



## Executive Advisory Body

Date of Meeting	Tuesday 28 May
Time	12:30 – 14:45
Location	Conference Room 2, 220 High Street

## Attendees

### Present

David Wallace (DW)	Chief Executive, Social Security Scotland (Chair)
[REDACTED] – s.38(1)(b) (CC)	Non-Executive Body Member
[REDACTED] – s.38(1)(b) (DHU)	Non-Executive Body Member
[REDACTED] – s.38(1)(b) (EG)	Non-Executive Body Member
[REDACTED] – s.38(1)(b) (JB)	Non-Executive Body Member
[REDACTED] – s.38(1)(b) (LBW)	Non-Executive Body Member
[REDACTED] – s.38(1)(b) (AM)	Head of Corporate Services
[REDACTED] – s.38(1)(b) (JW)	Head of Finance
[REDACTED] – s.38(1)(b) (MR)	Head of Governance and Strategy
[REDACTED] – s.38(1)(b) (TM)	Head of Operations

### Apologies

[REDACTED] – s.38(1)(b) (EN)	Non-Executive Body Member
[REDACTED] – s.38(1)(b) (MC) Experience	Head of Local Delivery and Client

### In attendance

CBO	Strategy, Policy and Assurance Lead (Business Plan item only)
CBE	Social Researcher (Client/Staff Insight Research item only)
DHO	Statistician (Client/Staff Insight Research item only)
LR	Client Experience Lead (Complaints Handling item only)

### Observers

SM	Operational Policy Co-ordinator
KA	Local Delivery Lead

### Secretariat

CAH	Governance and Business Manager
AP	Governance and Business Co-ordinator



## 1. Welcome

- 1.1. The Chair welcomed ~~and thanked all~~ Members to the meeting and noted apologies from MC and EN. for their attendance

## 2. Previous Minutes and Actions

- 2.1. The minutes of the meeting held on 16 April 2019 were discussed and approved.
- 2.2. DW noted that the approved minutes from the last meeting, 16 April 2019, will now be published on the Social Security Scotland website.

## 3. Conflicts of interest

- 3.1. None where 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 the launch of Best Start Grant Early Learning Payments (BSG 2) on 29 April.
- 4.3. DW also highlighted the recent visit of Cabinet Secretary Shirley-Anne Somerville to Dundee House and Caledonian House, and noted that Ms Somerville is set to visit the ~~our~~ Glasgow offices on 5 June.

## 5. Best Start Grant 2 Reflections and Readiness

- 5.1. TM presented an overview to the Executive Advisory Body on the delivery of BSG 2. This detailed the lessons learned from BSG 1 noting their implementation ~~and how they were implemented~~, and outlined the Agency's next steps and priorities for the Operations Team..

## 6. Business Plan

- 6.1. CBO joined the meeting to present an updated draft of the Business Plan, following the feedback from Executive Advisory Body Members on 16 April. CB noted that the document's length has been significantly reduced, but will likely increase with the addition of graphics, images and charts.



- 6.2. The aim is for the document to be as accessible as possible to the general public whilst still being informative. The plan will be supported by objective setting guidance for Agency staff, with relevant text included in the Annual Records and Accounts which will be ~~are set for published~~ ~~ation~~ shortly after the Business Plan.
- 6.3. Members were offered the opportunity to comment and ask questions. Overall, the Members ~~body~~ commended the development process for the Business Plan; particularly welcoming the inclusion of ~~how CBO and his team incorporated~~ previous comments and feedback from the EAB.

## 7. Client Staff Insight Research

- 7.1. CBE and DHO joined the meeting to outline the on-going and upcoming work in relation to Client and Staff Insight Research.
- 7.2. CBE also highlighted upcoming publications and noted that the that Executive Advisory Body Members will be alerted to these of as soon as they are published.
- 7.3. Members were then invited to comment and ask questions. JW asked if any research was planned with people without lived experience of the benefit system. CBE advised that “omnibus surveys” have been used effectively in the past and could be an option to explore in the future. CBE also highlighted that colleagues working in Core Scottish Government are looking into different methods that could capture the experience of those without experience of the social security system, ~~be adopted going forward~~, for example, through the ~~an~~ Attitudes Survey.

## 8. Complaints Handling Procedure

- 8.1. LR joined the meeting to provide an overview of the Agency ~~highlight the rationale for a robust~~ Complaints Handling Procedure. LR explained that this has been developed ~~e~~ work that has went into putting this Procedure together, emphasising that it has been a collaboratively with ~~piece of work~~ with the Experience Panels and Core Scottish Government and Scottish Public Service Ombudsman -
- ~~8.2. LR outlined the process that is explained within the document, noting that the deadlines expressed are consistent across all Public Bodies. LR then highlighted the requirement for this to be published on the Social Security Scotland website.~~
- ~~8.3.~~8.2. LR advised the Executive Advisory Body that work is ongoing with ~~there is more work to be done~~ with both Communications colleagues and our stakeholders in order to make the document more accessible.
- ~~8.4.~~8.3. Members then discussed the document and gave feedback and comments for LR to action. LR gave assurance that many of the comments



taken by Members were already a part of Social Security Scotland's process, but haven't been specified ~~were not present~~ in the Procedure document.

8.5.—DW asked what comes to the Executive Advisory Body, LR confirmed a quarterly report will be presented. ~~; and that she is currently working with DHO to determine what this would look like.~~

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## 9. Any Other Business

- 9.1. DW updated members on the continued development of the leadership capacity within Social Security Scotland.
- 9.2. EG asked how the Agency is coping with a large amount of Freedom of Information requests and Parliamentary Questions, DW advised that performance across the Agency is improving, and that there is work on-going within the Governance and Strategy unit to refine the processes.

**Date of next meeting:** Tuesday 9 July 2019

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