Meeting of South Ayrshire Health and Social Care Partnership	Performance & Audit Committee
Held on	**14th May 2021**
Agenda Item:	**8**
Title:	**HSCP Digital Strategy update report**
Summary: The purpose of this report is to provide an update to the Performance and Audit Committee on the implementation of the HSCP Digital Strategy, previously approved by the IJB.	
Author:	**John Wood, Senior Manager Planning and Performance**

Recommendations:
 	
It is recommended that the Performance and Audit Committee
 	
    i.   **Note the update including the progress report attached at Appendix 1; and**
   ii. **Provide any comment in relation to this progress.**	

Route to meeting: **Progress reported to the internal HSCP Digital Programme Board on a regular (approx. 2 monthly) basis.**	

Implications:

Financial ☐

HR ☐

Legal ☐

Equalities ☐

Sustainability ☐

Policy ☐

ICT ☐

HSCP Digital Strategy 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.

2.   RECOMMENDATION

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

   i.   Note the update including the progress report attached at Appendix 1; and
   ii.   Provide any comment in relation to this progress.

3.   BACKGROUND INFORMATION

3.1   At its meeting in October 2020, the South Ayrshire IJB agreed a Digital Strategy for the Health and Social Care Partnership. The Strategy is an important driver of progress and modernisation within the HSCP, and having a dedicated HSCP Digital Strategy is an example of good practice within Scotland. The Digital Strategy draws on national policy (including the Scottish Government / COSLA Digital Health and Social Care Strategy) and local circumstances and is overseen internally by the Digital Programme Board, Chaired by the IJB Chief Officer.

3.2   This paper provides an update on the progress made against all areas of the Action Plan, in keeping with the IJB's agreement to remit monitoring of delivery to the Performance and Audit Committee.

4.   REPORT

4.1   Since the Digital Strategy was approved by the IJB in October 2021, progress has been made against the majority of actions set out in the associated implementation plan. In keeping with HSCP practice, these actions are monitored using the Pentana system and the attached Appendix 1 provides a detailed overview.

4.2   Committee members will note that some of the actions within the Digital Strategy are led by either the NHS or South Ayrshire Council but are reported within the Digital Strategy's delivery plan as well as through other council/NHS governance groups. these are highlighted within the Pentana report and reflect the fact that the HSCP is supported by ICT services from these partner organisations. Progress has been aided by the appointment of a new ICT advisor from the council to the HSCP.

4.3 A summary table is provided below:

Status	Number
✓ Completed	0
● Fully operational	0
● On hold	0
▶ On target	17
△ Showing some concerns	1
● Not on target	0
⚙ Not due to start	2
↔⭐ Superseded by another Plan/Strategy	5

4.4 The Performance and Audit Committee may wish to note the following highlights, under each of the Strategy's themes: infrastructure; systems; information; services; skills.

Infrastructure
4.5 The HSCP is working collaboratively with partners to achieve security compliance across our entire estate, led by a programme of work within the local authority (ICT Service Improvement and Recovery Plan). Gains are being made to improve the resilience, connectivity and digital co-location experience across our locations with progress being made on as a particular result of the moved (within NHS and SAC) to Office 365.

Systems
4.6 The Carefirst system has been fully rolled out across the HSCP and progress is monitored at the Digital Programme Board; similarly CM2000 has been implemented for in-house care at home staff while engagement is underway to extend CM2000 to the third and independent sector.

4.7 The HSCP will launch a new website in June 2021, timing with the public launch of the IJB Strategic Plan. The website will bring the HSCP in line with the majority of other HSCP's in its web presence, interlinked with the development of our communications strategy, providing a platform to communicate with internal and external stakeholders including patients, service users, carers and their representatives and the public.

4.8 Further scoping work continues to develop mobile working solutions for our staff across all service areas, and this is being progressed in close alignment with the work of the council (Future Operating Model) and the NHS (distributed working).

Information
4.9 Much of the work outlined in this section will be driven forward in the HSCP's work to develop a revised communications and engagement strategy. The decision was taken within the HSCP that this work should supersede the proposed development of a 'digital engagement strategy', recognising the fact

our entire approach to communications cannot be removed from our reliance on digital technology.

Services

4.10 As noted above, considerable improvements have been made to make better use of digital channels to enhance our internal and external communications (including the recent recruitment of a communications officer). This has been accelerated by the pandemic and the necessary shift to online communication and the HSCP is making a concerted effort to harness and mainstream this.

4.11 A survey is being undertaken to identify common areas of need or potential improvement across services to inform future investment. Immediate work is also underway to facilitate the mainstreaming of remote working including remote access to services e.g. further rollout of Near Me.

Skills

4.12 The skills section of the implementation plan has, so far, focused on the scoping of needs across the HSCP. That is not to overlook the significant upskilling and adapting to change across the workforce that has taken place over the past year as staff have successfully familiarised with new systems such as MS Teams.

4.13 It should also be noted that further work in support of the Digital Strategy that does not form part of the implementation plan is also underway. Much of this work has been accelerated by the pandemic and the HSCP's response and proposed approach to remobilising under a new operating model. For example:

- Increasing number of staff with access to NHS systems access from SAC machines
- Rollout of NearMe to be used within some social work services
- Software being introduces to allow digital signing of documents
- Scoping to identify a suitable, modernised document management system
- A recommitment across the HSCP (in particular the senior management team) to the use of Pentana. Training being rolled out and teams encouraged to refamiliarize with benefits.
- Ongoing requests for hardware for staff (laptops and mobile phones) being met.

4.14 Progress on the Digital Strategy is also reported to the internal Digital Programme Board which had previously been set up to drive implementation of Carefirst and CM2000.

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 The 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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BACKGROUND PAPERS

HSCP Digital Strategy

07.05.2021