



Present:

Neil Hunter **(NH)** – Principal Reporter/ Chief Executive
 Monica Sweeny **(MS)** - Branch Secretary
 Paul Mulvanny **(PM)** – Senior Operational Manager
 Helen Etchells **(HE)** – Senior Operational Manager
 Susan Derry **(SD)** - Head of Human Recourses
 Adele McCormick **(AMcC)** – Reporter
 Melissa Hunt **(MH)** – Policy and Public Affairs Manager
 Pamela Armstrong **(PA)** – Governance Officer – Minute

		Timescale	Action
1.	Apologies Ross MacKenzie (RMack) – Finance Manager		
2.	AOB None		
3.	Note of Previous Meeting – 19 May 2020 Agreed as an accurate record.		
4.	Matters Arising Covered within the agenda.		
5.	<p>COVID 19 Pandemic Recovery Plan</p> <ul style="list-style-type: none"> This will commence in October 2020 and last for 12 months. <p>Equalisation</p> <ul style="list-style-type: none"> This has been committed to and is progressing. SD/MS meeting tomorrow to discuss further and MS will pass on this information to the Branch. <p>Work Loading</p> <ul style="list-style-type: none"> The work loading model and approach has been considered and it is agreed using this method continues to provide benefit. <p>Resourcing</p> <ul style="list-style-type: none"> UNISON are pleased with the recruitment process embarked on by SCRA. This provides lots opportunity for staff to progress internally. The short listing process is underway. LRM capacity has been redeployed to assist with the Recovery team. <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> Deployment of enabling tech will be done in two phases, giving localities scope to increase the number of hybrid 		

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	<p>hearings.</p> <ul style="list-style-type: none"> • Recovery plans have been shared with managers. The plans are broken down by locality and local authority area. • SOM's are in close contact with LRM's and are keen to maintain open and regular dialogue. • CHS are keen to look at out of hours and twilight hearings. UNISON have concerns around OOH and twilight hearings. • Any recovery plan has to be system lead and we are working with colleagues within the hearings system, who are also working on their own recovery. • CHS are considering solutions to increase PM capacity. • UNISON have concerns around the cleaning of outreach hearing centres. SD had advised further assurance can be provided. MS to liaise with UNISON Regional Office to find out if there is a larger approach to this. 		SD MS
6.	<p>Digital Update - CSAS Training and Rollout PM provided a verbal update.</p> <ul style="list-style-type: none"> • There has been significant progress since the last meeting. In one week of having teams live a number of issues have been surfaced which are being fixed. Operational issues are also being surfaced. • Training continues within the vanguard and 2nd deployment teams. • The Go Live date for the 2nd deployment teams has been pushed back to mid-August. • Plans are being put in place to support staff on training needs and requirements. • UNISON report issues in the following areas; <ul style="list-style-type: none"> ○ Vanguard teams report training is not working well and there are issues with the training materials. The vanguard team's initial feedback resulted in updated materials. Peer support have not been able to work through these materials however is unclear if they have been allowed protected time. ○ Report of proceedings is causing concern. ○ The largest issue is competing priorities, and this is causing stress and anxiety amongst the staff group. • Vanguard teams have requested to be sighted on all issues. • OR team are currently working on consolidated pieces of learning. • CSAS Hub is up and running on CONNECT. • The standard operating model is in its infancy and will be evolved going forward. 		

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7.	<p>Staff Wellbeing NH provided a verbal update.</p> <ul style="list-style-type: none"> • EMT continue to have regular conversations on staff welfare issues. • Staff are feeling anxious about returning to offices. HE/SD/MS will meet to consider how best to address this, in line with current Scottish Government guidance. • The forum is keen to progress discussion around meaningful staff recognition. 		
8.	<p>Health, Wellbeing & Staff Survey Group Update</p> <ul style="list-style-type: none"> • The September meeting was stood down. There is a recruitment drive running and SD will contact localities directly. The next meeting is scheduled in November 2020 		
9.	<p>Equalities Network Update NH provided the following update from the meeting held on 12 August 2020</p> <p>The meeting covered the following;</p> <ul style="list-style-type: none"> • Mainstreaming and Progress reports / Equality Outcomes. <ul style="list-style-type: none"> ○ This is a comprehensive report that is published in line with our statutory duties. As a mainstreaming report, it aligns with other SCRA strategies and plans and fully highlights the quality work achieved throughout 2019/20. Equality Outcomes for 2020/21 in detail have been published alongside the Mainstreaming Report. • Press and Comms update <ul style="list-style-type: none"> ○ The Disability sub-group has launched take away sensory kits for children with neuro diverse conditions as items had been removed from hearing suites during lockdown. These are being piloted in 3 sites and include 4 good quality items. ○ It is evident that across SCRA different parts of the organisation are progressing inclusion and equalities activities which is having a positive impact on culture and mainstreaming our approach to this. • Ethnic Groups and Covid 19 <ul style="list-style-type: none"> ○ The Network considered a paper circulated from SG Equality Group on the impact of COVID 19 on BAME Groups. The paper suggested raising awareness on factors and what organisations can do to ensure clear communications for all communities in how we manage COVID19 in our own premises. • Mental Health at work <ul style="list-style-type: none"> ○ Mental Wealth group have an action plan based on 		

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	<p>6 commitments. The plan requires to be reviewed as a result of COVID19 and a further update will be brought to the next meeting.</p> <ul style="list-style-type: none"> • Care experience as Tenth characteristic <ul style="list-style-type: none"> ○ It was agreed to include this as equality outcome. • Locality update <ul style="list-style-type: none"> ○ NH and SD will review the COVID19 period to identify lessons learned, particularly from an equalities perspective. • Equality review group report <ul style="list-style-type: none"> ○ There have been nine EHRIAs which have been assessed by the Group and all 9 have passed and been published. 		
10.	<p>HR Sub Group Update SD provided a verbal update.</p> <ul style="list-style-type: none"> • The probation policy has been concluded. • The organisational Change Policy will be taken to the September Board for approval. • The group will review the discipline, grievance and investigation guidelines. 		
11.	<p>Financial Update RMack provided the following update.</p> <ul style="list-style-type: none"> • SCRA started the year with available resource of £24.9m revenue and £0.8m capital. Last month, SG approved over £1 million additional one-off resource to enable organisational recovery and digital delivery: this breaks down as a further £660k revenue and £390k capital. The primary focus of the additional revenue resource is fixed-term staffing. This is to ensure resilience and delivery of service through the twin challenges of addressing the casework backlog and ensuring a successful digital systems rollout. • Once the additional monies are factored in, budget holders are overall forecasting a modest £62k saving on revenue due to some corporate vacancy savings and widespread non-staff savings from lockdown (such as consumables and postages). However, the size of these non-staff savings is still very uncertain, and there is still some scope for the ongoing Facilities Management costs to rise – these are the costs of ensuring our estate is a healthy and safe environment for staff and hearing attendees. • There are no significant overspends or underspends forecast on the capital and digital budgets. 		

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12.	New Risks While no new risks were identified it was discussed that there is an ongoing need to closely consider and monitor staff wellbeing.		
	Date of Next Meeting: Tuesday 24 November 2020		