



**Present:**

Alistair Hogg – Senior Operational Manager  
Tom Philliben – Senior Operational Manager  
Anne-Marie McGinley – Glasgow Locality Reporter Manager  
Neil Hunter – Principal Reporter/ Chief Executive  
Fergus Dougal – Branch Secretary  
Susan Deery – Head of Human Resources  
Ross MacKenzie – Accountant (Item 9)  
Pamela Armstrong – Governance Officer - Minute

|    |  | Timescale | Action |
|----|--|-----------|--------|
| 1. | <b>Apologies</b><br>Lynn Hobbs – UNISON Steward/ Reporter  |           |        |
| 2. | <b>Minute of last meeting – 27 November 2018</b><br>Agreed   |           |        |
| 3. | <b>Matters Arising</b>   |           |        |
|    | <b>Ayrshire UNISON Representative</b> – ongoing. One option is to seek representatives from the LRM network.   |           |        |
|    | <b>UNISON training offering</b> – Mental Health first aid training will be provided to localities in order to support staff locally. The dementia workshop has been postponed due to slow uptake.                |           |        |
|    | <b>Facility time</b> – Discussions are ongoing. While it is agreed that the more forward planning that can be done, the better, it is acknowledged that operational issues need to be covered and take priority. |           |        |
|    | <b>SCRA resource allocation</b> – There has been a positive approach to cross-locality support.  |           |        |
|    | <b>2019 Dates</b><br>Tuesday 21 May 2019<br>Tuesday 27 August 2019<br>Wednesday 20 November 2019   |           |        |

|                       |  | Timescale | Action |
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| 4.                    | <p><b>CHIP Update</b></p> <p>Neil Hunter provided verbal update around Better Hearings</p> <ul style="list-style-type: none"> <li>Initial baseline assessments and action plans have been completed and priorities identified. There is a degree of variability in focus on priorities across the country. Lessons learned from phase 1 (baselining and action planning ) will be harvested and disseminated. Phase 2 needs to be characterised by rapid identification of good (or promising) practice and innovation and energised sharing across the 32 partnerships. SCRA is best positioned to do this and will work across the 32 to identify sharing opportunities.</li> <li>There is currently lots of activity with dialogue between Reporters and Social Work becoming more dynamic.</li> <li>Over the course of 2019/20 we need to do work on strengthen the Hearing System. SCRA will be expected to show leadership as previously shown with extending minimum age, extending the scope of referral to the Reporter etc.</li> </ul> |           |        |
| 5.                    | <p><b>Digital Update</b></p> <p>Neil Hunter provided a verbal update.</p> <ul style="list-style-type: none"> <li>Work continues around Digital First standards.</li> <li>Three weekly sprint reviews are now in place resulting in proactive engagement with the client.</li> <li>Support is required from localities to link in the Digital Community in order to influence and become familiar with the system. All staff will be given time to familiarise themselves with the new system.</li> <li>We need to be careful around people’s expectations of the minimum viable product and be clear about what will be delivered go live and in future developments. We need to firstly get the core system in place to record our business. The next stage will be allowing public, partners, etc. to engage.</li> </ul>   |           |        |
| <b>Standing Items</b> |  |           |        |
| 6.                    | <p><b>Health, Wellbeing &amp; Staff Survey Group Update</b></p> <p>Neil Hunter provided the following updates;</p> <ul style="list-style-type: none"> <li>Free sanitary products will be provided in female toilets in Hearing centres for visitors and staff to use. This will go to the Health and Wellbeing Group for final sign off.</li> <li>Work continues on a programme around menopause.</li> <li>Group membership to be refreshed.</li> </ul> <p>There was discussion around difficult and traumatic cases and the levels of through care and after care provided. It was decided that this piece of work sits best with the Health and Wellbeing Group with a crossover into the Court Group. It was agreed that further</p>  |           |        |

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|    | work needs to be done around what we need to achieve The group were advised trauma training is planned in June for all Managers. A paper on this subject will be brought to a future EMT Meeting.   |           |        |
| 7. | <p><b>Equalities Network Update</b></p> <p>Neil Hunter provided the following updates;</p> <ul style="list-style-type: none"> <li>• Going forward the Equalities planning cycle will be in line with the wider corporate planning cycle 2017-2020. This means publishing a new set of equality outcomes in 2020 detailing how we will better perform the general equality duty in addition to publishing a report on the progress made to achieve our equality outcomes by the end of April 2019. This will better align our corporate strategies and enable us to use our equality outcomes as a way of helping us to meet our strategic priorities.</li> <li>• The Network discussed the frequency and location of meetings. At the moment, the Network meets every 8 weeks. It was agreed to change this to quarterly in line with other SCRA meetings.</li> <li>• Women into Leadership - 34 members of staff have expressed an interest in being involved. The programme of activity for 2019 is currently being developed, including identifying inspirational speakers.</li> </ul> |           |        |
| 8. | <p><b>HR Sub Group Update</b></p> <p>Susan Deery provided the following update;</p> <ul style="list-style-type: none"> <li>• The Workforce plan was reviewed by the group and agreed at the December Board meeting. The plan focused on the potential for a small VR programme.</li> <li>• The group are currently reviewing the dignity at work policy and will provide clarification of the Flexi Policy.</li> </ul>  |           |        |
| 9. | <p><b>Financial Update</b></p> <p>Ross MacKenzie provided the following update;</p> <ul style="list-style-type: none"> <li>• Vacancy management across SCRA has enabled the unbudgeted element of the pay award, and the upfront costs of the proposed round of Voluntary Severance, to be met from savings in the staffing budget. Together, the favourable Carillion settlement and reduced iTECS (SCOTS) bill for network charges mean a forecast revenue underspend for SCRA of £350k. Both these savings are non-recurring.</li> <li>• EMT are considering how best to use this underspend to support a more sustainable budget position not just in 2019/20 but future years beyond that including investments in spend-to-save projects such as ensuring adequate support to the digital programme.</li> <li>• EMT are finalising a balanced 2019/20 revenue budget to submit to next month's Board meeting, with reference to</li> </ul>  |           |        |

|            |   | <b>Timescale</b> | <b>Action</b> |
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|            | <p>ongoing sustainability. This is predicated on SG's indication (as yet not confirmed in writing) that SCRA will receive revenue funding in line with stated requirements.</p> <ul style="list-style-type: none"> <li>• The Digital programme is largely on budget for this year and a small underspend relating to unused contingency may be carried forward to support the main phase of Digital activity in 2019/20.</li> <li>• SCRA's capital spend is on budget, but with some shovel-ready projects with short lead-times ready to be actioned should slippage be identified in the next couple of weeks.</li> </ul> |                  |               |
| <b>10.</b> | <p><b>New Risks</b><br/>UNISON representation was identified as a potential risk. This will be managed via the HR Sub Group.</p>  |                  |               |
|            | <p><b>Date of Next Meeting:</b><br/>Tuesday 21 May 2019, 10:00-13:30 at Ochil House, Stirling</p>   |                  |               |