

## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 17 October 2023
<b>Time</b>	10:00 – 11:30
<b>Location</b>	Video Conference

## Attendees

### Members

- David Wallace (DW) - Chief Executive, Leanne Carson (LC) Deputy Director Social Security Programme; James Wallace (JW) - Deputy Director of Finance and Corporate Services; Janet Richardson (JR) - Deputy Director Client Services Delivery; 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), Deborah Rodger (DR)

### Apologies

- Ally MacPhail (AMP) – Deputy Director Performance and Corporate Strategy; Paul Knight (PK) – Chief Medical Advisor; Nicola Rudnicki (NR) – Deputy Director People and Place; Gillian Mudie (GM)

### In Attendance

- HF Head of Strategy, Performance and Governance

### Observing

- NN Business Resilience Officer

### Secretariat

- CW Assistant Governance Manager
- SP Strategic Relationship Officer

## 1. Welcome and Conflicts of Interest

- The Chair welcomed and thanked everyone for their attendance and welcomed DR to their first meeting as a newly appointed Non-Executive member of Executive Advisory Body.
- The Executive Advisory Body endorsed the minutes from the last meeting on 12 September 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 updated on LC securing the interim Programme Director role which starts in December until June 2024. Members congratulated LC.
- The Chief Executive explained the role of the temporary Director of Social Security Benefits, Performance and Improvements that bridges the work being done between Social Security Scotland, Programme and Ministers.. An action has been taken to invite the Director to the next formal Executive Advisory Body meeting in November.
- Members were updated on how Executive Team is focussed on preparing for next years budget.

## 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 Low Income Benefits and the work that has been done with the teams and technology to improve processing.
- Telephony improvements have been recognised which is due to the work being done within teams in Client Service Delivery as well as through improved technology. Improvement work will continue to manage queues during peak leave time.
- Improvements in Adult Disability Payment and Child Disability Payment continue with further improvement actions scheduled. An action has been taken for an update on the continued work at the next Executive Advisory Body meeting.
- Members discussed the need for signposting available benefits to the public and the upcoming social media campaigns which will highlight this. An action has been taken for this to be examined further and to invite colleagues working on the Charter Review and colleagues in our Communications team to attend a future Executive Advisory Body meeting to present how they are tackling this.

## 4. Performance Insight

4.1. Members were given a performance update which included highlighting that client experience is still positive.

4.2. Members discussed the collaborative working between Health and Social Care practitioners and colleagues in Client Service Delivery. An action has been taken for a deep dive to be scheduled which covers the work carried out by Health and Social Care practitioners.

## 5. Finance Report

- 5.1. A verbal Finance update was provided by JW noting the following:
  - Details relating to the 2023-24 financial budget.
- 5.2. An action has been taken to bring a 2024-25 budget update back to Executive Advisory Body members at a future meeting.

## 6. Any Other Business

- 6.1. It was highlighted that we are awaiting clarity from Scottish Government on potential exceptions in relation to the benefits we offer to those affected by the Israel and Palestinian conflict.

**Date of next meeting:** Tuesday 28 November

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	Impact of straight through processing can be seen on balanced scorecard in recent months	Closed
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	28 November 2023	Secretariat has added this in as a potential item in draft Terms of Reference.	Closed
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	Awaiting response.	Open
18/04/2023	Circulate first draft of the Corporate Plan to members for comment.	Corporate Plan	AMP	28 November 2023	This will come to the next formal meeting on 28 November.	Open
13/06/2023	Balanced Scorecard to include information regarding case transfers	Performance Insight	HF	17 October 2023	Awaiting response.	Open

<b>13/06/2023</b>	Cyber Security and Maturity Review to be scheduled annually for Executive Advisory Body.	Cyber Security and Maturity Review	<b>Secretariat - Governance</b>	12 September 2023	Secretariat has added into draft Terms of Reference for 2024.	Closed
<b>12/09/2023</b>	Further discussion regarding the overall case review process at next formal Executive Advisory Body.	Social Security Scotland Service Delivery Update and Processing Times	<b>Secretariat - Governance</b>	28 November 2023	Adding this into the meeting on 28 November 2023	Open
<b>12/09/2023</b>	Circulate draft framework document to Non-Executive members ahead of next formal meeting	Governance Structure Update	<b>DP</b>	30 January 2024	Awaiting further guidance. Will be circulated prior to meeting on 30 January 2024	Open
<b>12/09/2023</b>	Circulate sponsorship meeting minutes to Non-Executive members after publication for each meeting.	Governance Structure Update	<b>Secretariat - Governance</b>	17 October 2023	October minutes will be circulated when they have been published (within 12 weeks of meeting – before 03 January 2024)	Open
<b>12/09/2023</b>	Annie Gunnar-Logan to be invited as guest to support the Executive Advisory Body effectiveness session.	Governance Structure Update	<b>DP</b>	08 November 2023	Annie Gunnar-Logan will attend the deep dive on Wednesday 08 November.	Closed

<b>12/09/2023</b>	Identify a non-Exec willing to support DD HSC in her new sponsorship role with the Insights and Engagement Forum.	Governance Structure Update	<b>DP</b>	30 January 2024	Will review following Collective Board Effectiveness session.	Open
<b>12/09/2023</b>	Increase profile and understanding of our non-Execs role within Directorate	Governance Structure Update	<b>DP</b>	asap	Work has been progressing with colleagues in the Directorate on a number of linked governance themes, including: the implementation of a formal Joint Executive Group with revised Terms of Reference; input into the review of Programme Governance within the Directorate; developing new Portfolio Sponsor arrangements for DG Communities; and beginning to look at governance capability/capacity and knowledge transfer from Programme Governance as we move towards the end of programme. An important part of this work has been	Closed

					educating Directorate colleagues on the role of our non Execs within our (agency) governance structure and supporting understanding of their advisory role and the way they can add value.	
<b>17/10/2023</b>	Invite Director of Social Security Benefits, Performance and Improvements to the next formal Executive Advisory Body meeting in November.	Chief Executive Update	<b>CW</b>	30 January 2024	Director of Social Security Benefits, Performance and Improvements able to attend on 30 January 2024.	Open
<b>17/10/2023</b>	Bring an update on the continued work being done in Adult Disability Payment & Child Disability Payment at the next Executive Advisory Body meeting.	Service Delivery Update	<b>JR</b>	28 November 2023		Open
<b>17/10/2023</b>	Examine signposting of available benefits to the public and invite colleagues working on the Charter Review and	Service Delivery Update	<b>Communication Team / SG Policy</b>	30 January 2024		Open

	Communications Team to attend a future meeting to present how they are tackling this.					
<b>17/10/2023</b>	Schedule a deep dive which covers the work carried out by Health and Social Care practitioners	Performance Insight	<b>Secretariat – Governance / GD</b>	12 March 2024	Will come to 12 March meeting as a substantive item rather than deep dive.	Open
<b>17/10/2023</b>	Bring a 2024-25 budget update back to Executive Advisory Body members at a future meeting.	Finance Report	<b>JW</b>	30 January 2024		Open