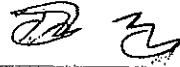


EAB 16/4



Welcome

Agendas refined

Prev. Minutes

Approved

Action Point → Statement - on website

→ Property - on agenda

Conflicts of Interest

- statement
- No declarations

Chairs update

- Commission visit
- Met with S.W.
 - How do they (commission) exercise role RE charter
 - Broadly agreed a bodies don't overlap
 - She's interested performance of body
as it is meeting into charter obligations

* Chairs update 5+ minutes *

How to independently measure clients views of the organisation

█ → Client satisfaction survey externally facilitated

↳ Planning for the summer

→ Still quite early for this

█ → May benefit from outside expertise, good that you are asking the question

█ → Agile culture, learning points through complaints

- learning from things that go wrong, but not burying them, most useful at early stage.

* █ → Check timings for survey, will judge if to be discussed via correspondence or at next meeting *

* People comfortable to invite to EAB? Just for item, discuss how we all work together *

Unlikely to be next meeting.

DDJ Good feedback, particularly on how

- the system presents information

Tribunal

- should start to see cases being heard soon.

AAC Minutes - No Comments

Gateway Review - Ref. joint working & potential overlap -> Introduction -> not really picked up in the actions of the review.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

~~Missed~~ * Missed Action Here *

Business Plan Items

introduced items ~~EBB~~

David - Entirely open to all sorts of feedback

- This is starting point for what you will see over next year

Corp. Plan set out, 4 strategies

objectives, beneath these are 26 commitments

- Using language of "priorities", still being pitched at a relatively high level.

- To be set out in a doc. to be published at some point between now & Summer '19.

- Part 2 is reporting strategy, final part being the Annual Report.

Priorities themselves

Being referred to as Business Plans open to changing title if need be

- What we are delivering on is an indicator set by SG.
- Need to at least refer to that.
- Document will need to say something about budget, won't need detail.

Will in time circulate text following meeting, feedback required by Tuesday 23 April via correspondence.

- Offered "Questions" to consider when reviewing paper (see presentation)

Next Steps

will try and send out by end of this week.

Opened up for Questions

- Need to be clear about who audience is, seen very muddled plans talking to many different audiences
- Presentation - people want from business plan - what is organization going to do and how?
- Review next year the effectiveness of plan, or, what did we say we'd do, what did we do?
- Who are we going to communicate this to?

- Connection & thread between corporate objectives & individual objectives

- Individuals should be able to pick up plan and see how they can't not contribute.

██████ - Will this align with NKDs
& their meetings with DW

~~██████~~

DW → there was a concern
that we were over-ambitious,
need to be able to acknowledge
what we don't achieve and
explain why not.

██████ Uncomfortable with use
of "Successes"

██████ language is important
- personal hate for public sector
jargon & acronyms. Should be
easy to digest & understand

██████ . 2 of 3 pages on its entirety,
this is what we're trying to do,
make it a more publicly owned.
· Are we looking at publishing?

Shouldn't call it an "annual"

now May

DW → late in the day, can we shorten?

→ Can do less

- Still in the process of doing some final editing on the document

Can you give a

Budget Paper

Budget split into 2 main parts.

Set through spending review

Been through parliament, we have no scope to change (up or down)

[REDACTED]

[REDACTED]

Benefits set through Scottish Budget

We set Scottish Budget via Scottish

Fiscal Commission forecasts.

Administration budget

Bulk is going to staff
some going to DSP for delivery of
benefits

[REDACTED]

[REDACTED]

Robust system for reporting & monitoring
finances

[REDACTED]

[REDACTED]

Questions

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Accessible paper & very helpful.
Wanted to ask about ICT.

[REDACTED] Bulk of IT work sits in programme,
some pockets of money that sit
within these budgets.
- Only want to see budgets that we
control.

[REDACTED] Delaying recruitment - unpick?
- Going back to process?

[REDACTED] - Completed recruitment processes, without
filling roles

Local Delivery Figures p73

- When will these be formed up?

pieces of work that need to be done to form these up have been discussed.

Always having issues until we come to a steady state.

DWJ - If we accept & agree this paper this is what we will measure against in future.

[Redacted]

[Redacted]

DWJ - It's about the narrative, ^{displaying it there etc} we know why this.

[Redacted] - ~~What need not cause this~~

[Redacted] - Data protection law to come out

EAB - Agreed on report ✖ ✖

Corporate Parenting

Targeting young people 18-26

Process

Internal Working Group, developed draft action plan

Engaged with senior staff in those areas.

External Engagement with Advocacy Groups & 3rd Sector Orgs.

Want to get it right, want to engage the right people

This is more corporate version

- Look to present to engage with the right people

- Internal review process, eg:

tracker for objectives, actions & methods

Corpa Parenting Charms

inclusivity - language.

Need to be careful about who our plan
and actions apply to.

~~Also~~ Opened to group.

DWI want to be seen to be more than
just compliant

■ Inclusive as possible without having
clear legal definitions

■ - Would like to see some words around
kinship care

- Champions - welcome that, ultimately
to have those that are C.F.'d
themselves - recruitment process
incorporate this?

■ - Champions with experience are the
best ones to lead the strategy

- love the energy of the plan, lots of time & effort into engagement
 - Worry of this being disrupted.
 - Energy towards the point that C.I. people will bump into this agency.
 - Do we have people trained to engage with these people?
 - Delivery of this plan is vital.
 - 'Central Beltrism' -> look into engagement elsewhere
 - What this agency does for care leavers it should do for all people who are going through difficulties

Its about exploring & identifying other vulnerabilities
Shouldn't be exclusive.

█ "Corporate Parenting" Term.

- Sounds a bit "big brother-esque"

- Mentoring more appropriate?

DW | - It is an accepted definition that we must use.

█ - Board has a responsibility to have a "champion of champions" or user of some kind.

█ - We've got to see this again

~~*~~ To return as below the line. ~~*~~

Property Update

█
█
█
█

Glasgow - 5 year lease, headcount up to 600/700 (from 220)

< extend footprint over summer

Executive Advisory Body

Date of Meeting	Tuesday 16 April
Time	12:30 – 14:45
Location	Conference Room 2, 220 High Street

Attendees

Present

David Wallace (DW)	Chief Executive, Social Security Scotland (Chair)
Chris Creegan (CC)	Non-Executive Body Member
Douglas Hutchens (DH)	Non-Executive Body Member
Elaine Noad (EN)	Non-Executive Body Member
Ewan Gurr (EG)	Non-Executive Body Member
Jessica Burns (JB)	Non-Executive Body Member
Laura Brennan-Whitefield (LBW)	Non-Executive Body Member
Ally McPhail (AM)	Head of Corporate Services
James Wallace (JW)	Head of Finance
Miriam Craven (MC)	Head of Local Delivery and Client Experience
Mo Rooney (MR)	Head of Governance and Strategy

Apologies

Tracy McIntyre (TM)	Head of Operations
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In attendance

CB	Strategy, Policy and Assurance Lead (Business Plan item only)
GP	Organisational Strategy Manager (Business Plan item only)
EP	Corporate Assurance Assistant (Corporate Parenting item only)

Observers

LR	Client Experience Lead
FL	Data Protection Practitioner

Secretariat

CAH	Governance and Business Manager
AP	Governance and Business Support Officer

1. Welcome

- 1.1. The Chair welcomed and thanked all Members for their attendance.

2. Previous Minutes and Actions

- 2.1. The minutes of the meeting held on 05 March 2019 were discussed and approved.
- 2.2. DW noted that the approved minutes from the last meeting, 05 March 2019, will now be published on the Social Security Scotland website.

3. Conflicts of interest

- 3.1. The Chair highlighted that the statement agreed at the meeting on 05 March 2019 was now on the website, and asked Members to declare any potential conflicts of interest with agenda items. None were expressed.

4. Chair's Update

- 4.1. The Chair provided an update on key developments since the last meeting of the Executive Advisory Body.
- 4.2. This included his meeting with Dr Sally Witcher, Chair of the Scottish Commission on Social Security (SCoSS). It was suggested that Dr Witcher attend a future meeting of the Executive Advisory Body, an action was taken to explore this possibility and when diaries would allow for her attendance.
- 4.3. DW then discussed the SCoSS visit to Dundee House, confirming that feedback from this was positive.
- 4.4. The Chair then offered an opportunity for members to comment on the minutes of the Audit and Assurance which took place on 12 February 2019. No additional feedback was received.
- 4.5. The Gateway Review Agency Healthcheck Report was also discussed here, an action was taken to discuss with the Programme Management Office the reference in the report to the interaction between the Non-Executive Members of both the Programme Board and Executive Advisory Body

Action	DW/AP	Confirm a date for Dr Witcher to attend a future meeting of the Executive Advisory Body.
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Action	DW/AP	To discuss with the Programme Management Office the reference in the report to the interaction between the Non-Executive Members of both the Programme Board and Executive Advisory Body
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5. Annual Business Plan

- 5.1. MR and DW introduced this item and welcomed the presenters, CB and GP, to the meeting. .
- 5.2. CB delivered a presentation on the Annual Business Plan, outlining its current stage in development, draft content, and specific areas for comment by the Executive Advisory Body Members.
- 5.3. Members provided advice in relation to the draft structure of the document, audience and accessibility.
- 5.4. CB concluded the item by confirming that the document is still in development and as such the changes and recommendations made by Members can still be incorporated.

6. 2019-2020 Budget

- 6.1. JW provided an overview of the Social Security Scotland Budget for 2019-2020 highlighting the robust monitoring and reporting systems within Social Security Scotland.
- 6.2. The Executive Advisory Body agreed, that the report would be used as a format to measure against in future.

7. Draft Corporate Parenting Plan

- 7.1. EP joined the meeting to outline Corporate Parenting Plan which is currently being drafted.
- 7.2. EP highlighted the internal and external engagement undertaken to develop the content of the Plan, stressing the aim to ensure that the language used was inclusive and accessible to all audiences, in particular care experienced young people ages 18-26.
- 7.3. Members offered suggestions to EP which were noted for inclusion in the plan.
- 7.4. It was agreed that that the final version of the Corporate Parenting Plan will again be considered by the Executive Advisory Body at a future meeting as a below the line paper.



Decision Final Corporate Parenting Plan to be considered by the Executive Advisory Body at a future meeting as a below the line paper.

8. Property Update

8.1. AM gave an update on the process of procuring additional interim and permanent accommodation for Social Security Scotland's Glasgow and Dundee offices.

9. Any Other Business

9.1. No other business was recorded.

Date of next meeting: Tuesday 28 April 2019

OFFICIAL SENSITIVE

Executive Advisory Body

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Commented [A1]: Did we have 'structures' listed on the agenda? If so, we should include a line such as 'DW updated members on planned structural changes within Social Security Scotland'.

Date of next meeting: Tuesday 28 ~~April~~ May 2019

Executive Advisory Body

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6.1-6.2. The allocation of the 2019-20 budget was agreed.

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Commented [WD(1)]: I don't have my notes, but I think we got agreement to proceed with progress being monitored below the line??

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9. Any Other Business



Social Security Scotland
Tèarainteachd Shòisealta Alba

- 9.1. DW updated members on ~~planned structural changes~~the continued development of the leadership capacity within Social Security Scotland. Further details would be provided at the next meeting.

Date of next meeting: Tuesday 28 May 2019

OFFICIAL SENSITIVE