

**DRAFT**

## Operational Reference Group Meeting

<b>Date of Meeting</b>	Monday 24 <sup>th</sup> May 2021
<b>Time</b>	13:00 – 15:00
<b>Location</b>	Virtual Meeting

### Attendees

#### Present

- Miriam Craven (Chair) – Social Security Scotland
- JR - Social Security Scotland
- RM - Social Security Scotland
- SS - Social Security Scotland
- HF - Inclusion Scotland
- RG - Rights Advice Scotland (RAC)
- DB - Public Health Scotland
- RG - The Alliance
- KM - Child Poverty Action Group
- SM - Skills Development Scotland
- AB - One Parent Families Scotland
- LG - Department for Work and Pensions (DWP)

#### Presenters

- GP - Social Security Scotland
- CG - Social Security Scotland
- CE - Social Security Scotland
- YS - Social Security Scotland

#### Secretariat

- RE - Social Security Scotland

### 1. Welcome and update from the Chair

- 1.1. The Chair, Miriam Craven (MC) welcomed attendees to the meeting and introduced guest speakers.
- 1.2. Miriam Craven advised members that Ben Macpherson MSP has been appointed Minister for Social Security and Local Government.
- 1.3. Social Security Scotland is preparing to publish its Equality Strategy. It will focus on outcomes in three key areas; our workforce, our culture and service improvement. It will include a plan for how we promote equality across all the activities we do in our organisation to support outcomes.

- 1.4. Social Security Scotland is undertaking research on proposed client facing leaflets for Child Disability Payment. Members were invited to share their expertise by taking part in the research.
- 1.5. The Client Panels and Charter Measurement team are planning research into how Social Security Scotland is delivering on the Charter commitments. The survey will run over the first part of the summer and we are very interested in hearing how individuals and organisations think the service is working. The support of members in providing responses to the survey would be appreciated.

## 2. Business Plan

- 2.1. GP gave the group an overview of the proposed Social Security Scotland Business Plan. The priorities set out in the Business Plan describe the work that will be carried out to make progress against our Corporate Plan (2020 to 2023). Key to this is:
  - helping to deliver a social security system with dignity, fairness and respect
  - supporting people in Scotland to access devolved benefits they are entitled to
  - running our service in a responsible way.
- 2.2. The priorities reflect the work required to adapt, grow and shape the organisation to deliver current and future Social Security Scotland benefits.
- 2.3. We will reflect on feedback from members. The plan will be published following Ministerial approval.

## 3. Launch of Local Delivery

- 3.1. CG updated members on plans for the launch of Social Security Scotland's Local Delivery service.
- 3.2. CG set out the scope of the Local Delivery pre-claim support service and how the service would be delivered. As well as having outreach locations in every Local Authority area, Local Delivery will offer home visits, hospital visits and prison visits for discharged or soon to be released clients. Alternative channels of telephone appointments and video calls will also be available.
- 3.3. RM advised that Social Security Scotland are working on developing referral pathways with third party organisations to help to broaden the support we can provide for our clients. The pilot in July will provide an opportunity to test and develop our future approach. The work will start small and build over time. Further information would be provided to members at a future meeting.
- 3.4. CG advised we are able to book interpreters for appointments and recognised that availability would be a consideration when arranging appointments. In terms of access, we have used an accessibility toolkit to help determine whether proposed locations are suitable and we are also able to give clients a choice of location to best suit their needs.

3.5. CE presented the group with the Communications plan for the Local Delivery Launch. The group were happy with the planned approach.

#### **4. Child Disability Payment**

- 4.1. YS presented the group with the Child Disability Payment Pilot Stakeholder Engagement Plan.
- 4.2. There are three Pilot areas for Child Disability Payment: Perth and Kinross, Dundee City and the Western Isles.
- 4.3. Our engagement approach for the Child Disability Payment Pilot means tailoring events to the needs of our stakeholders. We will be providing learning resources and guidance to support stakeholders, and considering how we can ensure our resources are accessible and inclusive.
- 4.4. We will be holding a number events over the next few months to ensure our stakeholders are informed of all aspects of Child Disability payment prior to the launch in the pilot areas.

#### **5. Any other business**

- 5.1. MC thanked everyone for attending and for their input.

**Date of next meeting: Monday 26<sup>th</sup> July 2021**