
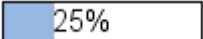

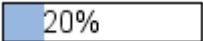

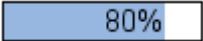

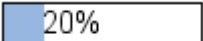



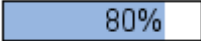





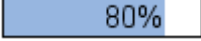

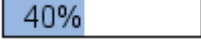
SAHSCP Digital Strategy 2020-2023

Generated on: 08 June 2022



Action	Assigned To	Status	Progress	Due Date	Updates
DS 1.2 Improve the resilience, connectivity and digital co-location experience across our locations.	Danielle Rae		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 60%	30-Dec-2022	ICT Digital Advisor attended the Partnership's Senior Management Team meeting on 19 th May to provide information and guidance on digital resilience. A guide will be produced for managers to consider when updating their Business Continuity Plans.
DS 2.2 Work collaboratively with partners on federation of email/calendar/contact.	Danielle Rae		<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 75%	30-Dec-2022	SAC 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 to ensure NHS staff can also access SAC system easily.
DS 2.3 Redesign and rebuild the Partnership's website with a focus on delivering digital services and digital engagement.	Danielle Rae		<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 75%	30-Dec-2022	The HSCP website is being further developed on an iterative basis to ensure it is service user focused. This requires an intensive piece of work initially and the level of resource required for this is currently being scoped. South Ayrshire Council are proposing to close the archive website in July 2022 so this work is being prioritised currently.
DS 2.4 Conduct a fitness-for-purpose assessment of all applications implement the recommendations.	Danielle Rae		<div style="width: 40%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 40%	31-Mar-2023	ICT Advisor has begun a fitness-for-purpose assessment on Carefirst in May 2022. This should be concluded by end of July 2022. A report on the findings will be taken to the Directorate Management Team then to the Digital Programme Board. The next fitness-for-purpose assessment will be carried on CM2000.
DS 2.5 Develop and deliver mobile ways of working which are integrated into our models for service delivery.	Danielle Rae		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 60%	31-Mar-2023	Progress in this area continues with the deployment of CM2000, the 'Bring Your Own Device' pilot and consideration of lone working systems. The Young Person's Support and Transitions Team are piloting this work with the use of iPads.
DS 3.1 Evaluate the long-term options around Partnership's casework management system	Danielle Rae		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%	30-Dec-2022	This relates to scoping a successor system to Carefirst and work has not yet begun. This will be informed by the fitness-for-purpose assessment being carried as detailed at action DS

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and upgrade/replace.					2.4. Continuous 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.	Danielle Rae			30-Dec-2022	See update for DS 2.3 in terms of improvements required to the website. Other areas for consideration is the promotion of South Ayrshire Lifeline on the HSCP website and ensuring contact with the HSCP is as easy as possible.
DS 3.3 Ensure information on service users can be shared securely to assist service staff and carers.	Danielle Rae			31-Mar-2023	Currently at the pilot stage.
DS 4.2 Look to communicate and engage with our employees using digital technology.	Danielle Rae			31-Mar-2023	Significant improvements mainstreamed into the HSCP's approach to internal comms. Newsletters and other forms of internal comms improved. Using M365 apps such as SWAY. Will consider other ways of engaging with staff through apps like Yammer once M365 is deployed across the HSCP. Enhanced Digital Colleagues have been identified across service areas to support colleagues with the M365 rollout.
DS 4.3 Work with partners and the Local Government Digital Partnership on Digital Telehealth and Telecare projects.	Danielle Rae			31-Mar-2023	<p>The business case has been presented to and agreed by the IJB. Recruitment to the Project posts is underway with the aim of having staff in place by May 2022.</p> <p>We are now involved with the Digital Office as an 'Early Adopter' HSCP for a shared ARC Technology Solution which is:</p> <p>The shared ARC Technology Solution is a multi-tenant cloud-based Telecare system. Telecare service providers would use the same shared cloud-based ARC technology solution but continue to operate autonomously, whilst unlocking a range of benefits and new possibilities for service delivery.</p> <p>The Digital Office for Scottish Local Government, with funding and backing from the Scottish Government, will lead the</p>

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					<p>national procurement of the proposed shared ARC technology solution.</p> <p>This approach will deliver:</p> <ul style="list-style-type: none"> • A simplified and expedited route to digital telecare • Reduced technical burden • Support for existing arrangements • Cost and resource savings • A platform to drive innovation
DS 4.4 Look to use technology to improve the scheduling of home carers and monitoring of external care suppliers.	Danielle Rae			30-Sep-2022	Action complete for in-house services i.e. implementation of CM2000. Tender exercise complete for outsourced CAH which requires providers to use CM2000. On target to have external monitoring by the 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.	Danielle Rae			31-Mar-2023	This action is being taken forward by the ICT Advisor and the Child Protection and Adult Protection Lead Officers. As part of this, the information on the website will be reviewed as will the process to report concerns.
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.	Danielle Rae			31-Mar-2023	This action will be superceded by an action to centralise the telephony system to effectively manage inbound contacts. Proposal develop by ICT Advisor.
DS 4.7 Improve digital access for our workforce who currently have little or no access to ICT on a day-to-day basis.	Danielle Rae			31-Mar-2022	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.	Danielle Rae			31-Mar-2022	Continued rollout of M365 and associated training on a phased basis. Training options have been sought for the Directorate Management Team.

