

Executive Advisory Body

Date of Meeting	Tuesday 13 June 2023
Time	10:00 - 12:30
Location	Agnes Husband House and via Video Conference

Attendees

Members

- 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; Andy McClintock (AMC) - Chief Digital Officer

Non-Executive Members

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

Apologies

- David Wallace (DW) - Chief Executive, Leanne Carson (LC) Deputy Director Social Security Programme

In Attendance

- HF Head of Strategy, Performance and Governance
- DN Chief Information Security Officer
- AD Head of People Policy, Advice & Wellbeing

Observing

- CL Business Resilience Officer
- SF Business Resilience Co-ordinator

Secretariat

- FD 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 18 April 2023.
- 1.3. Members did not highlight any potential conflicts of interest.

2. Chief Executive's Update

- 2.1. The Chief Executive update was provided by AMP and the following was discussed:
 - Members were updated on the progress of the Non-Executive recruitment campaign that went live on Monday 24 April. Six candidates were interviewed week commencing 5 June and the selection process is in progress. Thanks were given to members that were involved in the campaign.
 - Members were provided an overview regarding the status of the renewal of the Corporate Plan, with the current plan taking us to November 2023. The new Corporate Plan is being drafted with a timeline which will align with the end of the Social Security Programme business case.
 - Members were advised that Social Security Scotland's top and immediate priority is improving processing times for disability benefits. Shirley-Ann Sommerville, Cabinet Secretary for Social Justice has requested to receive regular updates on performance improvement work.
 - Shirley-Ann Sommerville, Cabinet Secretary for Social Justice will be visiting Agnes Husband House on Monday 19 June.

3. Performance Insight and Social Security Scotland Service Delivery Update

- 3.1. Members were given a performance update which included highlighting the variances in forecasted figures against actual figures to date.
- 3.2. An action was noted for HF to discuss with statisticians about including case transfer information in the balanced scorecard.
- 3.3. A verbal service delivery update was provided across a range of benefits, which included:
 - An update on Adult Disability Payment processing times with official statistics published on 13 June. It was noted that performance improvement work is underway to increase the numbers of decisions made. Discussion was also held in relation to claimants providing supporting evidence and the proposals to make improvements in this area.
 - Child Disability Payments improvements to processing times which will be made in line with those applied to Adult Disability Payment.
 - Members discussed the possibility of arranging an ad-hoc meeting to discuss the improvement actions being taken forward before the next formal Executive Advisory Body. The secretariat has taken an action to discuss this with AMP regarding scheduling.

4. Finance Update

- 4.1. A verbal Finance update was provided by JW, noting the following:
 - Details relating to the 2022-23 financial budget.
 - 2023-24 budget has been set with May 2023 figures being prepared.
- 4.2. Members discussed challenges relating to the forward budget look for 2024-25.

5. Human Resources Report (6 month review)

- 5.1. A Human Resources update was given to members encompassing the key areas of human resources activity over the last period. The update included:
 - Organisational growth has now stabilised following a period of rapid expansion to enable delivery of disability benefits.
 - Headcount is expected to reduce in line with the enhanced recruitment controls which have now been put in place to manage growth with the parameters of our budget settlement for 2023/2024.
 - Activity in relation to wellbeing, capability and leadership and the impact this is currently having on the organisation.
 - Implementation of the new Enterprise Resource Planning System will be brought back to Executive Advisory Body in a more detailed submission at the next meeting. The secretariat has taken an action to ensure this is scheduled at a future Executive Advisory Body meeting.
- 5.2. Members discussed the report and welcomed the clarity provided in the report.

6. Cyber Security Maturity and Capability Review

- 6.1. An update was provided to members on the Cyber Security Maturity and Capability Review.
- 6.2. Members were asked for their comments on the review and discussed the following:
 - Achieving compliance with the Scottish Government's Cyber Resilience Framework at Target Level in financial year 2023/2024.
 - Implementing effective security governance and policies.
 - Reviewing and improving disaster recovery capabilities.
 - Conducting further exercises to evaluate incident response and disaster recovery capabilities.
 - Addressing the agreed Cyber Security Governance Audit actions.
 - Supporting the continued recruitment of security related roles.
 - Developing an organisation-wide security culture through awareness and education.

- Prioritising the security related proposed initiatives for financial year 2023/2024.

6.3. It was agreed the Executive Advisory Body will be updated on the continued work in this area annually with members to reflect on if this is required more frequently. The secretariat has taken an action to ensure this is scheduled as a regular standing item on an annual basis.

7. Any Other Business

7.1. Members noted receipt of the following below the line papers for information;

- Audit and Assurance Committee Minutes March and May 2023
- Error, Fraud and Debt Report (Quarterly)
- Forward Planner 2023

7.2. The date of the next meeting of the Executive Advisory Body is currently scheduled for 22 August 2023. This is now subject to change and further communications regarding a proposed new date will be issued.

Date of next meeting: Tuesday 12 September

Date action taken	Detail	Item / Paper	Owner	Due Date	Update if applicable	Status
07/03/2023	AMP to review balance scorecard and determine how straight through processing affects the processing times	Performance Insight	AMP	13 June 2023	AMP bringing an update to members on 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
18/04/2023	Update members at Executive Advisory Body and Audit and Assurance Committee with updates on proposed efficiencies for 2024-25.	Budget 2023-24	JW	12 September 2023		Open
18/04/2023	Circulate first draft of the Corporate Plan to members for comment.	Corporate Plan	AMP	17 October 2023		Open
13/06/2023	Balanced Scorecard to include information regarding case transfers	Performance Insight	HF	17 October 2023		Open

13/06/2023	Circulate processing times improvement actions to members for comment.	Performance Insight	AMP	12 September 2023		Open
13/06/2023	Performance improvement actions – once shared to discuss if an ad-hoc meeting should be scheduled to discuss before the next formal Executive Advisory Body.	Performance Insight	Secretariat - Governance	12 September 2023	Update – additional deep dive scheduled for 09 August.	Open
13/06/2023	Implementation of the new Enterprise Resource Planning System to be scheduled as a substantive agenda item for next Executive Advisory Body.	Human Resources	Secretariat - Governance	12 September 2023	Removed from agenda as per AMP's instruction.	Closed
13/06/2023	Cyber Security and Maturity Review to be scheduled annually for Executive Advisory Body.	Cyber Security and Maturity Review	Secretariat - Governance	12 September 2023		Open