



Executive Advisory Body

| | |
|------------------------|---|
| Date of Meeting | Tuesday 11 October 2022 |
| Subject | 2021-22 Charter Measurement Framework and Client Survey: First look |
| Agenda No. | 32 |
| Paper No. | 32.1 |
| Prepared By | Analysis and Insights team |
| Purpose | Note |

1. Background

- 1.1. The evidence base for the Annual Report and Accounts includes the Charter Measurement Framework, the Client Survey, the Insights Research report and a Client Panels feedback survey. These will all be published alongside the annual report, likely early November.
- 1.2. This item is to give the Executive Advisory Body first sight of the headline findings from this work, focusing on the Client Survey and the Framework, and an opportunity to ask questions of the analysts.

2. Key points

- 2.1. The researchers will present an overview of the contents of the 2021-22 Charter Measurement Framework and Client Survey. This will include highlighting key findings, and any notable differences from last year's findings.

3. Conclusions

- 3.1. The Executive Advisory Body are advised to note the findings in the 2021-22 Charter Measurement Framework and Client Survey.



4. GOVERNANCE CHECKLIST

Please ensure that you detail which Corporate Plan Strategic Objective the paper contributes to. These strategic considerations should be used to assist you with the content of your paper.

| Strategic Objective | Contribution |
|--|--|
| Helping to deliver a social security system with dignity, fairness and respect. | The Charter Measurement Framework and Client Survey measure how clients, staff and stakeholders are experiencing this. |
| Supporting people in Scotland to access devolved benefits that they are entitled to. | Some evidence on this, in terms of how clients have found accessibility and staff interactions. |
| Running our service in a responsible way. | Charter Measurement Framework contains some feedback from staff on processes. |

State here how the paper considers these areas and any consultation undertaken in the agency. Only complete the section(s) relevant to your paper.

| Strategic consideration | Impact |
|---------------------------------|--|
| Environment | Not Applicable |
| Governance | Not Applicable |
| Data | Charter Measurement Framework and Client Survey are key data outputs for Social Security Scotland. |
| Finance | Not Applicable |
| Staff | Framework contains findings on staff experiences. |
| Equalities | Reports note differences in findings by characteristics where there are notable differences. |
| Estates | Not Applicable |
| Communications and Presentation | We will work with our internal stakeholders and communications colleagues on disseminating the Framework internally and externally |

An Impact Assessment must be carried out during the development of all new Agency policies and services and when making significant changes to policies and services. The Corporate Assurance team should be involved from an early stage to provide guidance and advice relating to completing impact assessments.

[Impact Assessment Saltire Page](#)

General Impact Assessment Queries: Corporateassuranceteam@socialsecurity.gov.scot

Equality Impact Assessment Queries: Corporateassuranceteam@socialsecurity.gov.scot

Please complete the below table.



| Type of Impact Assessment | Required (Y/N) | If No - briefly state reason e.g. Not relevant/Not eligible – agreed with Deputy Director | If yes – briefly state progress to date, highlight any significant issues. |
|--|----------------|---|--|
| Business and Regulatory Impact Assessment (BRIA) | N | Not relevant | |
| Child Rights and Wellbeing Impact Assessment (CRWIA) | N | Not relevant | |
| Data Protection Impact Assessment | Y | | Data Protection Impact Assessments in place for the sources of the data: Client Survey, Client Panels, staff and stakeholder research, statistics. |
| Equality Impact Assessment (EQIA) | N | Not relevant | |
| Fairer Scotland Duty assessment | N | Not relevant | |
| Future proofing legislation | N | Not relevant | |
| Human rights in policy making | N | Not relevant | |
| Islands Communities Impact Assessment (ICIA) | N | Not relevant | |
| Strategic Environment Assessment (SEA) | N | Not relevant | |