

Present:

Monica Sweeny, Chair **(MS)** - Branch Secretary
Lynne Hobbs **(LH)** – Locality Reporter Manager
Neil Hunter, **(NH)** – Principal Reporter/ Chief Executive
Paul Mulvanny **(PM)** – Senior Operational Manager
Helen Etchells **(HE)** – Senior Operational Manager
Melissa Hunt **(MH)** – Policy and Public Affairs Manager
Patricia Stevenson **(PS)** - HR Manager

		Action
1.	Apologies Susan Deery, Ross MacKenzie	
2.	AOB It was noted that the UNISON member consultation programme was now underway with Support staff and Support Managers meetings taking place in May.	
3.	Note of Previous Meeting – 9 February 2021 The minutes of the 9 February 2021 meeting were agreed	
4.	Matters Arising Staff survey – it was noted the Staff Survey had highlighted that staff were looking for choice and flexibility in relation to agile working, that there had been feedback on CSAS and Virtual Hearings and that there was work to do around workload and workload management. It was also noted that discussions had taken place on the equalisation of workload prior to the pandemic and that this work was still on track.	
5.	COVID 19 Pandemic a) Update on SCRA Recovery Plan It was noted that the Operational Plan had been widely consulted on and folded into Locality Plans with the aim of operationalising the recovery. It was also noted that the Planning and Performance Network will meet in June to look at the Operational Plan and how that impacts on Locality Plans, ensuring the Plan was kept current by seeking feedback from LRMs. It was fed back that the planning process had worked well and that the Plan was achievable with a good focus on the wellbeing of staff. Zoho was proving to be a beneficial tool to link aspects of the plan and provide consistency.	

	<p>It was noted that a further communication from Scottish Government was expected in 3 weeks regarding COVID measures and restrictions, which would include guidance on physical distancing and returning to offices</p> <p>b) SCRA updated Risk Assessments</p> <p>It was noted that Susan Deery had been in contact with Health Protection Scotland regarding a 3rd reassessment of the plans for Hearing Centre premises and the outcome of this would be shared off line, although there were no emerging issues.</p> <p>It was also noted that 3 Health and Safety Executive spot checks had taken place with minor recommendations made. These recommendations were fed back and the appropriate action taken.</p>	
6.	<p>Digital Update</p> <p>a) Virtual Hearings (VH) Rapid Response Decision</p> <p>It was noted that the Pilot for MS Teams and VH reception been a good experience with positive feedback from panel members, Reporters, Localities and Hearing participants. MS Teams was more stable with better visuals and sound, and the VH reception staff enabled Reporters to focus on the hearing. The VH group were evaluating the pilot and making decisions about longer term options, with a report going to EMT early June which would include consideration of longer term resourcing and training for pilot and non-pilot teams.</p> <p>It was noted that part of reason for the consultation on the Support Administrator role was that CSAS and RAVHI had resulted in some changes in the tasks being undertaken by support staff. The aim of consultation was to ensure that support roles are improved in a meaningful way, with the consultation shaping the role.</p> <p>It was re-affirmed that the purpose of the consultation was not to reduce headcount but to reshape the organisation, providing opportunities and choices for the development of skills, knowledge and expertise.</p> <p>b) CSAS Transition</p> <p>It was noted that the Standard Operating Model (SOM) was nearing completion and the final model would be published on Connect then rolled out in Localities. The associated training had been updated with the comprehensive user guide guiding the user and offering quick tips. The focus over the next year would be to embed the SOM and optimise this.</p> <p>It was noted that the role based access would be considered by the CSAS Change Board alongside 70 other change requests and that this programme of work may take some time to conclude.</p>	

	<p>The meeting noted that the Digital Team were working on priorities for 21/22 with further discussion taking place with the supplier regarding change requests and the security model. The Digital Team priorities also included completing the remaining 18 guest Wifi accesses and a refresh of some laptop devices.</p> <p>It was noted that there would be a fuller report in August on the re-specification of hardware as Property & IT were working more closely to improve the specification of hardware in Hearing Centres and joint funding these proposals.</p>	Update at the Aug Meeting
7.	<p>Agile Working Policy</p> <p>It was noted that a series of consultation meetings had taken place with managers, that the feedback was being reviewed and the Policy was being updated.</p> <p>Concern was raised that the Policy may be applied differently to different groups of staff and that there may be a lack of trust of staff in some areas.</p> <p>It was highlighted that the introduction of agile working was the beginning of a cultural change and that support would be provided to ensure a consistent application of the policy across Localities and staff groups.</p>	
STANDING ITEMS		
7.	<p>Health, Wellbeing & Staff Survey Group Update</p> <p>The meeting noted an update from the Health and Wellbeing and Mental Wealth sub group. It was highlighted that work was ongoing in relation to establishing Locality Health and Wellbeing Groups with representatives from these groups joining the Heath & Well-being Group.</p> <p>It was noted that work was ongoing in relation to a range of wellbeing projects including wellbeing plans and vicarious trauma supports. It was also noted that further work was ongoing to destigmatise stress with some focus on the application of stress risk assessments to support staff returning to work.</p>	
8.	<p>Equalities Network Update</p> <p>It was noted that the next Equalities network was due to take place on 1st June. It was also noted that the Mainstreaming Report and Annual Workforce Report had been completed and that an Improving Diversity Action Plan had been developed, focussing on diversity in Recruitment and Retention.</p>	

9.	HR Sub Group Update It was noted that at the recent HR Subgroup, members had received an update on the Agile Working Policy and consultation process. The group had also considered the revised Fixed-term Workers Policy and changes to the Recruitment & Selection Policy relating to the Recovery Team.	
10.	Policy update (a) The Promise –It was noted that work is ongoing at present and an update will go to staff in relation to the proposals, which will include opportunities for staff to be involved in areas of work. (b) Extending the Age of Referral – It was noted that a final meeting of the working group was to be held after which a series of recommendations would be made to the Scottish Government. In relation to SCRA needs, consultation will take place before end of summer. (c) UNCRC – introduction of Bill - It was noted that there was a delay in Royal Assent, although public bodies are working to the original timescales. It was expected that Scottish Government will try to keep to these timescales with Ministerial announcements are awaited.	
11.	Financial Update No update	
12.	New Risks New risks were identified in relation to the change management process linked to the Agile Working Policy. It was noted that consistency of application across Localities and staff group with positive partnership working would mitigate these risks In relation to Rights, Inclusion and Corporate Parenting it was noted that new approaches were being considered to engage with staff and partners to support the management of change in these areas.	
	Date of next meeting: Tuesday 10 Aug 2021, 10:00-12:30 Tuesday 09 Nov, 2021. 10:00-12:20	