

## Executive Advisory Body

<b>Date of Meeting</b>	Wednesday 23 January
<b>Time</b>	12:45-14:30
<b>Location</b>	Meeting Room 1.1, Dundee House

## 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
Jessica Burns (JB)	Non-Executive Body Member
Laura Brennan-Whitefield (LBW)	Non-Executive Body Member
Ally McPhail (AM)	Head of Corporate Services
James Wallace (JW)	Head of Finance
Miriam Craven (MC)	Head of Local Delivery and Client Experience
Mo Rooney (MR)	Head of Governance and Strategy
Tracy McIntyre (TM)	Head of Operations

### In attendance

KS	-	Strategic Communications Manager (Finance & Communications Item)
----	---	--

### Observers

EP	-	Corporate Assurance Assistant
MG	-	Strategic Relationship Manager

### Secretariat

CAH	-	Governance and Business Manager
AP	-	Governance and Business Support Officer

## 1. Welcome

- 1.1. The Chair welcomed and thanked all Members for their attendance.

## 2. Previous Minutes and Actions

- 2.1. The minutes of the meeting held on 11 December 2018 were discussed and approved. There were no outstanding action points.
- 2.2. DW noted that the approved minutes from the first meeting, 23 October 2018, have now been published on the Social Security Scotland website.

## 3. Conflicts of interest

- 3.1. The Chair asked Members to declare any potential conflicts of interest in relation to any agenda items. None were expressed.
- 3.2. A proposal to establish a Register of Declarations of Interest was discussed at length, resulting in an action for a paper to be presented by MR at the next meeting on 5 March, outlining the approach and rationale.

Action	MR	Paper on declaration of interests relevant to agenda items but outwith scope of Register of Interests to be presented at next meeting (5 March).
--------	----	--

## 4. Chair's Update

- 4.1. The Chair updated on key developments including the post-launch progress of the Best Start Grant Pregnancy and Baby Payment, the recent visit by the Cabinet Secretary for Social Security and Older People to the headquarters in Dundee and the forthcoming launch of a Governance Hub for Non-Executive Members, to be moderated by the Scottish Government Public Bodies Unit.

## 5. Reflections from Best Start Grant Wave 1

- 5.1. TM delivered a presentation on the launch of the Best Start Grant Pregnancy and Baby Payment in December 2018. This was followed by a discussion.
- 5.2. Key points from the discussion noted by Members included:
- the levels of applications received and payments being made.

- that clients rated their experience with the application process positively (good or very good) either over the phone or online.
- To support our people, additional technical training was delivered in Agile, Leadership and User Research. Alongside this, user forums resulted in a lot of positive feedback from Agency people.
- Members also discussed the projected volume of applications against what was actually received.

5.3. Application channels and client satisfaction were discussed at length. A paper with more detail on this will be prepared.

Action	TM/MC	Paper on application channels and client satisfaction to be circulated to Executive Advisory Body Members ahead of the next meeting.
Action	MR	Paper on demand forecasting to be presented at next meeting.

## 6. December 2018 Finance Report

6.1. JW presented the December 2018 Finance Report and took feedback from Executive Advisory Body members.

## 7. Communications Update

7.1. KS joined the meeting to give a update on Social Security Scotland communications activity.

7.2. Members commented that they found the weekly Communications Update, very helpful. It was suggested that this could also cover key “Forward Look” activity.

Action	KS	To consider how to incorporate a light touch forward look into the media summary.
--------	----	---

## 8. Any Other Business

EG asked what level of engagement was expected of Non-Executive Members with the Scottish Commission on Social Security (SCoSS). DW had been in touch with the Chair of the Commission, and a meeting to discuss areas of mutual interest was planned.



Action	DW	To provide an update on the discussion with SCoSS Chair at next meeting of the Executive Advisory Body.
--------	----	---

**Date of next meeting:** Tuesday 5 March 2019

