

Meeting of South Ayrshire Health and Social Care Partnership	Performance and Audit Committee														
Held on:	1st April 2025														
Agenda Item:	8														
Title:	Digital Strategy 2024-29 Update														
Summary: The purpose of this report is to provide an update to the Performance and Audit Committee on the implementation of the South Ayrshire Health and Social Care Partnership's Digital Strategy 2024-29. The new strategy was agreed at the meeting of the Integration Joint Board (IJB) on 12 th June 2024.															
Author:	Thomas Griffin – Digital Programme Manager														
Recommendations: It is recommended that the Performance and Audit Committee i. Note the updated action plan attached at Appendix 1 and ii. provide any comment in relation to this progress.															
Route to meeting: Progress on the Digital Strategy is reported to the South Ayrshire Health and Social Care Partnership (HSCP) Digital Programme Board on a regular (approx. 2 monthly) basis. This is the first governance report to the Performance and Audit Committee for the new Digital Strategy which was agreed by the IJB on 12 th June 2024.															
Implications: <table border="0"> <tr> <td>Financial</td> <td><input type="checkbox"/></td> </tr> <tr> <td>HR</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Legal</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Equalities</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Sustainability</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Policy</td> <td><input type="checkbox"/></td> </tr> <tr> <td>ICT</td> <td><input type="checkbox"/></td> </tr> </table>		Financial	<input type="checkbox"/>	HR	<input type="checkbox"/>	Legal	<input type="checkbox"/>	Equalities	<input type="checkbox"/>	Sustainability	<input type="checkbox"/>	Policy	<input type="checkbox"/>	ICT	<input type="checkbox"/>
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DIGITAL STRATEGY 2024-29 UPDATE

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide an update to the Performance and Audit Committee on the implementation of the HSCP Digital Strategy 2024-29. This was previously agreed by the Integration Joint Board (IJB) on 12th June 2024.

2. RECOMMENDATION

- 2.1 **It is recommended that the Performance and Audit Committee**

- i. **Note the updated action plan attached at Appendix 1 and**
- ii. **Provide any comment in relation to this progress.**

3. BACKGROUND INFORMATION

- 3.1 A new digital Strategy for South Ayrshire was presented and agreed at a meeting of the IJB on 12th June 2024. The new strategy was prepared to reflect the organisational changes within the Health and Social Care Partnership as well as to reflect additional commitment from the Director and IJB to invest in the Digital Programme and progress further the foundational work which was already underway during the lifecycle of the previous strategy.
- 3.2 The Digital Strategy 2024-29 establishes a clear policy direction focused on enhancing both the efficiency of service delivery and the experience of service users. This commitment is a fundamental driver behind the strategy's development and implementation. The HSCP recognises that modern healthcare and social services necessitate a digitally empowered approach to achieving their strategic objectives.
- 3.3 The strategy aims to make services more accessible, efficient, and effective for both staff and the community, striving to provide services that are more streamlined. A user-centric approach is central to the vision of creating an integrated and accessible digital landscape. By leveraging digital tools, the HSCP intends to streamline services, improve access to appointments and information, and reduce the need for physical travel, ultimately ensuring people are at the heart of what we are doing.
- 3.4 This paper provides an update on the progress made against all areas of the Action Plan for the first year of the strategy, in keeping with the IJB's agreement to remit monitoring of strategy implementation and delivery to the Performance and Audit Committee.

4. REPORT

- 4.1 Since the Digital Strategy was approved by the IJB in June 2024, progress has been made against the actions set out in the associated implementation plan (Appendix 1). In keeping with HSCP practice, these actions are monitored using the performance management system (Pentana).

4.2 A summary table is provided below for completion by July 2025:

Status	Number
✓ Completed	7
▶ On target	8
▲ Showing some concerns	0
● Not on target	0
⚙ Not due to start	0
★ Superseded by new action/strategy	2

4.3 The Performance and Audit Committee may wish to note the following highlights, under each of the strategy's workstreams: creativity and change; Infrastructure and integration; Insights and intelligence; learning and leadership; and accessibility and inclusion.

Creativity and Change

4.4 Significant progress has been made in establishing an innovation lab to test new technology. The establishment of the innovation lab enables us to foster a culture of continuous improvement within the HSCP. Multiple sites have been identified and are being progressed to begin in 2025, these sites will be located in the North, Central and South localities of South Ayrshire. These labs will use a user-centric approach to innovation to enable community input and feedback in the development and implementation of new technologies. The first site is targeted to be operational by July 2025.

4.5 Strategic partnerships with technology firms are progressing, some of which have been facilitated by the Scottish Government. We've successfully engaged with leaders in robotics, Technology Enabled Care (TEC), Artificial Intelligence (AI), and Robotic Process Automation (RPA), aligning with our digital strategy's goals. These collaborations will yield tangible advancements, which will enable us to pilot new solutions in South Ayrshire to enhance service delivery.

4.6 The Transformation team initiative, focused on service redesign will transition into a new plan. To support service evolution, we're introducing Service Design training for key staff. This, combined with our well-established Quality Improvement approach, will empower teams to effectively redesign services that meet the user's needs.

4.7 The implementation of virtual consultation tools, specifically the NearMe platform, is now complete. All teams and services have received training or awareness sessions. We have successfully rolled out NearMe to almost 300 users, enhancing accessibility and efficiency. The programme has also included rollouts within the Scottish Prison system, Housing and Health. The success of our programme has seen us receive features in the Daring to Succeed newsletter and the national NearMe programme as examples of good practice. Moving forward, the development of a LearnPro training module and automated reporting module is underway and due for completion by the end of Summer 2025. The officer in post has also developed a solution that looks at those not digitally connected and has created an offering of sim cards and device funding via a third party to ensure access.

- 4.8 The development of digital self-service options for appointments after review is being integrated into our upcoming Case Management System replacement. An initial needs assessment and pilot project will now proceed within this larger project. This shift is to ensure a more unified and efficient approach to leverage the new system's capabilities to provide a self-service function.

Infrastructure and Integration

- 4.9 The needs analysis for the HSCP's Case Management System (CMS) is complete. We've appointed a Project Manager and secured capital funding. The system requirements have been captured, and supplier demonstrations have been concluded. We are now in the process of ratifying our requirements, mapping internal processes and preparing for tender. Whilst the target date for this is 2027 the Project Manager aims for completion by end of 2026. This project is on track to deliver a modern efficient CMS that will enhance service delivery and make processes simpler, clearer and better for all.
- 4.10 After initial review we've submitted proposals to transition from our current fragmented telephony workflow to a robust, flexible corporate solution, to enhance user experience. This move will eliminate the 'postcode lottery' of multiple numbers, improving service consistency. Additionally, we're initiating an internal telephony review to optimise license and technology usage, our aim is to improve effectiveness of service and realise savings on unused licenses.
- 4.11 Telecare and telehealth (TEC) Capabilities are significantly expanding. We've secured over £200k in funding from the HSCP Digital Fund over three years and with this recruited a Care Technologist, aligning with best practices from Scottish Care. Initial technology procurement and engagement with potential tech partners is well underway, this is complemented by the development of a focused set of web pages and relevant marketing materials. We're actively engaging with colleagues from Scottish Government and VASA to maximise impact, prioritising preventative efficiency releasing technology solutions. A comprehensive TEC plan (due June 2025) is under development, informed by a needs assessment and a group being chaired by our Senior Manager for Care at Home and Reablement. We'll aim to begin the delivery of workshops and educational sessions before July 2025 across all localities, fostering widespread adoption of enhanced TEC services.

Insights and Intelligence

- 4.12 The feasibility study for investing in predictive analytics is complete, aligning with the SAC Data Plan. We're identifying key impact areas and initiating the development of prototype predictive models, in collaboration with Business Intelligence/Systems Team(s). These models will be piloted in selected areas to measure impact, with the goal of using them to proactively plan and prescribe health and social care services. This initiative aims to enhance our strategic planning through data-driven decision making.

Accessibility and Inclusivity

- 4.13 To enhance digital accessibility, we've employed a content creator to conduct a comprehensive website review. A gap analysis is complete, creation of performance-based metrics system is completed, and we're redesigning the

website layout to be more user and language friendly. The role is also tasked with updating information on the website and engaging with services who lack an online presence. We're also supporting the communications officer and design work in the HSCP as part of this role. This initiative, aiming for a more inclusive digital experience, is projected for completion by December 2025.

- 4.14 Online support materials are being developed through the HSCP's 'Connect South Ayrshire' initiative in partnership with VASA. We're creating a Connect website which will feature 'Start Well', 'Live Well', 'Age Well' tabs, aligning with our strategic vision. This platform will host materials, newsletters, and valuable information of events and activities at locality level. This approach provides an accessible resource tailored to individual community needs, promoting self-management and understanding.

Learning and Leadership

- 4.15 A comprehensive digital skills training programme is in development. We're currently scoping this work and piloting of the programme will begin in May, with the initial pilot focusing on M365 confidence building in light of the retiral of the Skype for Business platform within the council. Post pilot, we will assess the need for specialist training in order to maximise our offering. The full rollout, including training materials, webpages and videos will span a six-month time period. This initiative ensures that all staff gain essential digital skills, enhancing service delivery and efficiency.
- 4.16 To foster innovation, along with North and East Ayrshire Council we have established a quarterly pan-Ayrshire group focusing on various thematic areas. This network provides a platform for collaborative learning, identifying areas of potential co-work, knowledge sharing and exploration of emerging technologies. This engagement ensures South Ayrshire remains at the forefront of digital advancements and improvements across the region.

5. STRATEGIC CONTEXT

- 5.1 The HSCP Digital Strategy is fundamental to our work, contributing to a range of strategic outcomes. The successful delivery of the strategy will contribute to the following IJB Strategic Objectives in particular:

- We are an ambitious and effective Partnership
- We are transparent and listen to you

6. IMPLICATIONS

6.1 Financial Implications

- 6.1.1 There are no specific financial implications arising directly from the consideration of this report.

6.2 Human Resource Implications

- 6.2.1 There are no specific human resource implications arising directly from the consideration of this report.

6.3 Legal Implications

- 6.3.1 There are no specific legal implications arising directly from the consideration of this report.

6.4 Equalities implications

6.4.1 There are no specific equality implications arising directly from the consideration of this report.

6.5 Sustainability implications

6.5.1 There are no sustainability implications arising directly from the consideration of this report.

6.6 Clinical/professional assessment

6.6.1 There is no requirement for a clinical/professional assessment.

7. CONSULTATION AND PARTNERSHIP WORKING

7.1 This report has been prepared in consultation with relevant officers.

8. RISK ASSESSMENT

8.1 There are no immediate risks associated with the approval of this report. Delivery of the action items set out in the Plan at Appendix 1 will minimise risks to the successful integration of health and social care services in South Ayrshire and lead to effective and collaborative working at all levels – strategic and operational – across the system.

REPORT AUTHOR AND PERSON TO CONTACT

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APPENDICES

Appendix 1 – HSCP Digital Strategy 2024-2029- Pentana Actions

BACKGROUND PAPERS

[Digital Strategy 2024-29 - Health and Social Care Partnership](#)

24/03/2025