

## Portfolio Sponsor Meeting

<b>Date of Meeting</b>	Tuesday, 19 August 2021
<b>Time</b>	14:30 – 16:00
<b>Location</b>	Remotely

### Attendees

#### Present

Stephen Kerr (SK)*	Director of Social Security (Portfolio Sponsor) and Chair
David Wallace (DW)**	Chief Executive, Social Security Scotland
Paul Johnston (PJ)	Director General Communities (Portfolio Accountable Officer)
James Wallace (JW)	Deputy Director of Finance and Corporate Services
Paul Knight (PK)	Chief Officer, Health and Social Care Operations
Miriam Craven (MC)	Deputy Director Strategy, Change, Data & Engagement
Kirsty Craig (KC)	Head of Operations (Wave One and Live Running), deputising for Janet Richardson, Deputy Director Client Services Delivery
Andy McClintock (AMC)	Chief Digital Officer
Ally MacPhail (AMP)	Head of Corporate Services
Kirsten Sweeney (KS)	Strategic Communications Lead

#### Secretariat

David Perkins (DP)	Governance and Strategy Team Leader
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#### Apologies

Janet Richardson (JR)	Deputy Director Client Services Delivery
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\*SK left after item 5

\*\* DW chaired items 6-8

## 1. Welcome

- 1.1. SK welcomed everyone to the meeting including the Director General Communities, Paul Johnston who was attending in his capacity as Portfolio Accountable Officer. SK noted apologies from JR and that KC was to provide the Operations update today.

## 2. Minutes of previous meeting

- 2.1. SK noted that approved minutes from the previous meeting of 22 June 2021 had been published and confirmed the two action points from this meeting had been addressed.

### **3. Scottish Government update from the Chair and Director General Communities, Paul Johnston**

- 3.1. SK invited PJ, as Portfolio Accountable Officer, to provide his reflections on the first months of the new administration. PJ reported back the appreciation felt by new Ministers on the work of Social Security Scotland and their focus on delivering person-centred services.

### **4. Social Security Scotland Updates: Chief Executive and the (Agency) Executive Team**

- 4.1. DW provided a brief update on Non-Executive recruitment to the Executive Advisory Body and PJ encouraged Social Security Scotland to make best use of the independent expertise provided by Non-Executives to help guide the Agency.
- 4.2. KC provided an update on operations including the launch of Child Disability Payment on 26 July across the three pilot areas: Dundee City, Perth and Kinross and the Western Isles. Applications had been slightly above forecast, with the majority of applications having been made through digital channels. The teams were handling delivery of the new benefit well and there had been positive feedback on the service provided. KC also highlighted the recent visit of Mr Macpherson, Minister for Social Security and Local Government to meet local delivery colleagues in Perth.
- 4.3. PK set out the experience of clinical practitioners having been involved in the Child Disability Payment for the first time. PK reflected that this had been a positive process, as new teams developed and consolidated their learning. PK also updated SK and PJ on the next wave of recruitment for practitioners.
- 4.4. MS updated the Portfolio Sponsor and Portfolio Accountable Officer on Agency governance, including recent work undertaken to refresh the membership and clarify the remit of the Agency Leadership Team. In identifying leadership development activity, MS clarified that the agency will be mindful of the vision and values set out “In the Service of Scotland – our vision for the Scottish Government”. PJ reflected on positive relationships and representation from Social Security Scotland on wider DG Communities’ discussions.
- 4.5. AMP set out latest plans in relation to Agency recruitment and SK asked for further detail around the success of current temporary workers in finding permanent employment. AMP provided detail on the support in place to help existing temporary workers prepare for interview and to understand the assessment process and competency framework. KC provided examples where current temps had been successful in finding a permanent role in Social Security Scotland and the positive impact they bring. PJ requested further information on the diversity of candidates coming through the large-scale recruitment process. [ACTION – AMP to provide PJ with diversity stats on large-scale recruitment when available]
- 4.6. AMC provided a summary of the key priorities of the Chief Digital Office, with a focus on building on and extending the live-running service and procuring future payment platforms.

- 4.7. JW provided a very brief update in light of a fuller finance update for Quarter One under agenda item 7. JW was able to provide assurance to PJ as Portfolio Accountable Officer that the preparation of the Annual Report and Accounts for 2020-21 was progressing well.
- 4.8. SK left the meeting at the end of this item.

## **5. Performance update**

- 1.1 MC provided an overview of the Performance Update for Quarter One (1 April to 30 June 2021). MC highlighted that this performance update should be seen in the context of our wider Charter Measurement Framework which includes a range of experiential data and information, including our yearly 'all clients' survey', our staff survey, and feedback from experience panels and post-application surveys.
- 1.2 PJ commended the Agency for a very clear and easy to understand set of performance indicators.

## **6. Return to offices and future ways of working – update on Social Security Scotland plans**

- 1.3 The consensus was to defer this item to a future meeting to give more time to the discussion.

## **7. Social Security Scotland finance update**

- 7.1 MC gave a brief overview of the extensive audit work underway, both in terms of formal audit work as well as advisory work.
- 7.2 JW provided a detailed financial summary of the first quarter of the 2021-22 financial year and led a discussion around potential future pressures and savings.

## **8. Update on Agency communications**

- 8.1. KS provided a brief update on strategic communications.

Date of next meeting: 26 October 2021