

## Inclusive Communication External Stakeholder Reference Group

<b>Date of Meeting</b>	Wednesday 29 March 2023
<b>Time</b>	10:30- 12:00
<b>Location</b>	Virtual – Microsoft Teams
<b>Note</b>	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

- KHK - Inclusive Communication Expert Adviser and Team Leader  
(Acting Chair)
- LM - Inclusive Communication Support Officer, Social Security Scotland
- AG - Assistant Statistician , Social Security Scotland
- KO - Senior Assistant Statistician, Social Security Scotland
- YW - British Sign Language Interpreter
- SS - Creative Communications Executive, Social Security Scotland
- JW - Age Scotland
- AS - Age Scotland
- JD - Disability Equality Scotland
- TY - Sense Scotland
- RB - Deafblind Scotland
- JS - Chest, Heart and Stroke Scotland
- AI - Alzheimer's Scotland
- LB - Forth Valley Sensory Centre
- DY - The Royal National Institute of Blind People (RNIB)
- KH - The Royal National Institute of Blind People (RNIB)

## 1. Welcome from the Acting Chair

Two new members joined the group. They are JW and AS from Age Scotland.

Action Points	LM and Everyone	LM will share guidance on how to change Microsoft Teams name and members will try to change their display names to include their organisation going forward. For example "I'm Kim from Social Security Scotland"	Wednesday 26 April
	RO	RO to produce Inclusive Communication ground rules slide for future meetings.	Wednesday 26 April

## 2. Actions arising from Previous Meetings

- **Armed Forces Champion:** In August 2022 we were asked to find out if Social Security Scotland has plan to provide services specific to veterans. A review is ongoing that LM is following to keep group updated.
- **Breakdown of Adult Disability Payment User Research:** In April 2022 members asked for a breakdown of who is involved in Adult Disability Payment User Research. There have been delays due to staff changes but KHK is continuing to follow this up.
- **Adult Disability Payment User Research:** In 2022 the group asked for an agenda item on successes and challenges with Adult Disability Payment. This was to take place in 2023. LM is working on arranging this for a future meeting.

## 3. Inclusive Communication Action Plan Update

Kim Hartley Kean presented slides summarising progress on the Inclusive Communication Action Plan 2022-2025. See slides sent with this note.

Action Points	KHK	Action Plan is to be published. Link to be circulated	Tuesday 11 April
	LM	Share draft of Inclusive Communication Leaders and Champions Pack for feedback and arrange a focus group meeting for members to discuss further.	Wednesday 26 April
	KHK and Everyone	Discuss progress on Inclusive Communication quality standard at joint meeting on 26 <sup>th</sup> April 2023.	Wednesday 26 April
	Everyone	Organisations are asked to respond to opportunities for involvement of people who communicate in different ways as much as they are able.	Ongoing
	DP and Everyone	Competency framework to be discuss on April 26th	Wednesday 26 April

	DP and Everyone	Request to organisations to provide support to develop Inclusive Communication Resources if and when they are able.	Ongoing
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#### 4. Low Income Benefit Statistics- Accessibility Review

AG presented slides on how data is communicated by them and improvements they have made to make information on data more inclusive. The group discussed ideas on further improvements.

Action Points	JD and AI	JD and AI will share the work they are doing on data and tables with the Inclusive Communication Team.	Friday 28 April
	AI	AI will share her organisations 'video newsletter' with the Inclusive Communication Team.	Friday 28 April
	LM	Collated notes from the workshop shared with AG and KO for their consideration. Inclusive Communication Team to offer support with making changes as required. For example on Easy Read.	Wednesday 29 March

#### 5. Any other Business and Forward Look

Action Point	LM	LM will share the Sense Scotland newsletter sign up link with members provided by TY	Friday 7 April
	Everyone	Organisations to let LM know if they want any items on the agenda at future meetings. They are also invited to provide updates on their Inclusive Communication related activity or put questions to the group.	Ongoing

**Date of next meeting: 26 April 2023 (Joint with Internal Coordination Group)**