

Inclusive Communication External Stakeholder Reference Group – workshop 4

Date of Meeting	Wednesday 26 January 2022
Time	13:00 – 15:00
Location	Virtual Meeting
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

In Attendance

- Miriam Craven (Chair) - Deputy Director, Strategy, Change, Data & Engagement , Social Security Scotland
- Janet Richardson - Deputy Director, Client Services Delivery, Social Security Scotland
- HF - Social Security Scotland
- KHK - Social Security Scotland
- DP - Social Security Scotland
- SS - Social Security Scotland
- CE - Social Security Scotland
- DT - Scottish Sensory Hub, the ALLIANCE
- CG - CEMVO
- RSJ - Age Scotland
- LW - BLESMA
- MS (part meeting) - Glasgow Disability Alliance
- KC - Dyslexia Scotland
- GK - Advocating Together

Presenters

BT - Social Security Scotland

AK - Social Security Scotland

Note Taker

RE - Social Security Scotland

1. Welcome and update from the Chair

- 1.1. Miriam Craven (Chair) welcomed attendees to the meeting and introduced guest speakers.
- 1.2. MC explained there will be another service design workshop in February. There will then be a full Reference Group meeting on Wednesday 23 March. Members will be updated on the service design workshops that have taken place since September.
- 1.3. DP highlighted the outstanding Action Points from the previous meeting. Two action points have not been completed. These are carried forward to the next meeting.

2. Recap of Last Session

- 2.1. BT provided a brief recap of the last service design session in December. The subject was how Social Security Scotland are embedding inclusive communication across the whole of the organisation.
- 2.2. BT thanked members for their feedback about people who have had good and bad communication experiences with other public bodies. BT explained Social Security Scotland wanted to understand the impact these experiences can have on clients.

3. Local Delivery

- 3.1. BT and AK presented an overview of Local Delivery and the clients who may use it. AK explained that the service is available to anyone who needs it. She explained the circumstances in which Local Delivery support might be required. This included but is not limited to ;
 - Providing support for clients who may experience barriers engaging with public bodies
 - Helping clients seeking support to complete an application for benefit or report a change in their circumstances

- 3.2. AK also explained Local Delivery is not able to
- provide updates on a client's application for benefit
 - make a decision on a client's benefit. This will be done by trained decision makers
- 3.3. Group members thanked AK for the overview. They provided a number of comments. These included
- The importance of partnership working
 - The barriers that some people face when using digital services and the benefits of face to face engagement.
- 3.4. All feedback and questions were collated by AK. It was agreed that these would be taken away and answers found. They will be fed back to the group once ready.

Action Point	AK	Collate all questions asked by group members. Provide the group with answers once established.
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4. Close and Any other business

- 4.1. HF, who is Social Security Scotland's new National Engagement and Partnership Lead was introduced to the members by MC.
- 4.2. MC summarised the discussion and thanked everyone for attending. MC closed the meeting.

Date of next meeting: Tuesday 15 February