

Inclusive Communication Internal and External Joint Stakeholder Meeting	
Date of Meeting	<ul style="list-style-type: none"> 6 December 2022
Time	<ul style="list-style-type: none"> 09:30 – 11:00
Location	<ul style="list-style-type: none"> Virtual – Microsoft Teams

Attendees

Present

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| HF | - | Head of National Stakeholder Engagement – Social Security Scotland |
| DP | - | National Partnership Development Officer – Social Security Scotland |
| KHK | - | Inclusive Communication Expert Advisor – Social Security Scotland |
| LM | - | Inclusive Communication Support Officer – Social Security Scotland |
| GF | - | Business Manager to the Head of Corporate Services – Social Security Scotland |
| SM | - | Project Coordinator – Social Security Scotland |
| EM | - | Senior Content Designer – Social Security Scotland |
| MH | - | Internal Controls Manager – Social Security Scotland |
| LG | - | Head of Change and Project Management – Social Security Scotland |
| ST | - | Business Support Officer – Social Security Scotland |
| JW | - | Assistant Human Resources Business Partner – Social Security Scotland |
| LR | - | Head of Business Owners – Social Security Scotland |
| EC | - | Lead User Researcher - Accessibility – Social Security Scotland |
| ML | - | Content Design Lead – Social Security Scotland |
| LK | - | Service Manager – Social Security Scotland |
| HM | - | Place Service Lead – Social Security Scotland |
| JM | - | Local Delivery Relationship Lead – Social Security Scotland |
| CE | - | Principal Research Officer – Social Security Scotland |
| SS | - | Creative Communications Executive – Social Security Scotland |

AB	-	Creative Communications Senior Manager – Social Security Scotland
ST	-	Operational Policy Team Leader – Social Security Scotland
AG	-	Assistant Statistician – Social Security Scotland
AT	-	People Advice and Support Partner
TK	-	Procurement Portfolio Specialist
MN	-	Client Experience Manager
TY	-	Sense Scotland
RB	-	DeafBlind Scotland
HS	-	Age Scotland
LB	-	Forth Valley Sensory Centre
KH	-	Royal National Institute of the Blind
RD	-	MacMillan
JS	-	Chest, Heart and Stroke Scotland
DS	-	Camphill Scotland

Secretariat

ROD - Modern Apprenticeship – Social Security Scotland

1. Welcome and Introduction from the Chair

1.1. The Chair began the meeting and welcomed members from the Internal Coordination Group and the External Stakeholder Reference Group.

2. Introductions in Breakout Rooms

- 2.1. Members were put into mixed groups in breakout rooms to discuss the following:
- Who are you and what do you do? Either within Social Security Scotland or your external organisation
 - What is your interest and motivation in Inclusive Communication that has led to your involvement with this group?
- 2.2. Members were invited back to share highlights from their discussion and what they had learned.

3. Reflection on Achievements this Year

3.1. LM presented on some of the things the Inclusive Communication team consider top achievements for 2022.

4. Discussions about Going Forward in Breakout Rooms

4.1. LM invited members to discuss in breakout rooms, what they would like to work on and achieve together moving forward.

4.2. Feedback included:

- Further understanding of existing relationships and thinking of new ways external stakeholders can be engaged.
- Consider how we can involve people who can influence change outside the group.
- Focus given to day to day practicalities and not just overarching principles and projects. For example, share more about how information is delivered to people and preferences stored etc.
- Continue to acknowledge the wide diversity in what inclusive communication means to different people.
- Joint meetings are valuable because we can share good practice, get direct feedback and identify gaps where we can improve.
- Talk with stakeholder groups about how we will provide staff training and support to aid understanding of communication exclusion.
- Involve external stakeholder organisations and people who communicate differently to give advice on interacting with particular client groups.
- Continue to involve stakeholders during the roll out phase for new benefits. External members were positive about their role in Adult Disability Payment, when they influenced communications aspects of service design and content design.
- Gather direct feedback on Social security publications from external stakeholders.

Action	Inclusive Communication Team	Inclusive Communication Team will collate group feedback and consider suggestions for future group work going forward.	25 January 2023
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5. Any Other Business

5.1. No other business was raised. LM thanked members for attending and invited members to send on their ideas for future agenda items. The next meeting will take place on Wednesday 25 January 2023.

Action	Group Members	Members to send on ideas for agenda items to LM.	25 January 2023
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Date of next meeting: **25 January 2023**