HSCP Digital Strategy 2020-2023

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south ayrshire
health & social care
partnership

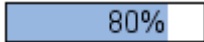| Action	Evidence	Assigned To	Status	Progress	Due Date	Updates
DS 1.1 Work collaboratively with partners to achieve security compliance across our entire estate.	-- enter action details here --	Thomas Griffin	✅	100%	30-Sep-2021	19-Apr-2021 This action is reported in SAC ICT Service Improvement and Recovery Plan specifically action ICTEA SIRP 03: A programme of work to improve cyber security and resilience across the Council including creation/updating of key security governance documents.
DS 1.2 Improve the resilience, connectivity and digital co-location experience across our locations.	-- enter action details here --	Thomas Griffin	✅	100%	30-Dec-2022	03-Apr-2023 SAC Is now PSN accredited. Local sites now all have HSCP wifi access with increased access to teams etc from SAC -> NHS. NHS not due for further rollouts until new digital strategy is complete
DS 1.3 Work collaboratively with partners and providers to consider opportunities for improving connectivity.	-- enter action details here --	Thomas Griffin	✅	100%	31-Mar-2023	19-Apr-2021 This action is reported in SAC Council Plan 2018-2022 specifically action 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.
DS 2.1 Work collaboratively with partners to rollout Microsoft 365.	-- enter action details here --	Thomas Griffin	✅	100%	30-Sep-2021	19-Apr-2021 This action is reported in SAC ICT Service Improvement and Recovery Plan

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						specifically action ICTEA SIRP 07: Migration to M365 SharePoint Online service.
DS 2.2 Work collaboratively with partners on federation of email/calendar/contact.	-- enter action details here --	Thomas Griffin		100%	30-Dec-2022	03-Apr-2023 Pilot due to close phase 1 where SAC and NHS can access calendar and presence mgmt. Phase 2 will begin in august. Action taken as far as possible
DS 2.3 Redesign and rebuild the Partnership's website with a focus on delivering digital services and digital engagement.	-- enter action details here --	Thomas Griffin		100%	30-Dec-2022	03-Apr-2023 Completed in terms of Website build and promoting engagement. New digital strategy will incorporate digital champions and content developers to create based on guidelines and standards.
DS 2.4 Conduct a fitness-for-purpose assessment of all applications implement the recommendations.	-- enter action details here --	Thomas Griffin		100%	31-Mar-2023	07-Sep-2022 All applications have been reviewed. Briefing note to go to DPB on the 13/09
DS 2.5 Develop and deliver mobile ways of working which are integrated into our models for service delivery.	-- enter action details here --	Thomas Griffin		100%	31-Mar-2023	03-Apr-2023 Carers have access to CM2000 and teams on mobile devices. Staff have the ability to add teams / email to their own personal devices. Services able to request 2-in-1 devices (pilot in reablement) as well as tablets to carry out daily tasks.
DS 2.6 Look to develop mobile solutions for our workforce, enabling them to deliver more to our service users in the community.	-- enter action details here --	Thomas Griffin		100%	31-Mar-2023	19-Apr-2021 This action is reported in SAC Council Plan 2018-22 specifically action COPL 06.2a: Develop mobile solutions for our workforce, enabling them to deliver more to our residents in the community.

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DS 3.1 Evaluate the long-term options around Partnership's casework management system and upgrade/replace.	-- enter action details here --	Thomas Griffin		100%	30-Dec-2022	03-Apr-2023 Business Case to be created as Council will not fund replacement. This action to be carried onto new digital strategy.
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.	-- enter action details here --	Thomas Griffin		100%	30-Dec-2022	03-Apr-2023 See 2.3
DS 3.3 Ensure information on service users can be shared securely to assist service staff and carers.	-- enter action details here --	Thomas Griffin		70%	31-Mar-2023	03-Apr-2023 To be moved to new strategy as service plans to move documents onto sharepoint.
DS 4.1 Development of a digital engagement strategy for the Partnership.	-- enter action details here --	Thomas Griffin		100%	30-Sep-2021	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.	-- enter action details here --	Thomas Griffin		100%	31-Mar-2023	03-Apr-2023 TO be moved over to the Communications strategy. Digital solutions (Yammer, Sway, Sharepoint, The Core) exist for communication
DS 4.3 Work with partners and the Local Government Digital Partnership on Digital Telehealth and Telecare projects.	-- enter action details here --	Thomas Griffin		20%	31-Mar-2023	06-Apr-2022 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.

We are now involved with the Digital Office as an 'Early Adopter' HSCP for a shared ARC Technology Solution which is: |

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						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. The Digital Office for Scottish Local Government, with funding and backing from the Scottish Government, will lead the national procurement of the proposed shared ARC technology solution. This approach will deliver: • 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.	-- enter action details here --	Thomas Griffin	▷	80%	30-Sep-2021	23-Jun-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

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						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.	-- enter action details here --	Thomas Griffin	▷	50%	31-Mar-2023	23-Jun-2022 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.	-- enter action details here --	Thomas Griffin	★	100%	31-Mar-2023	12-Sep-2022 Superceded by Telephony rationalisation.
DS 4.7 Improve digital access for our workforce who currently have little or no access to ICT on a day-to-day basis.	-- enter action details here --	Thomas Griffin	▷	100%	31-Mar-2022	12-Sep-2022 Increase form 80% - Staff have access to wellington sq training suite. Staff have appropriate devices based on work style.
DS 5.1 Develop our employees to be comfortable with the technologies we use to deliver services.	-- enter action details here --	Thomas Griffin	🏹	100%	31-Mar-2022	03-Apr-2023 Whilst training available for Teams and related applications recognition that staff required more time and support to embed. Refreshed plan within the new digital strategy.
DS 5.2 Work with partners to baseline digital skills internally and identify a programme for improvement.	-- enter action details here --	Thomas Griffin	✔	100%	31-Mar-2023	19-Apr-2021 This action is reported in the HSCP Corporate Workforce Plan 2019-2022 specifically action: WOR 12 Develop a clear roadmap with regards to analogue to digital transition and wider digital

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						services and resource and skills required.