

## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 23 August 2022
<b>Time</b>	10:00 - 12:20
<b>Location</b>	Agnes Husband House and via Video Conference

## Attendees

### Members

- David Wallace (DW) - Chief Executive, Andy McClintock (AMC) - Chief Digital Officer; Paul Knight (PK) - Joint Chief Officer, Health and Social Care Operations; James Wallace (JW) - Deputy Director of Finance and Corporate Services; Ally MacPhail (AMP) – Interim Deputy Director Strategy, Change, Data & Engagement; Janet Richardson (JR) - Deputy Director Client Services Delivery; MK - Head of People

### Non-Executive Members

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

### Apologies

- No apologies

### In Attendance

- AM Corporate Governance Manager
- EM Governance & Strategy Team Leader
- GD Head of Corporate Strategy & Communications
- DP Head of Strategy & Corporate Support

### Observing

- GJ Client Services Advisor
- GE Corporate Assurance Co-Ordinator

### Secretariat

- NI Assistant Governance Manager
- CW Governance & Strategy Support Officer

## 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 28 June 2022.

- 1.3. Members did not highlight any potential conflicts of interest.
- 1.4. Elaine Noad will be concluding her involvement with the Executive Advisory Body after today's meeting. All in attendance thanked Elaine Noad for her contributions and involvement in the activities of the agency and the Executive Advisory Body.

## **2. Chief Executive's Update**

- 2.1. The Chief Executive provided an update on the following:
  - Ukraine Support Update – Social Security Scotland will continue to work with the Scottish Government to provide support.
  - Strategic Sponsorship review and wider Scottish Government Priorities.
  - Cost of Living Crisis – Social Security Scotland will consider implications across the agency.
  - Continuation of engagement with stakeholders of Social Security Scotland in advance of Adult Disability Payment National launch.

## **3. Social Security Scotland Service Delivery Update**

- 3.1. A verbal update was provided on client experience across a range of benefits.

Discussion was held on resourcing priorities in response to levels of new applications and case transfers., as well as collaborative work in system process design with colleagues in programme.
- 3.2. Other key points discussed by the Executive Advisory Body included:
  - External communications with clients in response to processing times for applications.
  - Progression of automation technology across low income benefits.
  - Effective retrieval and accessibility of performance data as an analysis tool.

## **4. Performance Update**

- 4.1. An update was provided to the Executive Advisory Body by Executive Team Members in their respective areas.
- 4.2. Key points from the discussion noted by the Executive Advisory Body included:
  - Freedom of Information Requests received by Social Security Scotland
  - Community engagement and stakeholder feedback when communicating accessibility of benefits.

- **Action:** Stakeholder feedback and discussions surrounding performance to be maintained as substantive items for future meetings of Executive Advisory Body.

## 5. Finance Update

- 5.1. The paper provided the Executive Advisory Body with results from 1 April 2022 to the end of June 2022, and a forecast to 31 March 2023.
- 5.2. An overview was provided to members of Operating Resource Budget activity.
- 5.3. Members discussed changes to revenue and budget provisions in future financial activity updates.
- 5.4. Members noted anticipated adjustments in advance of spring and autumn budget revisions.
- 5.5. Other key points discussed by the Executive Advisory Body included:
  - Current agency recruitment position.
  - Agreements with legacy benefit providers.
  - Reporting mechanisms with Business Partners in Scottish Government.

## 6. Adult Disability Payment Readiness Update

- 6.1. Members were provided with an update on strategic operational activity in advance of the National Rollout of Adult Disability Payment on August 29.
- 6.2. Key points from the discussion noted by the Executive Advisory Body included:
  - Resource capabilities across each benefit division.
  - Anticipated recruitment activity in line with agency expansion.
  - Ensuring accessibility for Social Security Scotland Clients using paper and online applications.
  - Support systems provided for Client Service Delivery by partners within Health & Social Care division.

## 7. Collective Board Effectiveness Preparation

- 7.1. Members of the Executive Advisory Body were invited to offer feedback on the activities of the contribution they provide the agency for the purpose of ensuring the functions of the Executive Advisory Body continue to operate effectively, accountably and with due transparency
- 7.2. Key points from the discussion noted by the Executive Advisory Body included:

- Members considered the structure of the upcoming 'Deep Dive Session' to be held on 15 September
- Succession planning activities for Chair and Board Members.
- Members reflected on the value of early project engagement facilitated by the 'Buddy Scheme' with Deputy Directors.
- Continuing importance of core agency values and behaviours.
- Consideration of 'Collective Effectiveness Survey' prior to Executive Advisory Body meetings.

## **8. Any Other Business**

- 8.1. Members were provided with a below the line paper for information – 'Freedom of Information Update' (Quarterly).
- 8.2. The date of the next meeting of the Executive Advisory Body on October 11 was agreed.

**Date of next meeting:** Tuesday October 11 2022

<b>Action(AP)/Decision(DP)</b>	<b>Detail</b>	<b>Owner</b>	<b>Due Date</b>	<b>Status</b>
<b>AP – 16/11/2021 - 01</b>	To conduct an assessment of capabilities and provide an update in 2022.	<b>AMC</b>	23 August 2022	<b>Open</b>
<b>AP – 10/05/2022 - 02</b>	Access to the more detailed data within the Human Resources Report, should be shared with the Executive Advisory Body to ensure the context/ narrative is clear.	<b>AMP</b>	29 November 2022	<b>Open</b>
<b>AP – 10/05/2022 – 03</b>	Hybrid Working, Protected Characteristics and Mental Wellbeing (menopause return to work interviews) should be considered as topics for inclusion in future reports.	<b>AMP</b>	29 November 2022	<b>Open</b>
<b>AP – 10/5/2022 - 04</b>	The Annual Report on Procurement Strategy should be presented to the Executive Advisory Body in October 2022.	<b>JW</b>	11 October 2022	<b>Closed</b>
<b>AP – 24/08/22 – 01</b>	Stakeholder feedback and discussions surrounding performance to be maintained as substantive items for future meetings of Executive Advisory Body.	<b>Governance</b>	Ongoing	<b>Open</b>