



Inclusive Communication Stakeholder Reference Group

Date	Thursday 10 th December 2020
Time	13:00 – 15:00
Location	Microsoft Teams
Note	As this information is available to the public, we have anonymised attendees. We have named only the most senior civil servants

Attendees

Present

Miriam Craven (The Chair) -	Deputy Director of Strategy & Client Experience, Social Security Scotland
RM	- Head of Client Experience, Social Security Scotland
DP	- National Partnership Development Lead, Social Security Scotland
AB	- Inclusive Communication Specialist Adviser
HD	- Accessibility and Inclusive Design Lead, Social Security Directorate
KH	- User Researcher, Social Security Programme
LK	- Service Manager, Social Security Programme
DP	- Product Owner, Social Security Programme
MD	- Product Lead, Social Security Programme
CF	- Service Designer, Social Security Programme
EG	- Non-Executive Member, Social Security Scotland
KHK	- Royal College of Speech and Language Therapists
CR	- Scottish Commission for Learning Disability
DT	- DeafScotland
HC	- Deafblind Scotland
LG	- Dyslexia Scotland
DS	- Ochiltree School
RSJ	- Trust Housing Association
LW	- BLESMA
JP	- Scottish Autism
AH	- Indsol
MS	- Glasgow Disability Alliance
RM	- Inclusion Scotland

- JB - Citizens Advice Scotland
- CCK - Royal National Institute of Blind People
- DJ - Stroke Association Scotland

Apologies

- TW - Dementia Care Voices
- HS - Age Scotland
- JR - The ALLIANCE
- CD - ARC Scotland
- JK - North East Sensory Services
- KS - Strategic Communications and Marketing Lead, Social Security Scotland

1. Welcome from the Chair

- 1.1. The Chair welcomed the group to the meeting. MC introduced two new members, DJ and RM.

2. Proposed approach to the new Adult Disability Payment application form

- 2.1. MD outlined the work taking place on the Adult Disability Payment application form.
- 2.2. CF explained that the new application form will be different than the current Personal Independence Payment application form. The Social Security Programme is considering what could be used on the form to help aid client's understanding of the questions being asked. The group were shown the application questions the team were currently drafting. The group gave feedback on these.
- 2.3. LK requested any further comments or feedback to be sent on to MD and CF.

Action Point	LB	Circulate email addresses of MD and CF.
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3. Organisational Update

- 3.1. The Chair updated the group on Social Security Scotland's progress since the last meeting:
 - We have published three key documents. Our Annual Report and Accounts, Corporate Plan and Charter Measurement Framework.

- Child Winter Heating Assistance launched on 23rd November.
- Scottish Child Payment opened for applications on 9th November. The first payments will begin in February 2021.
- The new corporate website has been launched. MC thanked the group for their feedback in the development of the new site.
- The Cabinet Secretary announced the names of the new benefits in October. On the 17th November she announced what the proposed delivery timetable for these benefits will be.
- On the 8th December, the Cabinet Secretary announced the pilot areas for Child Disability Payment. These will be Dundee City, Perth & Kinross and the Western Isles.

3.2. The Chair asked if there were any questions or comments.

- DT requested quicker timings between normal communications and the British Sign Language formats. It would be useful to have British Sign Language subtitles or automated subtitles all the way through these communications. RM said she will take this up with KS.

Action Point	RM	To raise DT's comments with communications team.
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4. Any other business

- 4.1. MC asked for any feedback on the Inclusive Communications e-Learning module to be sent to AB or LB.
- 4.2. MC thanked the group for their support and feedback.

Date of next meeting: 11th March 2021