



Inclusive Communication External Stakeholder Reference Group	
Date of Meeting	<ul style="list-style-type: none">• 13 May 2021
Time	<ul style="list-style-type: none">• 10:30 – 12:30
Location	<ul style="list-style-type: none">• Virtual – Microsoft Teams
Note	Note: As this information is available to the public, we have anonymised attendees. We have named only the most senior civil servants and members of Social Security Scotland Executive Advisory Board.

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Attendees

Present

Miriam Craven (The Chair)	- Deputy Director of Strategy & Client Experience Social Security Scotland
RM	- Head of Client Experience, Social Security Scotland
DP	- National Partnership Development Lead, Social Security Scotland
AB	- Inclusive Communication Specialist Adviser
HD	- Accessibility and Inclusive Design Lead, Social Security Directorate
ML	- Secretariat, Social Security Scotland
MD	- Product Lead, Social Security Programme
CF	- Service Designer, Social Security Programme
ES	- User Researcher, Social Security Programme
HS	- User Researcher, Social Security Programme
EG	- Content Designer, Social Security Programme
GP	- Organisational Strategy Team Leader
JB	- Non-Executive Member, Social Security Scotland
EG	- Non-Executive Member, Social Security Scotland
KHK	- Royal College of Speech and Language Therapists
DT	- deafScotland
LG	- Dyslexia Scotland
DS	- Ochiltree School
RSJ	- Trust Housing Association
MS	- Glasgow Disability Alliance
RM	- Inclusion Scotland



- JB - Citizens Advice Scotland
- DJ - Stroke Association Scotland
- HS - Age Scotland
- TW - Dementia Care Voices
- GH - Royal National Institute of Blind People
- RM - Royal National Institute of Blind People
- SD - Royal National Institute of Blind People
- GK - Advocating Together

Apologies

- AH - Indsol
- CB - Royal National Institute of Blind People

1. Welcome from the Chair

- 1.1. The Chair welcomed the group to the meeting.
- 1.2. MC introduced new members to the group

2. Proposed approach to consultations and decision making

- 2.1. LP, JC and MM presented the proposed Social Security Scotland approach to decision making and consultations for Adult Disability Payment.
- 2.2. The group provided feedback and suggestions. This included:
 - Ensuring the decision making and consultation teams have inclusive communication training and allowing the group to review the module.
 - Highlighting the difference between inclusive communication and accessibility to staff members.
 - Ensuring the digital portal is accessible.
 - Ensuring clients communication preferences for notifications are captured and client receives notification of consultation in their preferred format.
 - Tailoring the length of appointments to individuals
 - Avoiding jargon in decision letters
 - Provide plain English training to Case Managers
- 2.3. The team thanked the group for their feedback and expressed their desire to continue working with the group via user research.

Action Point	MM	Provide group with inclusive communication training when available.
	LP,DP & LB	Contact group with further opportunities to get involved with Programme team



3. Organisational Updates

3.1. The Chair gave the group some organisational updates:

- The next phase of the Client Satisfaction Survey launched on 10th May. It will close on 18th June. Results will be analysed and published later in the year.
- The Child Disability Payment pilot launch on 27th July.
- Recruitment is ongoing for the upcoming benefit launches. RM welcomed feedback on new job adverts.

Action Point	ALL	Group members to provide feedback on recruitment process to LB/DP
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4. Any Other Business

4.1. No other business was discussed.

4.2. The Chair thanked the group for their participation and feedback.

Date of next meeting: To be confirmed