



Executive Advisory Body

Date of Meeting	Tuesday 28 May
Time	12:30 – 14:45
Location	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 (DHU)	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
Mo Rooney (MR)	Head of Governance and Strategy
Tracy McIntyre (TM)	Head of Operations

Apologies

Elaine Noad (EN)	Non-Executive Body Member
Miriam Craven (MC)	Head of Local Delivery and Client Experience

In attendance

CBO	Strategy, Policy and Assurance Lead (Business Plan item only)
CBE	Social Researcher (Client/Staff Insight Research item only)
DHO	Statistician (Client/Staff Insight Research item only)
LR	Client Experience Lead (Complaints Handling item only)

Observers

SM	Operational Policy Co-ordinator
KA	Local Delivery Lead

Secretariat

CAH	Governance and Business Manager
AP	Governance and Business Co-ordinator



1. Welcome

- 1.1. The Chair welcomed and thanked Members for their attendance, and noted apologies from EN and MC.

2. Previous Minutes and Actions

- 2.1. The minutes of the meeting held on 16 April 2019 were discussed and approved.
- 2.2. DW noted that the approved minutes from the last meeting, 16 April 2019, will now be published on the Social Security Scotland website.

3. Conflicts of interest

- 3.1. None where expressed.

4. Chair's Update

- 4.1. The Chair provided an update on key developments since the last meeting of the Executive Advisory Body.
- 4.2. This included the launch of Best Start Grant Early Learning Payments (BSG 2) on 29 April.
- 4.3. DW also highlighted the recent visit of Cabinet Secretary Shirley-Anne Somerville to Dundee House and Caledonian House, and noted that Ms Somerville is set to visit the Glasgow office on 5 June.

5. Best Start Grant 2 Reflections and Readiness

- 5.1. TM presented an overview to the Executive Advisory Body on the delivery of BSG 2. This detailed the lessons learned from BSG 1 noting their implementation, and outlined the Agency's next steps and priorities for the Operations Team.

6. Business Plan

- 6.1. CBO joined the meeting to present an updated draft of the Business Plan, following the feedback from Executive Advisory Body Members on 16 April. CB noted that the document's length has been significantly reduced, but will likely increase with the addition of graphics, images and charts.



- 6.2. The aim is for the document to be as accessible as possible to the general public whilst still being informative. The plan will be supported by objective setting guidance for Agency staff, with relevant text included in the Annual Records and Accounts which will be published shortly after the Business Plan.
- 6.3. Members were offered the opportunity to comment and ask questions. Overall, the Members commended the development process for the Business Plan, particularly welcoming the inclusion of previous comments and feedback from the Executive Advisory Body.

7. Client Staff Insight Research

- 7.1. CBE and DHO joined the meeting to outline the on-going and upcoming work in relation to Client and Staff Insight Research.
- 7.2. CBE also highlighted upcoming publications and noted that the Executive Advisory Body Members will be alerted to these of as soon as they are published.
- 7.3. Members were then invited to comment and ask questions. JW asked if any research was planned with people without lived experience of the benefit system. CBE advised that “omnibus surveys” have been used effectively in the past and could be an option to explore in the future. CBE also highlighted that colleagues working in Core Scottish Government are looking into different methods that could capture the experience of those without experience of the social security system, for example, through the Attitudes Survey.

8. Complaints Handling Procedure

- 8.1. LR joined the meeting to provide an overview of the Agency Complaints Handling Procedure. LR explained how this had been developed, emphasising that it has been a collaboration with the Experience Panels, Core Scottish Government and Scottish Public Service Ombudsman.
- 8.2. LR advised the Executive Advisory Body that work is ongoing with both Communications colleagues and our stakeholders in order to make the document more accessible.
- 8.3. Members then discussed the document and gave feedback and comments for LR to action. LR gave assurance that many of the comments taken by Members were already a part of Social Security Scotland’s process, but haven’t been specified in the Procedure document.
- 8.4. DW asked what comes to the Executive Advisory Body, LR confirmed a quarterly report will be presented.

9. Any Other Business



- 9.1. DW updated members on the continued development of the leadership capacity within Social Security Scotland.
- 9.2. EG asked how the Agency is coping with a large amount of Freedom of Information requests and Parliamentary Questions, DW advised that performance across the Agency is improving, and that there is work on-going within the Governance and Strategy unit to refine the processes.

Date of next meeting: Tuesday 9 July 2019