



Executive Advisory Body

Date of Meeting	Tuesday 29 March 2022
Time	10.00 – 12:30
Location	Video conference

Attendees

Members

- David Wallace (DW) - Chief Executive, Andy McClintock (AM) - Chief Digital Officer; Paul Knight (PK) - Joint Chief Officer and Caldicott Guardian, Health and Social Care Operations; Miriam Craven (MC) - Deputy Director Strategy, Change, Data & Engagement; Janet Richardson (JR) - Deputy Director Client Services Delivery; AMP - Head of Corporate Services

Non-Executive Members

- Chris Creegan (CC) – Chair, Elaine Noad (EN), Naghat Ahmed (NA), Russell Frith (RF), Laura Brennan-Whitefield (LBW), Barry Matheson (BM)

Apologies

- James Wallace (JW) - Deputy Director of Finance and Corporate Services

In Attendance

- Dr Witcher Scottish Commission on Social Security
- MS Scottish Commission on Social Security
- CW Governance Support Officer
- NB Head of Finance
- GD Head of Corporate Strategy and Communications
- AK Statistician

Secretariat

IB Assistant Governance Manager

1. Welcome and Conflicts of Interest

- 1.1. The Chair welcomed and thanked everyone for their attendance.
- 1.2. The Executive Advisory Body endorsed the minutes from the last meeting on the 8 February 2022.
- 1.3. Members did not highlight any potential conflicts of interest.



2. Scottish Commission on Social Security

- 2.1. Dr Sally Witcher - Chair of The Scottish Commission on Social Security, joined to discuss the role of the Scottish Commission on Social Security and current work priorities.
- 2.2. Key points from the discussion noted by the Executive Advisory Body included:
 - Shared understanding of respective roles and responsibilities of Social Security Scotland and the Scottish Commission on Social Security, and how these relationships work together and move forward.
 - Scottish Commission on Social Security primary focus on scrutiny of the regulations, with specific interest in the applications of the regulations in the delivery space.
 - [Our Charter](#) – ownership and understanding of Our Charter the people we support and how we work together to uphold the principles.

3. Chief Executive's Update

- 3.1. The Chief Executive provided an update on the following:
 - Reflections on the update from the Scottish Commission on Social Security.
 - Ukraine Support – noting Social Security Scotland will work with the Scottish Government to provide support as needed
 - [Best Start, Bright Futures – Tackling Poverty Delivery Plan 2022-26](#) – noting the pathfinder, employability work Social Security Scotland are supporting in Dundee.
 - Budget 2022-23 – Noting the Resource Spending Review, contributions and savings.

4. Social Security Scotland Performance Update

- 4.1. The paper provided the Executive Advisory Body with management information across three key areas, client experience, internal processes and organisational capacity. The paper tracks key indicators for the calendar year, January 2021 to December 2021 and incorporated data for the third quarter of the financial year.
- 4.2. The Executive Advisory Body noted the following;
 - Four new measures added to the performance report following previous feedback from the Executive Advisory Body.



- The performance report is one part of our understanding of how the organisation is delivering in key areas and is part of the wider reporting of statistical publications and Charter Measurement Framework.
- **Action:** To improve the way staffing statistics are illustrated in the performance report, for example the inclusion of staff turnover rates.
- **Action:** To develop the performance report further to disaggregate data to provide a clearer understanding of actual time taken to process each benefit rather than providing the overall time taken of them all together.

5. Social Security Scotland Finance Report and Budget 2022-23

- 5.1. The Finance Report was presented highlighting results to the end of January 2022, and the forecast to the end of March 2022 against the revised budgets agreed at Spring Budget Revision.
- 5.2. The Budget paper was presented setting out the allocations for 2022-23 Financial Year.
- 5.3. The Executive Advisory Body noted the financial results to end of January 2022 and confirmed they are content to approve the allocation of the 2022-23 budget.

6. Any other Business

- 6.1. Members noted receipt of the following paper which had been included as a below the line item for information.
 - Social Security Scotland Error and Debt, and Counter Fraud Report.
- 6.2. No further business was noted.

Date of next meeting: Tuesday 10 May 2022



Action(AP)/Decision(DP)	Detail	Owner	Due Date	Status
AP – 16/11/2021 - 01	To conduct an assessment of capabilities and provide an update in 2022.	AMC	3 May 2022	Open
AP – 8/2/2022 - 01	To provide more information on the target for speed of decisions.	JR	10 May 2022	Open
AP – 8/2/2022 - 02	To consider a review of the risk register in relation to material risk of the Adult Disability Payment roll out.	JR	10 May 2022	Open
AP – 29/3/2022 - 01	To improve the way staffing statistics are illustrated in the performance report, for example the inclusion of staff turnover rates.	MC	23 August 2022	Open
AP – 29/3/2022 - 02	To develop the performance report further to disaggregate data to provide a clearer understanding of actual time taken to process each benefit rather than providing the overall time taken of them all together.	MC	23 August 2022	Open