

Inclusive Communication External Stakeholder Reference Group, Service Design Workshop

Date of Meeting	<ul style="list-style-type: none">• Wednesday 13 April 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

- Miriam Craven (Chair) - Deputy Director, Strategy, Change, Data & Engagement-
Social Security Scotland
- KHK - Inclusive Communication Expert Adviser,
Social Security Scotland
- HF - Head of National Stakeholder Engagement, Social Security
Scotland
- DP - Inclusive Communication Lead, Social Security Scotland
- SS - Creative Communications Executive, Social Security
Scotland
- CG - CEMVO Scotland
- DT - the Scottish Sensory Hub, the ALLIANCE
- LW - BLESMA
- CH - Senior User Researcher, Social Security Scotland
- CB - User Researcher, Social Security Scotland
- RB - Deafblind Scotland
- AB - Creative Communications Senior Manager, Social Security
Scotland
- AM - National Partnership Development Lead, Social Security
Scotland
- JH - National Engagement Support- Social Security Scotland
- MS - Glasgow Disability Alliance
- AKP - Service Designer, Social Security Scotland

Secretariat

- LM - Inclusive Communication Support Officer, Social Security
Scotland

1. Welcome and Introduction from the Chair

1.1. The Chair welcomed the group to the meeting.

2. Adult Disability Payment User Research update

2.1 CH and CB explained testing they have carried out and plan to carry out on the paper and digital Adult Disability Payment application forms. They shared some of their findings including insufficient space for answers and unclear navigation instructions and what they have done to improve this.

2.2 The group raised a number of points including

- Need to involve seldom heard people in the research
- Need to make sure that the online form is compatible with all platforms. CH confirmed it is.
- Benefit of a save and resume function for the online form. CH confirmed this is in place.

2.3 CH and CB spoke to the group about getting involved with ongoing research by reviewing the forms, completing a survey or taking part in interviews with the User Research team.

2.4 MC noted that it may be beneficial for the Inclusive Communication Team to reach out to group members that are not present and gauge their interest in becoming involved with this research.

Action Point	All	Group members to contact Social Security Scotland research colleagues if they wish to be involved.	No specific date
Action Point	CH and CB	Provide a breakdown of who was involved in the User Research .	Before next meeting
Action Point	CH and CB	Confirm the 'time-out' for the online application form and if a user is put out of the system.	Before next meeting
Action Point	LM	Reach out to members that were not present and gauge their interest in becoming involved with Adult Disability Payment user research.	Before next meeting

3. Any other business

3.1 No other business was raised

3.2 MC thanked everyone for attending and their input.

3.3 MC advised the next monthly service design workshop will be on 25 May 2022.

Date of next meeting: Wednesday 25 May, 2022