Core

Top 3 Absence Reasons - Rolling 12 Month Period to March 2020

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Mental Health Support

We are providing support for all colleagues in relation to Mental Health. Below is a selection of the types of support that has been put in place along with some of the feedback received.

Managers Mental Health and Wellbeing Drop in sessions with People Advice and Support and Mental Health First Aider.
- "it was a good session"
- "great to hear people chatting about mental health so openly."

Employee Assistance Programme and Occupational Health awareness sessions on support available.
- "Really useful information shared"
- "Thanks for delivering an overview of the Employee Assistance Programme"
- "Optimise leaflets really useful"

Wellbeing top tips online:
- "Thanks for sharing these top tips"
- "Really good point about also being kind to yourself"
- **"**Some great top tips, thanks for sharing"

# Further Support and Information Gathering

See Me conducted a Mental Health Check of staff and their baseline report has now been received. This was very positive and work is now ongoing to incorporate this and other feedback from the People Survey into a welbeing action plan.

**Further support already available from People Advice and Support team includes:**

- Building Resilience and Protecting Wellbeing session

- All staff Mental Health/Wellbeing drop in sessions with People Advice and Support and Mental Health First Aider

- Promotion of Employee Assistance Service and facts sheets on supporting Wellbeing and Mental Health

- Promoting information to support our Carers during Carers week

- Awareness session on Employee Pay/Benefits

- Display Screen Equipment drop in session for Managers to support working from home safely

- Wellbeing Strategy and Wellbeing Toolkit are currently being developed

- Promotion of the Scottish Government Counselling service
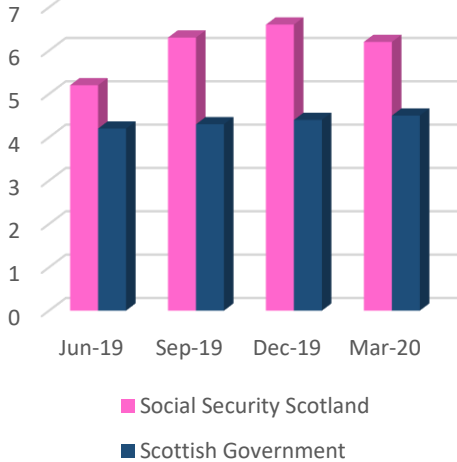
Diversity

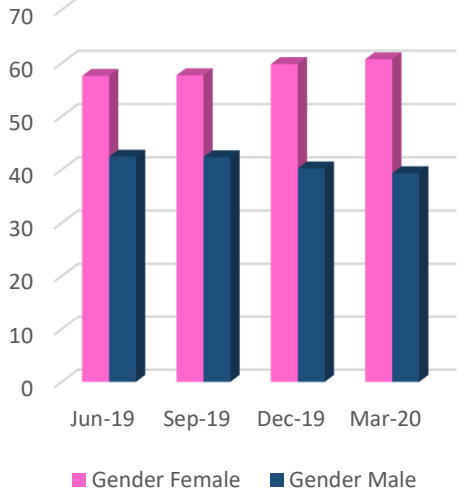**Percentage of People Declaring a Disability**
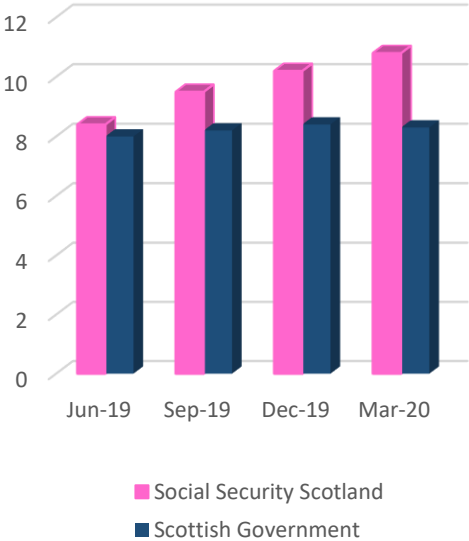
Percentage of People from Ethnic Minority Backgrounds
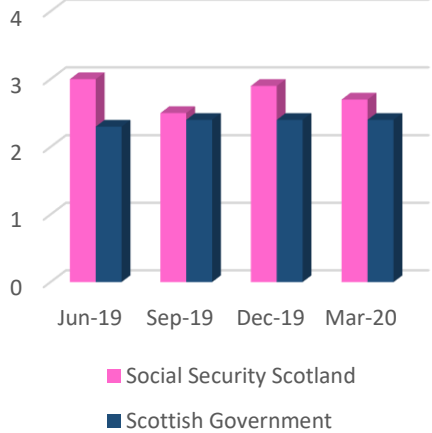
Percentage of People Identifying as LGBTQ

Percentage Gender Split

- Key diversity data over the past 4 quarters
- Resourcing teams continue to proactively engage with stakeholders representing these groups
- Diversity forms a key element of People Strategy

Stakeholder and Partner Engagement

- We are continuing to work with the Health and Social Care Alliance to look at support which can be provided on input around lived experience of disability and benefits

- We have created a new learning module in collaboration with SeeMe and other mental health organisations on Mental Health Awareness and delivered this to all our new people. This will be rolled out to the rest of Social Security Scotland over the summer

- We are working closely with the Council of Scottish Government Unions on our Covid planning

Social Security Scotland
Tèarainteachd Shòisealta Alba

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Questions