







# SAHSCP Digital Strategy 2020-2023

Generated on: 07 November 2021



COPL 03.1a	Deploy and actively market technology solutions to enable collaboration. Expand and upgrade shared technology services and data sharing between the Council, the Health & Social Care Partnership and NHS Ayrshire and Arran.	Stewart McCall	31-Dec-2021		<div style="width: 72%;"><div style="width: 72%;"></div></div> 72%	01-Oct-2021 Deployment continues across the organisation. Now starting to look at how this can support the Future Operating Model and digital excluded staff
COPL 06.2a	Develop mobile solutions for our workforce, enabling them to deliver more to our residents in the community.	Stewart McCall	31-Dec-2021		<div style="width: 72%;"><div style="width: 72%;"></div></div> 72%	01-Oct-2021 Work continues to develop new solutions using M365 for our workforce. Considering Bring Your Own Device (BYOD) as part of Future Operating Model working group
DS 1.2	Improve the resilience, connectivity and digital co-location experience across our locations.	John Wood	31-Mar-2022		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	04-Nov-2021 To be explored with new ICT advisor
DS 2.2	Work collaboratively with partners on federation of email/calendar/contact.	John Wood	31-Dec-2021		<div style="width: 55%;"><div style="width: 55%;"></div></div> 55%	03-Nov-2021 <b>Update provided by Jennifer Blake 29.10.2021</b> ICT Service Desk can facilitate requests for NHS system access as appropriate. There have been a number of pilots introduced to ascertain how best the functionality can be utilised. Work will remain ongoing in this area.
DS 2.3	Redesign and rebuild the Partnership's website with a focus on delivering digital services and digital engagement.	John Wood	30-Sep-2021		<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	03-Nov-2021 HSCP website now live - further work being undertaken to update pages and populate site.
DS 2.4	Conduct a fitness-for-purpose assessment of all applications implement the recommendations.	John Wood	31-Mar-2023		<div style="width: 20%;"><div style="width: 20%;"></div></div> 20%	04-Nov-2021 To be picked up with new ICT advisor.
DS 2.5	Develop and deliver mobile ways of working which are integrated into our models for service delivery.	John Wood	31-Mar-2023		<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	04-Nov-2021 Progress continues as staff adapt to a 'new normal' of increased remote working, assisted by new systems such as CM2000 and general culture change. More continuous improvement to be done.
DS 3.1	Evaluate the long-term options around Partnership's casework management system and upgrade/replace.	John Wood	31-Mar-2022		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	04-Nov-2021 This relates to scoping a successor system to Carefirst and work has not yet begun. Constant improvement of Carefirst being driven forward by Carefirst Team.
DS 3.2	Look to provide appropriate and secure access to the digital information service users need to help maintain and improve their health and wellbeing.	John Wood	31-Mar-2022		<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	04-Nov-2021 To be picked up through Digital Board and Wellbeing Pledge.

DS 3.3	Ensure information on service users can be shared securely to assist service staff and carers.	John Wood	31-Mar-2023		<input type="text" value="10%"/>	03-Nov-2021 <b>Update provided by Jennifer Blake 29.10.2021</b> There is no further update at this time though there has been correspondence with E McLatchie on specific requirements which is to be followed up by a meeting which will be arranged in the near future.
DS 4.1	Development of a digital engagement strategy for the Partnership.	John Wood	30-Sep-2021		<input type="text" value="0%"/>	04-Nov-2021 Now forming part of comms and engagement strategy development.
DS 4.2	Look to communicate and engage with our employees using digital technology.	John Wood	31-Mar-2023		<input type="text" value="75%"/>	04-Nov-2021 Significant improvements mainstreamed into the HSCP's approach to internal comms. Newsletters and other forms of internal comms improved. Further work to be done.
DS 4.3	Work with partners and the Local Government Digital Partnership on Digital Telehealth and Telecare projects.	John Wood	31-Mar-2023		<input type="text" value="10%"/>	27-Oct-2021 <b>Update provided by Vikas Kalra 27.10.2021</b>  Milestone targeted for business case readiness is affected by our existing supplier failure to provide us with a quote for Digital Alarm Receiving Centre (ARC). We would mitigate it by reaching out to other providers to assess the costs. Issue has also been escalated to Digital Office who are in process of raising it to Scottish Government.  We are also meeting with other partnerships, who are in similar situation to us, to understand their progress.  Monthly meetings are taking place with the Digital Office Telecare team and they are also being provided with monthly updates on progress.  SME's (subject matter experts) availability is another area which will need to be addressed very soon and project will make good progress if there were dedicated resources allocated to the project. Some team members are busy with the existing ARC upgrade and relocation and is difficult to pull them out for project tasks.
DS 4.4	Look to use technology to improve the scheduling of home carers and monitoring of external care suppliers.	John Wood	30-Sep-2021		<input type="text" value="70%"/>	04-Nov-2021 Action complete for in-house services i.e. implementation of CM2000. Tender now out for outsourced CAH which requires providers to use CM2000 - will be complete by time new framework is in place.
DS 4.5	Look to use technology to improve public safety and the protection of vulnerable adults and children.	John Wood	31-Mar-2023		<input type="text" value="50%"/>	04-Nov-2021 Learning to be taken from ASP inspection - action to be transferred to new owner.

DS 4.6	Evaluate and look to use predictive technology, robotic process automation and artificial intelligence in the delivery of improved health and social care services.	John Wood	31-Mar-2023		<input type="text" value="0%"/>	
DS 4.7	Improve digital access for our workforce who currently have little or no access to ICT on a day-to-day basis.	John Wood	31-Mar-2022		<input type="text" value="80%"/>	04-Nov-2021 With the large majority of the workforce already mobilised and able to work from multiple locations, work is now ongoing via the Council's Future Operating Model workstreams. This will equip staff with devices that are deemed appropriate to the role that they are performing and will ensure that people have to the right type of technology for the execution of their duties
DS 5.1	Develop our employees to be comfortable with the technologies we use to deliver services.	John Wood	31-Mar-2022		<input type="text" value="40%"/>	04-Nov-2021 Continued rollout of M365 and associated training on a phased basis.
ICTEA SIRP 03	A programme of work to improve cyber security and resilience across the Council including creation/updating of key security governance documents	Stewart McCall; Anne Yeo	30-Nov-2022		<input type="text" value="35%"/>	14-Sep-2021 High and medium priority remediations identified and a work programme to remediate these is now in progress. Looking to conduct a further assessment to understand how successful our remediations have been this quarter
ICTEA SIRP 07	Migration to M365 SharePoint Online service.	Stewart McCall; Kirsty McIntyre	30-Jun-2022		<input type="text" value="60%"/>	14-Sep-2021 Migration continues, and is now aligned to the deployment schedule for M365
WOR 12	Develop a clear roadmap with regards to analogue to digital transition and wider digital services and resource and skills required.	Eddie Gilmartin	30-Apr-2021		<input type="text" value="100%"/>	03-Sep-2021 A project Manager is now in place and work is ongoing in establishing the base position of Telecare provision within South Ayrshire. The project reports to the Digital Prog Board with regular updates on progress. Next steps include the setting up of PNC8.2 by Tunstall over the coming weeks and the completion of the business case to establish the scope and provide a case for resources for the project. The roadmap is derived from the Digital Office, Digital Playbook which is guiding the project alongside the SAC Digital Strategy.