



## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 11 October 2022
<b>Time</b>	10:00 - 12:30
<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, Naghat Ahmed (NA), Russell Frith (RF), Barry Matheson (BM)

### Apologies

- Laura Brennan-Whitefield, GD – Head of Corporate Strategy and Communications

### In Attendance

- |        |                            |
|--------|----------------------------|
| • TS   | Operations Manager         |
| • JR   | Senior Social Researcher   |
| • FC   | Research Officer           |
| • WMcK | Principal Research Officer |
| • CE   | Principal Research Officer |

### Observing

- |      |                                 |
|------|---------------------------------|
| • ID | Organisational Strategy Manager |
| • KC | Head of Learning and Leadership |

### Secretariat

- |      |                              |
|------|------------------------------|
| • CW | Assistant Governance Manager |
| • AM | Corporate 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 23 August 2022.
- 1.3. Members did not highlight any potential conflicts of interest.

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

2.1. The Chief Executive discussed the following updates:

- Reflections on the recent Permanent Secretary and Director General visit to our Glasgow office. The Permanent Secretary was keen to hear about what we are doing for the delivery of our devolved payments and had the opportunity to meet with a number of Social Security Scotland colleagues. The Chief Executive thanked all those involved in preparing for this visit.
- Further information was shared in relation to headcount controls, ongoing expenditure and next year's budget considerations.
- An update was provided to Executive Advisory Body members on the hybrid working trial project, 'Our Ways of Working'. Discussion was held on project timeframes and future communication plans. Non-Executive members highlighted their involvement in the project and thanked the project team on their work to date.
- Members discussed the Collective Board Effectiveness deep-dive session held in September, and reflected on the feedback obtained at this meeting. It was agreed that further discussion on this item would be scheduled at the next Executive Advisory Body meeting in November.
- The Chief Executive provided details relating to senior staffing changes within Social Security Scotland. MK - Head of People will be leaving the Agency at the end of the year and Miriam Craven (MC), former Deputy Director of Strategy, Change, Data and Engagement has permanently moved to oversee the Ukraine resettlement programme for Scottish Government. Arrangements will be put in place to backfill the vacancies that have been highlighted.

The Chair formally thanked MC on behalf of current and former Executive Advisory Body members for her involvement and valuable support of Social Security Scotland activities.

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

- 3.1. Reflections were provided by BM and RF regarding their attendance at a recent Performance workshop. Executive Advisory Body members who attended this workshop agreed it was an informative session, which was successfully facilitated and helped focus on collective objectives.
- 3.2. A verbal Service Delivery update was provided across a range of benefits, which included;

- An update on processing times for Low Income Benefits;
- Discussion on the future extension of Scottish Child Payment to all eligible under 16s on 14 November 2022.
- An update on appointment bookings for Local Delivery service.

#### **4. Adult Disability Payment National Rollout Update**

- 4.1. A verbal update was provided to the Executive Advisory Body following the National launch of Adult Disability Payment on 29 August 2022 .
- 4.2. Key points from the discussion noted by the Executive Advisory Body included:
  - Information provided regarding application volumes, including a breakdown of how applications are currently being received, either via telephone or online.
  - Feedback being collated from clients and stakeholders in relation to the application process, with a working group setup to assess this feedback for the purposes of continual improvement.
  - Discussion held on current challenges being faced in addition to further details provided on next steps.

#### **5. 2021-22 Charter Measurement Framework & Client Survey**

- 5.1. This paper provided Executive Advisory Body members with an overview of the contents of the 2021-22 Charter Measurement Framework and Client Survey, which includes key findings and any notable differences from previous year's findings.
- 5.2. Members were advised that the findings from this survey will be published on the Social Security Scotland corporate website alongside our Annual Report and Accounts.
- 5.3. Presenters of this item provided feedback on the Charter Measurement Framework in relation to Data sources, Client experiences, Staff experiences and Partner experiences.
- 5.4. Members thanked the presenters for their update and noted the positive feedback contained in the findings from the survey.

#### **6. Any Other Business**

- 6.1. Members were provided with the following below the line papers for information;
  - Audit and Assurance Committee Minutes;
  - Social Security Scotland Error and Debt, Counter Fraud report; and

- Performance Update

6.2. The date of the next meeting of the Executive Advisory Body on November 29 was agreed.

**Date of next meeting:** Tuesday November 29 2022

Date action taken	Detail	Item / Paper	Owner	Due Date	Update if applicable	Status
16/11/2021	To conduct an assessment of capabilities and provide an update.	Social Security Scotland Cyber Security	AMC	24 January 2023	Additional time required to provide a comprehensive response on our maturity and capability across the Digital Risk and Security Branch.	Open
10/05/2022	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.	Human Resources Report	AMP	28 June 2022	Human Resources Report will be shared at November 2022 meeting	Closed
10/05/2022	Hybrid Working, Protected Characteristics and Mental Wellbeing (menopause, return to work interviews) should be considered as topics for inclusion in future reports.	Human Resources Report	AMP	24 January 2023	Information on menopause support will be built into the wellbeing section of the report at November 2022 meeting	Closed
23/08/2022	Stakeholder feedback and discussions surrounding performance to be maintained as substantive items for future meetings of Executive Advisory Body.	Performance Update	Governance	11 October 2022	Performance is scheduled as a regular agenda item at Executive Advisory Body from 2023	Closed