

Executive Advisory Body

Date of Meeting	Tuesday 07 March 2023
Time	10:00 - 12:30
Location	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) – Deputy Director Strategy, Change, Data & Engagement; Janet Richardson (JR) - Deputy Director Client Services Delivery; Paul Knight (PK) – Chief Medical Advisor; Gayle Devlin (GD) – Deputy Director Health and Social Care; Leanne Carson (LC) Deputy Director Social Security Programme

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

In Attendance

- HF Head of National Stakeholder Engagement
- RL Operations Lead
- TS Operations Manager
- NS Service Manager
- LMC Senior Adult Disability Payment Practitioner

Observing

- SP Strategic Relationship Officer

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, giving special mention to LC and GD who were attending Executive Advisory Body for the first time as members.

- 1.2. The Executive Advisory Body endorsed the minutes from the last meeting on 24 January 2023.
- 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 Winter Heating Payment was now live and payment to clients had started in February which delivered on the commitment that was made to the Minister.
- The Chief Executive noted that there had been significant progress to senior staffing appointments and welcomed LC and GD to the Executive Advisory Body as new members. PK will continue to attend future Executive Advisory Body meetings as a member in his new role of Chief Medical Advisor.
- Members were advised of the timeline for the appointment of a new First Minister. Member were also advised of the final transition with Paul Johnston moving across to Public Health Scotland and Louise MacDonald transitioning across to Director General for Communities.

3. Social Security Scotland Service Delivery Update

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

- An update on the progress of Scottish Child Payment extension since the launch in November and the introduction of straight through processing for eligible applications.
- The launch of Winter Heating Payment in February and the progress that has been made since the launch.
- A progress update on Adult Disability Payment with a focus on processing timescales, case transfers and application volumes.

4. Performance Insight

- 4.1. Members discussed the balanced scorecard within the performance insight paper, highlighting that client experience satisfaction remains positive and client complaints were relatively low. Members also discussed processing times which included an insight into the process of gathering of supporting evidence..
- 4.2. A draft performance pack was presented to members as an evolving report on performance management at an organisational level. The pack was developed by analysts with direction from members of the Insight and Engagement group and is supported by members of the Agency Leadership team. The pack encapsulates key

data and information from a number of various departments to provide an overview on overall performance.

- 4.3. Members were given the opportunity to provide feedback and challenge on future focus areas of the pack. Members noted the positive work that has been carried out to produce this report and more generally agreed the pack was a positive step to further refine performance reporting and performance culture.

5. Finance Report

- 5.1. The Finance Report papers provided to the Executive Advisory Body covered the reporting period up to the 31 December 2022. A verbal update on the January Finance Report and the budget for 2023-24 was also given to members.
- 5.2. Key points from the discussion noted by the Executive Advisory Body included:
 - The organisations position on benefit expenditure in December and January.
 - An overview of the expected indicative budget allocation timeline for 2023-2024.

6. Working Together – Case Managers with Health and Social Care

- 6.1. A presentation was given to members on the progress made to date on improving working processes between case managers and health and social care practitioners on the processing of Adult Disability Payment applications.
- 6.2. Members discussed the importance of receiving supporting information in the application process and how it assists in conversations between case managers and practitioners to reach an outcome.

7. Any Other Business

- 7.1. Members noted receipt of the following below the line papers for information;
 - Audit and Assurance Committee Minutes (22 November 2022)
- 7.2. The date of the next meeting of the Executive Advisory Body on 18 April 2023 was agreed which will also include a deep dive into Client Experience.

Date of next meeting: Tuesday 18 April 2023

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	13 June 2023	Additional time required to provide a comprehensive response on our maturity and capability across the Digital Risk and Security Branch. Secretariat working with CDO to schedule for 18 April	Open
24/01/2023	Bring the Corporate Plan to a future Executive Advisory Body meeting for early input from Non-Executive members	Any Other Business	AMP	18 April 2023		Open
24/01/2023	Executive Team members to review requirement for individual meetings with current buddy and only schedule with those that find it valuable.	Collective Board Effectiveness	All	07 March 2023	Proposals are being discussed for replacement buddy scheme.	Closed
07/03/2023	AMP to review balance scorecard and determine how straight through processing affects the processing times	Performance Insight	AMP	13 June 2023		Open

07/03/2023	Secretariat to check if we should schedule performance pack to come back to future Executive Advisory Body for update.	Performance Insight	Secretariat - Governance	17 October 2023		Open
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