Inclusive Communication Internal and External Joint Stakeholder Meeting	
Date of Meeting	• 26 April 2023
Time	• 10:30 – 12:00
Location	• Virtual – Microsoft Teams

Attendees

Present

KHK (Acting Chair)	-	Inclusive Communication Expert Advisor – Social Security Scotland
LM	-	Inclusive Communication Support Officer – Social Security Scotland
KS	-	Strategic Communications and Marketing Lead – Social Security Scotland
MN	-	Client Experience Manager – Social Security Scotland
AT	-	People Advice and Support Specialist– Social Security Scotland
AN	-	Client Experience Manager – Social Security Scotland
CE	-	Principal Research Officer – Social Security Scotland
SS	-	Creative Communications Manager– Social Security Scotland
LG	-	Head of Change and Project Management - Social Security Scotland
JM	-	Local Delivery Relationship Lead – Social Security Scotland
EJ	-	Content Design Lead– Social Security Scotland
AG	-	Assistant Statistician – Social Security Scotland
AB	-	Creative Communications Senior Manager – Social Security Scotland
SM	-	Project Coordinator – Social Security Scotland
GB	-	Workforce Project Planning Lead– Social Security Scotland
MG	-	Resourcing Manager– Social Security Scotland
LJ	-	Modern Apprentice– Social Security Scotland
AB	-	Senior Accessibility Specialist – Scottish Government
JD	-	Policy Officer – Scottish Government
VA	-	Accessibility Specialist – Scottish Government
EC	-	Lead User Researcher – Scottish Government

JD	-	Disability Equality Scotland
TY	-	Sense Scotland
KH	-	Royal National Institute of Blind People
AI	-	Alzheimer's Scotland
DY	-	Dyslexia Scotland
DS	-	Camphill Scotland
LW	-	BLESMA
RB	-	Deafblind Scotland
AS	-	Age Scotland

Secretariat

KL   -   Communications Officer – Social Security Scotland

1. Welcome and Introduction from the Chair

1.1. The chair welcomed the group and invited new attendees to introduce themselves. KS and KL from Social Security Scotland introduced themselves.

2. Inclusive Communication Competency Framework

2.1. KHK gave a presentation on the Competency Framework

2.2. The group was split into break out rooms to discuss

- if they were happy what is written captures what is required
- if they are happy with the language used
- if there is anything they feel is missing
- any other thoughts or feedback

2.3. Group feedback was gathered on a Google Jam Board. This will be kept open until 5 May for more comments to be added.

2.4. KHK explained next steps, including applying the feedback and changes to the competency framework. Then opened for discussion.

Action Point	LM	Meet with DP to provide updates following this session.	27 April
Action Point	Everyone	Add further points to the Google Jam Board document if they think of any.	5 May
Action Point	DP	Apply changes to Competency Framework based on the feedback from this session.	15 May

Action Point	Inclusive Communications Team	To follow up with AI on potential Awareness Session delivery – as part of competency development work. .	12 May

3.   Inclusive Communication Quality Standard

3.1. KHK presented on the Inclusive Communication and Communication Access Standard. This covered

- progress so far
- value of a standard
- how we will do it
- the role of external stakeholders and internal champions

3.2. KHK then invited members to feedback on whether they thought a standard was a good idea, what is should include and how they can help. Feedback included

- The group agreed it is a good idea to have a standard
- The standard needs to cover all processes including recruitment and be live
- Needs to specify behaviour
- Needs to be role specific, for example "entry level" specific standards.
- Needs to be manageable – or it could be overwhelming
- We must make sure we have the right people involved. We may need to have people from all the different teams in the organisation. Need to involve external stakeholders.
- The standard should not be one size fits all
- Standard needs to clearly connect to Charter

Action Point	Inclusive Communication Team	Follow up with AI on offer to engage "Active Voice" in co-production of Standard	19 May
Action Point	KS and KHK	To discuss relevance and potential incorporation of Inclusive Communication Standard in to developing Corporate Plan	19 May
Action point	KHK	To share feedback from Joint Stakeholder Group with Expert Group who are currently drafting standard.	

4.   Any Other Business

4.1. Date of next meeting for the Internal Coordination Group is Tuesday 6 June 2023. This will revisit work being done on the Inclusive Communication Standard.

4.2. Date of next meeting for the External Stakeholder Group is Wednesday 31 May 2023. This will revisit work being done on the Inclusive Communication Standard.