

Inclusive Communication External Stakeholder Reference Group, Service Design Workshop

Date of Meeting	<ul style="list-style-type: none">• Wednesday 25th May 2022
Time	<ul style="list-style-type: none">• 10:30- 12:00
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.

Attendees

Present

- Gayle Devlin (Chair) - Head of Corporate Strategy and Communications, Social Security Scotland
- KHK - Inclusive Communication Expert Adviser, Social Security Scotland
- HF - Head of National Stakeholder Engagement, Social Security Scotland
- LM - National Engagement Support, Social Security Scotland
- MK - Inclusion Scotland
- DT - Alliance Scotland
- SS - Creative Communications Executive, Social Security Scotland
- CR - Scottish Commission for People with Learning Disabilities
- LW - Blesma, The Limbless Veterans
- HS - Age Scotland
- JH - National Engagement Support, Social Security Scotland
- GK - Advocating Together
- CB - RNIB Scotland
- RB - Deafblind Scotland
- FF - CEMVO Scotland

Secretariat

- ROD - Modern Apprentice, Social Security Scotland

1. Welcome from the Chair

- 1.1. The Chair welcomed attendees to the meeting and explained reasons for the absence of Miriam Craven.

2. Actions arising from Previous Meeting

- 2.1 The action to provide a breakdown of who was involved in the user research for Adult Disability Payment was carried forward to the next meeting.
- 2.3 Chair confirmed that there is a 'time-out' function on the online application form after 60 minutes have expired. Further information provided included that a 'time-out' warning is given after 55 minutes; and that application incorporates an 'auto save' feature.

Action Point	CH and CB	Provide a breakdown of who was involved in the User Research .	Before next meeting
--------------	-----------	--	---------------------

3. Inclusive Communications Strategy

- 3.1 KHK presented the Inclusive Communication Action Plan 2022-25. She explained the importance of the sign off governance process and confirmed that endorsement had been given by colleagues in the Social Security Scotland agency and Government directorate. KHK told the group she was now seeking their feedback and endorsement.
- 3.2 KHK gave overview of 2022-23 priorities. Gave a rough timeline for when objectives will be worked on and implemented.
- 3.3 Members were put into small groups to discuss four questions:
 1. What are your reactions to the report?
 2. Any changes you would suggest.
 3. Are you happy to endorse?
 4. How you can help deliver the Action Plan?

4. Feedback from Attendees on Report

- 4.1 Feedback on action plan was positive. Members raised a number of points including:

- Further time to discuss the report with colleagues before formally endorsing could be beneficial.
 - Resources appear to be mainly based online, which is not accessible to many people in Scotland.
 - Concerns were raised about some of the language in the report. In some places perhaps too high level. Suggestion that there could be a version focussing on implementing the plan and a higher level version for those who want to see further background information.
 - Face to face support on inclusive communication for colleagues should be considered alongside a helpline service.
 - A navigation note could prove useful when using the action plan.
 - Continuing to work with people with lived experience in the design and production of resources is fundamental to success
- 4.2 HF advised that Social Security Scotland works closely with partners across the Scottish Government and the summary action plan will be shared further.
- 4.3 As members wanted more time to speak with colleagues and consider endorsing the action plan, a date was set for an email response.

Action Point	All members	Email LM with endorsement or further feedback.	Wed 1 st June 2022
--------------	-------------	--	-------------------------------

5. Any other Business and Forward Look

- 5.1 DT raised suggestion for British Language Interpreter to be on-screen with Chief Executive Officer of Social Security Scotland David Wallace when presenting accessible form clip.
- 5.1 Attendees will consult with colleagues on providing an endorsement of Inclusive Communication Action Plan 2022-25 and report back by Wednesday 1st June 2022.

Date of next meeting: Wednesday 15 June, 2022

