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| Operational Reference Group Meeting | |
| Date of Meeting | Monday 22 November 2021 |
| Time | 13:00 – 15:00 |
| Location | Virtual Meeting |

Attendees

**Attendees**

* Miriam Craven (Chair) – Social Security Scotland
* KO - Social Security Scotland
* SS - Social Security Scotland
* SW - Social Security Scotland
* CH - Citizens advice Scotland
* HF - Inclusion Scotland
* RG - Rights Advice Scotland (RAC)
* MD - Public Health Scotland
* AL - Public Heath Scotland
* MT - Public Health Scotland
* RG - The Alliance
* KM - Child Poverty Action Group
* SM - Skills Development Scotland
* AB - One Parent Families Scotland
* LG - Department for Work and Pensions (DWP)
* LK - Social Health Scotland

**Presenters**

* JR - Social Security Scotland
* YS - Social Security Scotland
* TD - Social Security Scotland
* EP - Social Security Scotland
* KJ - Social Security Scotland
* EJ - Social Security Scotland
* FC - Social Security Scotland
* CE - Social Security Scotland

**Secretariat**

* RE - Social Security Scotland

1. Welcome and update from the Chair
   1. The Chair Miriam Craven, Deputy Director Strategy and Client Experience, welcomed the group, introduced the guest presenters and provided an update.
   2. The Chair introduced new members of the group from Citizens Advice Scotland and Social Work Scotland.
2. National Launch of Child Disability Payment and Local Delivery
   1. JR, Deputy Director Client Services, provided an update on the National Launch of Local Delivery and on Child Disability Payment Pilot.
   2. Child Disability Payment launched Nationally on Monday 22nd November along with the Local Delivery Client service. Everything has been going smoothly and there have been applications coming in.
   3. The Case Transfer process has begun transferring cases from Department For Work and Pensions to Social Security Scotland.
3. Child Disability Payment Update
   1. YS, National Engagement and Partnership Lead provided an update on our latest series of Child Disability Payment online events.
   2. YS gave a short presentation on our draft engagement plans for Adult Disability Payment and invited attendees to provide comments on the design and how we may improve our engagement reach.
   3. YS ensured the group that we publish the stakeholder resources in a range of formats like Easy Read or British Sign Language Videos.
   4. KM, Child Poverty Action Group informed the group that the Child Disability Payment events were really helpful and if the Adult Disability Payment events follow the same line this would be great.
   5. YS outlined there is a PDF version of the Child Disability Payment Application and a similar format will be available for Adult Disability Payment.
   6. RG, Rights Advice Scotland brought forward the idea of having an advisors account that would allow those who complete forms on behalf of clients to do so. YS ensured this is being looked into.
4. Volume Recruitment
   1. TD, Resourcing Partner, People Services provided an overview of our candidate application and recruitment process for Volume Recruitment.
   2. Social Security Scotland will be recruiting over 2000 new colleagues over the next 12 months to support the roll out of new income benefits.
   3. The majority of the posts will be based in either our Dundee and Glasgow locations but we also have a large number of posts that we are recruiting for across all 32 Local Authority areas, working in our Local Delivery Teams.
5. Our Ways of Working
   1. EP, Project Manager for Our Ways of Working project talked about the future hybrid working approaches being considered by Social Security Scotland and the potential impact on equality impact assessment.
   2. The All Client Survey went live on November 15, this survey gives clients a chance to voice their views about Social Security Scotland and how we are working in different locations.
   3. We have started to hold engagement sessions with staff and have reviewed the staff survey results to monitor how our colleagues are feeling and understanding their needs.
   4. Hybrid trials working will start in 2022. We will test different hybrid models over a 4 months period.
   5. The purpose of undertaking this equality impact assessment is to satisfy the three needs of the Equality Duty: To eliminate discrimination, advance equality of opportunity and create good relations.
   6. This work is subject to Social Security Scotland following the guidance from Scottish Government on Covid-19 rules.
6. Charter Measurement Framework
   1. FC and CE led the group through a presentation on the Charter Measurement framework findings.
   2. The second Client Survey publication covers all responses to date as it is the first time the data will be reported in the Framework. There were over 10,000 responses.
   3. We are running a programme of dissemination with colleagues to make sure teams across the organisation understand and are using the findings.
   4. We are also working with the Insights and Engagement Forum who will oversee what improvement work is needed due to the findings.
7. Any other business
   1. The Chair Miriam Craven, Deputy Director Strategy and Client Experience offered the opportunity to raise any other business before summarising the discussion.

Date of next meeting: