



## Portfolio Sponsor Meeting

<b>Date of Meeting</b>	Tuesday 01 March 2022
<b>Time</b>	15:30 – 17:00
<b>Location</b>	Virtual
<b>Chair</b>	Stephen Kerr, Director for Social Security

## Attendees

### Present

Stephen Kerr	Director of Social Security (Portfolio Sponsor) and Chair
David Wallace	Chief Executive, Social Security Scotland
Paul Knight	Chief Officer, Health and Social Care Operations
James Wallace	Deputy Director Finance and Corporate Services
Janet Richardson	Deputy Director Client Services Delivery
Andy McClintock	Chief Digital Officer
Ally MacPhail	Head of Corporate Services
Gayle Devlin	Head of Corporate Strategy and Communications, deputising for Deputy Director Strategy, Change, Data & Engagement

### Apologies

Miriam Craven (MC)	Deputy Director Strategy, Change, Data & Engagement
Kirsten Sweeney (KS)	Strategic Communications Lead

### Secretariat

Amanda MacGregor (AM) Governance Manager

## 1. Welcome

- 1.1. The Chair welcomed everyone to today's meeting, the first Portfolio Sponsor meeting of 2022.

## **2. Minutes and Actions from previous meeting**

- 2.1. The Chair noted that the minutes from the previous meeting had been approved and published.
- 2.2. There remains a pending action relating to the publication of the latest Charter Measurement Framework and Client Survey results.  
[ACTION: Update DG Communities following publication of these key documents]

## **3. Scottish Government update from the Chair**

- 3.1. The Chair provided an update on the latest key events which included the Spending Review, ongoing Child Poverty benefit discussions, and an update on role changes within DG Communities. The Chair provided an update on the priorities of the new Permanent Secretary, John-Paul Marks, as well as a brief discussion on events taking place in Ukraine.

## **4. Social Security Scotland Update: Chief Executive and the (Agency) Executive Team**

- 4.1. The Chief Executive recognised the progress being made since the launch of Child Disability Payment last year and the beneficial impact of having clinical resources in place to provide support. Reflections and lessons learned were provided by Health and Social Care Operations Chief Officer on recent casework.
- 4.2. The Chief Executive reflected on the appointment of two Non-Executives in September 2021 and the positive impact this has had within governance structures. Updates are also being made to the Social Security Scotland Framework document which will take into account the Scottish Government Relationships with Public Bodies review, recently published by Eleanor Ryan.  
[ACTION: Schedule discussion of the Ryan report for future meeting]
- 4.3. An update was provided in relation to Modern Apprenticeship Week and future MSP visits being planned to Agnes Husband House.  
[ACTION: Liaise with the Chair's office to arrange a visit to Agnes Husband House and meet with Delivery teams]

## **5. Performance Update**

- 5.1. The Chief Executive provided an overview of the Performance Scorecard and noted amendments made to measures, based on recent feedback.
- 5.2. Additional suggestions were provided on the format of the report to ensure it provides the correct level of detail with adequate commentary in order to show

the full picture regarding performance and risks. The Chief Executive and Chair agreed that additional information should also be added to reflect Diversity measures.

[ACTION: Review Performance Scorecard to incorporate feedback received]

- 5.3. In relation to measuring Client Experience, the Chair asked at what points feedback is collected during an application process, for example at the end of the application process or at the end of the overall client journey.

[ACTION: Information to be provided on when Client feedback is collected]

## **6. Finance Update**

- 6.1. A summary was provided of the Spending Review settlement for Social Security Scotland and impacts on future workforce planning.
- 6.2. There will be a joint Executive Team and Agency Leadership Team meeting on 8 March 2022 to discuss divisional budget allocations.

## **7. Update on Agency Communications**

- 7.1. An update was provided on the internal Key Messages document due for next quarter.

[ACTION: Feedback to be gathered on use of this document and if time spent collating is proportionate to need]

- 7.2. A summary was provided regarding the communications and marketing around Adult Disability Payment. The Chair also highlighted recent updates on the intranet relating to Ukraine.

**Date of next meeting: 19 April 2022**