



## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 29 November 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, 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;

### Non-Executive Members

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

### Apologies

- Andy McClintock (AMC) - Chief Digital Officer; Paul Knight (PK) - Joint Chief Officer, Health and Social Care Operations; MK - Head of People, GD – Head of Corporate Strategy and Communications

### In Attendance

- AD Head of People Policy, Advice & Wellbeing

### Observing

- JRE Corporate Finance Team

### 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 11 October 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:

- Members were advised that the Annual Report and Accounts had been published and thanks were given to everyone involved in the preparation of this document. The Chief Executive highlighted that the report was published on the same day as the Charter Measurement Framework document, which provides clients with the opportunity to provide feedback on engaging with Social Security Scotland.
- Members were made aware of the current budget and enhanced headcount controls to be discussed further under item 4.
- The next phase of Scottish Child Payment was launched on 14 November by the First Minister, who noted the significance of providing this extra financial support to tackle child poverty.
- The Chief Executive positively reflected on the joint deep dive session held between the Permanent Secretaries from Scottish Government and the Department for Work and Pensions on 18 November.
- Members were made aware that the Deputy First Minister would be visiting Agnes Husband House on Thursday 1 December to walk through the office, meet teams and talk through their activities.

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

3.1. A verbal Service Delivery update was provided across a range of benefits, which included;

- An update on the launch of the extended Scottish Child Payment which took place on 14 November. Members discussed the volume of applications and provided feedback on social media communications.
- Further information on the status of Adult Disability Payment since the national launch in August, including improvements to working processes between Case Managers and Health and Social Practitioners. A more detailed update regarding application volumes will take place once more official statistics is available at a future Executive Advisory Body deep dive session.

A verbal update was given on the development of work to better track and measure the Performance of the organisation. A number of measures have been developed and will be tested to understand how if they provide meaningful outputs that conversations on performance at all levels. This is still in draft at the moment and a further update on this work for Members was proposed for the new year.

3.2. Members discussed the balanced scorecard within the performance insight paper, and highlighted interesting figures relating to how clients engage with the agency. Further discussion centred around client complaints, redeterminations and appeals.

## 4. Finance Report & Budget

- 4.1. The Finance Report papers provided to the Executive Advisory Body covered the reporting period up to the 30 September and 31 October 2022. An update was given to members on the current budget position.
- 4.2. Key points from the discussion noted by the Executive Advisory Body included:
  - A comparison between the September and October reports including the agency's position following enhanced headcount control measures.
  - An overview of the expected indicative budget allocation timeline for 2023-2024.

## 5. Human Resources Report – Biannual Review

- 5.1. The Social Security Scotland Human Resources Report was presented to the Executive Advisory Body. The report highlighted activity against the themes of organisational growth, wellbeing and capability and leadership.
- 5.2. Key points from the discussion noted by the Executive Advisory Body included:
  - The inclusion of menopause as a topic within the wellbeing section.
  - The volume recruitment project was highlighted as a success and members congratulated those involved with the successful delivery of the project.
  - Members congratulated the agency on being awarded the Carer's Positive Exemplary accreditation.

## 6. Any Other Business

- 6.1. Members noted receipt of the following below the line papers for information;
  - Audit and Assurance Committee Minutes (13 September Minutes)
  - Corporate Risk Register (Quarterly)
  - Freedom of Information Performance Update (Quarterly)
  - Register of Compliance and;
  - Audit and Assurance Committee Minutes (18 October Minutes)
- 6.2. A verbal update was given on the Audit and Assurance Committee minutes which covered the clearance of the Annual Report and Accounts. The Chief Executive and Chair thanked RF on leading the Audit and Assurance Committee through recent change.
- 6.3. The Chair formally thanked MK on behalf of current and former Executive Advisory Body members for her involvement and valuable support of Social Security Scotland activities.
- 6.4. The date of the next meeting of the Executive Advisory Body on 24 January 2023 was agreed.

**Date of next meeting:** Tuesday 24 January 2023

Date action taken	Detail	Item / Paper	Owner	Due Date	Update if applicable	Status
<b>16/11/2021</b>	To conduct an assessment of capabilities and provide an update.	Social Security Scotland Cyber Security	<b>AMC</b>	24 January 2023	Additional time required to provide a comprehensive response on our maturity and capability across the Digital Risk and Security Branch.	Open