

## Present

Neil Hunter ( <b>NH</b> )	Principal Reporter/Chief Executive - Chair
Ed Morrison ( <b>EM</b> )	Head of Finance & Resources
Lisa Bennett ( <b>LB</b> )	Head of Strategy and OD
Susan Deery ( <b>SD</b> )	Head of Human Resources (By Teams)
Lawrie McDonald ( <b>LMcD</b> )	Digital Programme Director
Helen Etchells ( <b>HE</b> )	Senior Operational Manager (West & North)
Paul Mulvanny ( <b>PM</b> )	Senior Operational Manager (East & Central)
Pamela Armstrong ( <b>PA</b> )	Governance Officer – Minute (By Teams)

	Item	Timescale	Action
1.	<b>Apologies</b> Alistair Hogg ( <b>AH</b> ), Head of Practice & Policy		
2.	<b>AOB</b> None		
3.	<b>Minute of Previous Meeting – 12 January 2022</b> Agreed		
4.	<b>Matters Arising</b> Covered within agenda		
5.	<b>Internal Audit Action Tracker</b> <ul style="list-style-type: none"> <li>EMT reviewed the latest version of the action tracker. A further review will be brought to the March and April meetings.</li> <li>Individual leads to update actions and provide relevant evidence.</li> </ul>	Mar/Apr 22	PA
6.	<b>Establishment Update</b> SD introduced the paper which outlines changes to SCRA Core and Non-Core Establishment for Q3 2021/22.  <b>Agreed:</b> <ul style="list-style-type: none"> <li>To approve the changes to the Establishment as at 31 January 2022.</li> </ul>		
7.	<b>Digital Skills Strategy</b> SD introduced the paper recommending the EMT; <ul style="list-style-type: none"> <li>Approve the suggested approach to securing external specialist support to identify and research the digital skills gap within the organisation and estimated costs associated with that work</li> <li>Note the timescales for the skills gap analysis</li> </ul>		

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	<ul style="list-style-type: none"> <li>Note that a further report will come to EMT in September 2022 recommending a training strategy for the workforce</li> </ul> <p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>The digital upskilling and maturity of SCRA's workforce is a key aim over the few years. It is necessary to fully understand the skills gap and learning that is required from our workforce and external support to clarify that and set us on our digital skills improvement journey is required.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>To approve the suggested approach to research and strategy development.</li> <li>To approve the cost of up to £20k (max) is available for the research.</li> <li>A further report will come to EMT in September 2022 recommending a training strategy for the workforce</li> </ul>	Sep 22	SD
8.	<p><b>Working from home kit and resources</b></p> <p>SD introduced the paper recommending the EMT;</p> <ul style="list-style-type: none"> <li>Approve the recommended standard working from home kit.</li> <li>Approve the plans to assess the level of need across the organisation</li> <li>Note a further update on anticipated costs once the analysis is complete.</li> </ul> <p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>Since the first lockdown in March 2020, to support staff working from home through the various stages of the COVID-19 pandemic, all staff have been provided with a laptop to undertake their roles from either home or the office. Given the challenging global access to laptops during this period, SCRA are now well established in terms of laptop availability. With the implementation of the Agile Working Policy in September 2021, we know that staff will continue to work in hybrid way as working from home restrictions are eased.</li> <li>It is proposed that all staff are asked to complete a mandatory short survey monkey to ascertain what equipment they have at home, whether this was purchased or taken from the office, reminder of requirement to complete their DSE working from home risk assessment, and whether they require any further equipment, in line with the proposed working from home toolkit and/or any reasonable adjustments. Any additional kit out with the suggested toolkit (such as a second large display screen) should be returned to the office for use by other staff.</li> </ul>		

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	<ul style="list-style-type: none"> <li>The completion of this exercise is expected to be by the end of the Summer 2022. This will be a mandatory exercise for all staff and will be progressed in partnership with UNISON.</li> <li>The Health and Safety Adviser has recommended a standard working from home toolkit to support SCRA's Agile Working Policy and responses to any future COVID-19 restrictions.</li> </ul> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>Unison welcome the approach.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>A revised paper to be issued to EMT for offline consideration.</li> </ul>		SD
9.	<p><b>Queen's Jubilee Public Holiday</b></p> <p>SD introduced the paper recommending the EMT approve an additional one-off public holiday, for 2022 only, to celebrate the Queen's Platinum Jubilee on Friday, 3<sup>rd</sup> June, 2022.</p> <p><b>Issues arising during discussion;</b></p> <ul style="list-style-type: none"> <li>localities who take the late May bank holiday will not be required to move their date to 2<sup>nd</sup> June, unless they so wish to do so, in discussion with local partners and staff.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>To approve an additional public holiday to be taken on Friday, 3<sup>rd</sup> June, 2022.</li> </ul>		
10.	<p><b>Elgin Lease Renewal</b></p> <p>EM introduced the report setting out current operational requirements for accommodation in this location along with those of our partner, the Care Inspectorate who sublease office space from SCRA.</p> <p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>SCRA has leased space in Phoenix House, Elgin since April 2003, initially on a 15-year lease that was extended to 8<sup>th</sup> April 2021. Occupation is currently continuing by Tacit Relocation on a year to year basis and will expire in April 2022.</li> <li>Elgin remains the preferred location for a Hearing Centre in Moray, and there is sufficient demand in the locality to retain a full time hearing facility. Currently, as a result of covid-19 restrictions, all hearings have been held on a virtual basis only.</li> <li>There are a very limited number of suitable properties available in Elgin and it is considered, subject to alterations being undertaken, that consolidating our space on the ground floor of Phoenix House is the preferred option.</li> </ul>		

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	<p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• Staff have raised concerns about using the side entrance of the building. The Property team will have further engagement with staff and address all concerns.</li> <li>• While there will not be a designated space for Panel Members, they will have access to different spaces. LRM's have had a high level of engagement with the panel community.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• To approve the request to enter into a new 10-year lease of the ground floor offices in Phoenix House, Elgin. This will include a short term agreement of up to 12 months for the 1<sup>st</sup> offices to permit completion of the alteration works.</li> <li>• To approve a revised project budget to complete the reconfiguration of the ground floor space to provide an enlarged hearing centre along with office space.</li> <li>• To seek Scottish Government approval to the final terms agreed for the lease renewal.</li> </ul>		
<b>Standing Items</b>			
<p><b>11.</b></p> <p>a)</p>	<p><b>Digital Programme</b></p> <p><b>RAVHI – update</b></p> <ul style="list-style-type: none"> <li>• Aiming to have staff back to localities by the end of June 22</li> <li>• Pilots will commence on 14<sup>th</sup> February in Glasgow, Ayrshire and Dumbarton and are well resourced and supported.</li> </ul> <p><b>Digital CAB</b></p> <ul style="list-style-type: none"> <li>• The CAB have signed off on additional support from Bridgeall, who will provide additional support on all CCB and CAB arrangements.</li> <li>• The recent meeting considered issues around the HIP. Discussion is ongoing and further updates will be provided.</li> </ul>		
<p><b>12.</b></p>	<p><b>Covid 19 Recovery</b></p> <ul style="list-style-type: none"> <li>• Staff return to the office will be aligned office, aligned with agile working.</li> <li>• HE meeting with CHS to discuss a joint communication addressing the return to face to face hearings. We can agree a gradual return from the start of March but we need to ensure any service changes can be incorporated in a manageable, joint way.</li> </ul>		

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<b>13.</b>	<b>Keeping the Promise</b> LB provided a verbal update: <ul style="list-style-type: none"> <li>• The recent joint meeting of the SCRA and CHS boards was helpful. There is recognition there is a long way we actually can go with improvement.</li> <li>• Father changes have been made to the issues list. This will be addressed with the HSWG.</li> </ul>		
<b>14.</b>	<b>New Risks</b> None identified		
<b>15.</b>	<b>Forward Plan</b> A summary of key meetings over the next month was reviewed.		
	<b>Date of Next meeting;</b> Wednesday 02 March 2022, at Ochil House, Stirling		