

## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 04 June 2024
<b>Time</b>	10:00 – 12:30
<b>Location</b>	Video Conference / Ground Floor Conference Room, High Street

## Attendees

### Executive Team Members

- David Wallace (DW) – Chief Executive; Janet Richardson (JR) – Deputy Director Client Service Delivery; Gayle Devlin (GD) – Deputy Director Health and Social Care; Andy McClintock (AMC) - Chief Digital Officer; Ally MacPhail (AMP) – Deputy Director Performance and Corporate Strategy; Paul Knight (PK) – Chief Medical Advisor, Miriam Craven (MC) – Chief Operating Officer; Stephanie Glavin (SG) – Deputy Director for Finance and Corporate Services

### Non-Executive Members

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

### Apologies

- Deborah Rodger (DR)

### In Attendance

- Jo Gray (JG) - Deputy Director, Strategy, Learning, Corporate Management & Finance (Social Security Programme)

### Presenters

- FP - Head of Strategic Resourcing
- RM - Analysis and Insights Unit Head
- DH - Head of Briefing and Engagement
- GU - Head of Communications

### Observers

- RE Admin Coordination Hub Assistant
- AG Admin Coordination Hub Assistant

### Secretariat

- DP Head of Corporate Support
- CW Assistant Governance Manager

## 1. Welcome and Conflicts of Interest

- 1.1. The Chair welcomed and thanked everyone for their attendance.
- 1.2. Members welcomed SG to the meeting as interim Deputy Director for Finance and Corporate Services.
- 1.3. The Executive Advisory Body endorsed the minutes from the last meeting on 23 April 2024.
- 1.4. Members did not highlight any potential conflicts of interest.

## 2. Chief Executive's Update

- 2.1. The Chief Executive highlighted the following:
  - The change in First Minister since the last Executive Advisory Body meeting, and the upcoming general election due to take place on 04 July. It was noted that the Executive Team are due to meet with the Cabinet Secretary later in June however this may be rescheduled to an alternative date post election.
  - The Chief Executive acknowledged GD's attendance at the Social Justice Social Security Committee on Thursday 25 April, to give evidence on redeterminations and appeals. The session is still available to watch on Parliamentary TV.
  - The Chief Executive is supporting the Cabinet Secretary at Parliament on Thursday 06 June at the Social Justice and Social Security Committee session. The evidence session is on the Social Security Charter
  - Future Executive Advisory Body meeting topics were discussed including:
    - Future plans for Succession planning
    - FraudThese topics have been noted in the action tracker to bring to a future Executive Advisory Body meeting.

## 3. Human Resources Report – 6 Month Update

- 3.1. NR welcomed FP to the meeting. An update was provided to the Executive Advisory Body on the human resources report, which covered the last 6 months. This included an update on the impending rollout of the new Oracle HR system, the upcoming 35 hour working week, staff sickness levels and line manager capability work.
- 3.2. Members discussed how the new Scottish Government HR system is being communicated to colleagues as well as who will be affected by the change. It was noted that colleagues have been made aware of the upcoming changes through a structured Scottish Government communication plan. It was noted that model office begins week commencing 10 June so colleagues can find out more information.

- 3.3. Members were eager to understand the impact of sickness absence within different departments, as well as the impact on other colleagues. It was noted that team leaders and line managers are being supported by colleagues from People Advice when dealing with long term sickness absence. Members agreed this is a good first step and encouraged the Executive Team to ensure all managers are feeling that support.
- 3.4. The 35 hour working week due to be rolled out in October was discussed by members, querying how this drop in time could impact on productivity. Members were assured that Social Security Scotland have taken on-board analysis by colleagues in Scottish Government responsible for implementing the change alongside an assessment by our own analysts responsible for modelling and forecasting. Further conversations are due to take place over the summer. It was noted that Client Service Delivery are in conversation with other delivery bodies for best practice learning, as well as analysing peak telephony times to ensure clients are still receiving the support they need. Any recommendations will go to Executive Team for approval prior to submitting to the Permanent Secretary and Cabinet Secretary for approval.

#### **4. Social Security Scotland Performance Update**

- 4.1. AMP welcomed RM to the meeting to discuss client experience and how this information feeds into organisational performance.
- 4.2. Members discussed the management information found within the Balanced Scorecard, however it was noted that this report does not show the progress and work that has been done within Client Services Delivery and Health and Social Care.
- 4.3. RM discussed how the information gathered from client surveys and client panels feeds into the Charter Measurement Framework document.
- 4.4. Members gave thanks for this approach to the performance update and it was noted this update will be developed further for future Executive Advisory Body meetings.

#### **5. Stakeholder Engagement**

- 5.1. AMP welcomed GU and DH to the meeting to discuss the draft stakeholder engagement plan and asked members to provide feedback.
- 5.2. It was noted that language is critically important within this plan, with members discussing the definitions of stakeholders and partners within this context.

Members discussed why this is a priority and why it is included in the 2024-25 Business Plan. An action was taken to share the 2024-25 Business Plan with Non-Executive members.

## **6. Any Other Business**

6.1. Members noted the below the line papers.

**Date of next meeting:** Tuesday 03 September 2024

Date action taken	Detail	Item / Paper	Owner	Due Date	Update if applicable	Status
<b>12 September 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	Portfolio Sponsorship meeting minutes will be circulated once signed off by DG Communities.	Closed
<b>28 November 2023</b>	Follow up on the development of the Terms of Reference for the Performance Forum and share with members once approved	Performance, Appeals and Service Delivery Update	<b>Secretariat</b>	04 June 2024	These have been sent on to Non-Executives for information only.	Closed
<b>04 June 2024</b>	Bring discussion on succession planning to future Executive Advisory Body meeting.	Chief Executive Update	<b>NR</b>	Early 2025	Added to planner to bring to Executive Advisory Body meeting in January or March 2025.	Closed
<b>04 June 2024</b>	Bring discussion on fraud to a future Executive Advisory Body meeting.	Chief Executive Update	<b>SG</b>	26 November 2024	Provisionally scheduled for 26 November 2024 meeting.	Closed

<b>04 June 2024</b>	Share the 2024-25 Business Plan with Non-Executive members.	Stakeholder Engagement	<b>AMP</b>	31 July 2024	Corporate Plan and Business Plan shared with Non-Executive members on 19 June 2024 via correspondence.	Closed
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