

<b>Meeting of South Ayrshire Health and Social Care Partnership</b>	<b>Performance &amp; Audit Committee</b>
<b>Held on:</b>	<b>4<sup>th</sup> November 2025</b>
<b>Agenda Item:</b>	<b>9</b>
<b>Title:</b>	<b>Digital Strategy 2024-2029 Update</b>
<b>Summary:</b>	
<p>The purpose of this report is to provide the Performance and Audit Committee with an update on delivery of the HSCP Digital Strategy 2024-29, summarising progress, risks and next steps across the programme for the most recent six-month period. The strategy was approved by the Integration Joint Board (IJB) on 12 June 2024 and this Committee is the scrutiny route for ongoing implementation.</p> <p>The report draws on the programme action plan and performance monitoring (Pentana), updating the Committee on the following workstreams: Creativity &amp; Change, Infrastructure &amp; Integration, Insights &amp; Intelligence, Learning &amp; Leadership, and Accessibility &amp; Inclusion.</p>	
<b>Author:</b>	<b>Thomas Griffin, Digital Programme Manager</b>
<b>Recommendations:</b>	
<p><b>It is recommended that the Performance &amp; Audit Committee</b></p> <ul style="list-style-type: none"> <li><b>i. Notes progress across the five workstreams, including items now completed and actions that have shifted into focused projects.</b></li> <li><b>ii. Endorses the forward focus for the next period</b></li> <li><b>iii. Requests a further update at the next scheduled P&amp;A cycle, including benefits realisation and any variances to plan.</b></li> </ul>	
<b>Route to meeting:</b>	
<b>Implications:</b>	
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"/>

## DIGITAL STRATEGY 2024 – 2029 - UPDATE

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide the Performance and Audit Committee with an update on delivery of the HSCP Digital Strategy 2024-29, summarising progress, risks and next steps across the programme for the most recent six-month period. The strategy was approved by the Integration Joint Board (IJB) on 12<sup>th</sup> June 2024 and this Committee is the scrutiny route for ongoing implementation.
- 1.2 The report draws on the programme action plan and performance monitoring (Pentana), updating the Committee on the following workstreams: Creativity & Change, Infrastructure & Integration, Insights & Intelligence, Learning & Leadership, and Accessibility & Inclusion.

### 2. RECOMMENDATION

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

- i. Notes progress across the five workstreams, including items now completed and actions that have shifted into focused projects.**
- ii. Endorses the forward focus for the next period**
- iii. Requests a further update at the next scheduled P&A cycle, including benefits realisation and any variances to plan.**

### 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 as of November 2025

Status	Total Actions
Completed	
On target	
Showing concerns	
Not on target	
Not due to start	
Superseded by new action / strategy	

- 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 the Innovation Lab, which is now operational within Girvan Community Hospital (GCH). The Lab provides a controlled environment for testing and evaluating new technology with staff and citizens. A range of suppliers have been identified to pilot devices and digital solutions, and the Connect Building in Ayr is being used to showcase consumer-facing technology. The Care Technologist role continues to support outreach work across localities, ensuring citizen engagement and feedback inform future pilots. Formal invitations to participate in demonstrations and testing events will be issued early in the new year.

- 4.5 Work on horizon scan, pilot and scale continues to develop through this workstream. The previous CENSIS smart-speaker pilot was reviewed and found not to align with the HSCP’s preferred community-based approach; learning from that has informed a refined model for future trials. A visit to the National Robotarium (Edinburgh) is scheduled to explore robotics opportunities in assessment and reablement. Agreement has been reached with South Ayrshire Council to progress Robotic Process Automation (RPA) on selected administrative processes, with implementation work now under way. NHS

Ayrshire & Arran have also initiated exploratory work on RPA to ensure alignment across health and care systems.

- 4.6 The Near Me virtual-consultation platform has now exceeded 400 trained users across HSCP services. All relevant teams are enabled and supported, and integration with NHS Ayrshire & Arran clinical pathways has been achieved. The project has transitioned to Business-as-Usual (BAU) status for staff, with the focus shifting to ongoing public engagement and promotion to increase citizen uptake. Outreach sessions for community groups remain active and are being delivered in partnership with VASA and primary-care colleagues.

#### Infrastructure and Integration

- 4.7 The tender process for the HSCP's new Case Management System (CMS) is now well under way. A Project Board has been established with representatives from all service areas, and a team of evaluators identified to assess supplier submissions. The overall programme timeline will be re-baselined once a preferred supplier is appointed. This project remains a key enabler for service modernisation—delivering improved data quality, faster access to information, and a single view of service-user journeys. Expected benefits include a 30–40 % reduction in manual administration, improved auditability, and closer integration with NHS Ayrshire & Arran systems.
- 4.8 The telephony modernisation project is progressing to plan. The internal infrastructure upgrade has been completed, providing a more robust and secure platform that has already improved call reliability and service connectivity. Work is now focused on the customer-facing phase, for which supplier quotations are being finalised. This will deliver a single corporate telephony solution, ensuring a consistent user experience across all HSCP sites and reducing ongoing support and licence costs.
- 4.9 The Technology Enabled Care (TEC) programme continues to show strong progress and positive public feedback. The “To Plan” was approved earlier this year, and activity is now fully aligned with both VASA and the Connect Ayr consumer-technology model. A TEC Sub-Group has been established to coordinate local implementation, with training and knowledge-sharing identified as the next priority discussion point. Engagement with citizens through demonstration events and outreach sessions remains strong, reinforcing confidence in TEC adoption and building readiness for wider rollout during 2026.

#### Insights and Intelligence

- 4.10 The Predictive Analytics sub-group has been established with approved Terms of Reference and a designated Senior Responsible Owner (SRO). Scoping work is under way to identify the initial set of high-impact use-cases, and discussions have begun with the main data owners across health and social care. Engagement with ICT colleagues is planned to agree the Power BI reporting architecture. The group's first pilot model will focus on forecasting demand for reablement services, forming the foundation for a broader data-driven planning framework.

### Accessibility and Inclusivity

- 4.11 The Content Creator is completing outstanding work before the post transitions to Business as Usual within the Communications Team. The website redesign has been finalised by Comms, reflecting the accessibility audit outcomes and achieving full compliance with national accessibility standards. A set of digital-performance metrics has been implemented and is now reviewed at the Digital Programme Board, ensuring that opportunities for ongoing improvement are captured. Future focus will centre on sustained monitoring, citizen feedback and incremental enhancements to maintain high accessibility and inclusivity standards.
- 4.12 Provide direction to improve internet literacy and help people use digital services effectively.

### Learning and Leadership

- 4.13 Development of Technology-Enabled Care (TEC) learning and support materials through the Connect South Ayrshire initiative is now well underway. These materials will be co-produced with partner services and be hosted on the Connect digital platform and provide citizens with self-help resources, service information and digital-skills guides. Metrics are being collected on usage and engagement, and additional service content will be added throughout 2026 to ensure the platform remains current and responsive to community needs.
- 4.14 A comprehensive digital-skills and capability programme will be sought that draws on the SSSC “23 Things” framework and Scottish Care, Care Technologist approach. An officer has been employed on a 12-month contract to deliver a quality-driven learning approach focused on practical Microsoft 365 training and adoption. The programme combines face-to-face group sessions, recorded tutorials and follow-up drop-ins, enabling staff to apply learning directly within their roles. This blended model has already produced demonstrable cost-avoidance through using the tools available within the system. The role will conclude in January 2026, at which point an online education site will go live to provide continued access to learning resources.
- 4.15 The Pan-Ayrshire Digital Collaboration Group, established jointly with North and East Ayrshire Councils and NHS Ayrshire & Arran, continues to operate successfully. The group serves as a shared learning forum, supporting knowledge-exchange, coordinated innovation and alignment of Ayrshire-wide digital initiatives. Current focus areas include agreeing a joint pilot project within the Information and Insights workstream to test data-driven improvement methodologies across local partnerships. This collaboration ensures South Ayrshire remains an active contributor to regional and national digital-health advancement.

## **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.

## **APPENDICES**

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

## **BACKGROUND PAPERS**

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

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