

Inclusive Communication External Stakeholder Reference Group Service Design – Workshop 1

Date of Meeting	<ul style="list-style-type: none"> • 12th October 2021
Time	<ul style="list-style-type: none"> • 13:00 – 15:00
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 and Engagement, Social Security Scotland
RM	-	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
LB	-	National Partnership Development Officer, Social Security Scotland
PU	-	Service Designer, Social Security Directorate, Scottish Government
BT	-	Service Designer, Social Security Directorate, Scottish Government
LM	-	Lead Service Designer, Social Security Directorate, Scottish Government
KS	-	Strategic Communications & Marketing Lead, Social Security Scotland
KC	-	Programme Digital Strategy, Supplier Management & Winter Benefits, Social Security Scotland
GS	-	Programme Digital Strategy, Supplier Management & Winter Benefits, Social Security Scotland
CV	-	Royal National Institute of Blind People (RNIB)
CR	-	Scottish Commission for Learning Disability
DT	-	Scottish Sensory Hub, Health and Social Care Alliance (the ALLIANCE)
GK	-	Advocating Together
RSJ	-	Age Scotland
SB	-	BLESMA
JR	-	The Health and Social Care Alliance
HS	-	Age Scotland

CA - Royal National Institute of Blind people (RNIB)

Secretariat

AG - Administrative Support, Social Security Scotland
 RE - Administrative Officer, Social Security Scotland

1. Welcome and introduction from the Chair

1.1 The Chair welcomed the group to the meeting. MC explained this was the first service design workshop. These workshops will be held each month. The specific topic for each workshop will be communicated to the reference group once decided. The full Inclusive Communication External Stakeholder Reference Group will now meet every six months.

2. An overview of decision making for Adult Disability Payment

2.1 MC introduced BT and social security directorate colleagues.

2.2 BT provided a recap of the last Inclusive Communication External Stakeholder Reference Group meeting on 2nd September

2.3 BT outlined the Adult Disability Payment process that Social Security Scotland will follow. He explained the various roles within the end to end process. The group were shown a draft Adult Disability Payment decision report. The report will be issued to everyone making an application for Adult Disability Payment. The group were asked to comment on the content. The group felt it was important that Social Security Scotland:

- give consideration to the language and technology barriers some clients will face
- work with 3rd sector organisations to support people who communicate differently
- ensure staff are trained to understand the complex needs of clients applying for benefits

2.4 BT welcomed the feedback and confirmed this would help him and his colleagues as they continued to design the Adult Disability Payment decision report.

Action	DP/LB	Issue copy of slides and draft decision reports for group to comment
Action	BT/KC	Discuss with team and decide the next meeting topic

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

- 3.1 The Chair thanked the group for their support and feedback.
- 3.2 MC advised that the next topic of discussion will be announced before the next meeting.
- 3.3 Date of next meeting: Tuesday 16th November 13:00pm – 15:00pm