

Inclusive Communication External Stakeholder Reference Group

Date of Meeting	<ul style="list-style-type: none"> • 02 September 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.

Attendees

Present

RM (The Chair)	-	Head of Stakeholder Engagement and Partnership Social Security Scotland
KHK	-	Inclusive Communication Expert Adviser Social Security Scotland
DP	-	National Partnership Development Lead Social Security Scotland
EM	-	National Partner Development Lead Social Security Scotland
LB	-	National Partnership Development Officer Social Security Scotland
MD	-	Adult Disability Payment Subject Matter Expert Social Security Programme
KS	-	Service Designer, Social Security Programme
PU	-	Service Designer, Social Security Programme
BT	-	Service Designer, Social Security Programme
LM	-	Lead Service Designer, Social Security Programme
CE	-	Principal Research Officer, Social Security Scotland
KS	-	Strategic Communications & Marketing Lead Social Security Scotland
CV	-	Royal National Institute of Blind People
CR	-	Scottish Commission for Learning Disability
DS	-	Ochiltower School
DJ	-	The Stroke Association
DT	-	Scottish Sensory Hub
LG	-	Dyslexia Scotland
GK	-	Advocating Together
RSJ	-	Age Scotland
SB	-	BLESMA
RM	-	Inclusion Scotland
BY	-	Citizens Advice Scotland
TW	-	Dementia Care Voices
Secretariat		
SA	-	Research & Engagement Advisor, Social Security Scotland

AG - Administrative Support, Social Security Scotland

Apologies

GP - Social Security Scotland
MC - Social Security Scotland
GH - Royal National Institute of Blind People
JP - Scottish Autism
MS - Glasgow Disability Alliance
HS - Age Scotland
JR - The Alliance
AH - INDSOL

1. Welcome and introduction from the Chair

- 1.1. The Chair welcomed the group to the meeting.
- 1.2. RM explained the format of the reference group would be changing. There will now be monthly service design workshops. The first of these workshops will be held on Tuesday 12 October. The Inclusive Communication External Stakeholder Reference Group will meet on a 6 month basis. At these meetings, the group will review goals, successes and improvements. This will provide greater structure and help prioritise topics.
- 1.3. RM welcomed KHK who has joined Social Security Scotland as the new Inclusive Communication Expert Adviser.

2. Proposed approach to consultations and decision making

- 2.1. KS gave an overview on the service design of the Adult Disability Payment. The various elements of the service which are in development were highlighted. Extensive user research is ongoing to ensure the service is suitable for both clients and staff.
- 2.2. KS showed the group a sample of one of the functional questions on the paper form.
- 2.3. KS asked the group for feedback. The group made several suggestions including:
 - Ensuring clients with communication barriers are made aware of case transfers and the new Adult Disability Payment.
 - Allowing sufficient time in the transition period from Personal Independence Payment/Disability Living Allowance to Adult Disability Payment to accommodate communication needs. For example, acquiring British Sign Language interpreters can take some time for each department involved.

- Using a wide range of methods to raise awareness of the benefit with clients who may not use smart phones or internet. For example, use British Sign Language interpreters in video marketing. It was suggested that clients could also text Social Security Scotland if they do not have a smartphone.
- Consider using coloured paper for applications from dyslexic clients
- Asking clients their if they have any accessibility or communication requirements at the beginning of the application. Clarifying the process for advocates outside of Social Security Scotland

2.4. KS invited the group to decide which topics they might like to see discussed at the new service design workshops. This was done via Google Jamboard. The Jamboard will be left open for comments for one week.

Action	DP/LB	Send Google Jamboard Link to group via email.
Action	ALL	Identify specific subject areas they would like to see discussed at future service design workshop sessions.

3. Organisation Updates

3.1. RM informed the group that due to limited time, the organisational updates will be sent via email. They will be sent within 7 days.

Action	RM/DP/LB	Send organisational updates via email within 7 days
--------	----------	---

4. Any other business, summary and dates of next meeting

4.1 The Chair thanked the group for their support and feedback.

4.2 RM advised the group that information on the next meeting will be issued soon. This will include the subject for discussion.

4.3 Date of next meeting: Tuesday 12th October 1pm – 3pm