AssessmentNo	872	Owner	Alastair.Handley
Resource	HSCP	Service/Establishment	Joint
	First Name	Surname	Job title
Head Officer	Alastair	Handley	Systems, Digital &Information Governance Manager
	(include job titles/organisation)		
Members	Alastair Handley (Systems, Digital &Information Governance Manager) Robert Sullivan (Digital Business Lead) Bob Purdon (Health Improvement Lead) Fraser Downie (Mental Health IOM)		
	(Please note: the word 'policy' is used as shorthand for stategy policy function or financial decision)		
Policy Title	West Dunbartonshire Health &Social Care Partnership Digital Strategy 2024 - 2027		
	The aim, objective,purpose and intended out come of policy		
	HSCP Digital Strategy covering 2024-2027, aim is to set out a number of key areas which the HSCP will focus on over the duration of the strategy to become a more digitally mature organisation. The strategy has an internal focus, identifying areas where progress would be required to improve digital maturity, linking back to a recent national digital maturity assessment exercise. Looks at structures in place to support change, identifying areas which will require focus and looking at opportunities moving forward. Outcomes will be in the enablement of individual projects that will support the strategy and changes to how digital skills are considered, developed and supported.		
	Service/Partners/Stakeholders/service users involved in the development and/or implementation of policy.		
	Across the HSCP including both parent organisations.		

Does the proposals involve the procurement of any goods or services?	Yes
If yes please confirm that you have contacted our procurement services to discuss your requirements.	No

SCREENING

You must indicate if there is any relevance to the four areas

Duty to eliminate discrimination (E), advance equal opportunities (A) or foster good relations (F)	Yes
Relevance to Human Rights (HR)	Yes
Relevance to Health Impacts (H)	Yes
Relevance to Social Economic Impacts (SE)	Yes

Who will be affected by this policy?

The HSCP Digital Strategy will have an impact across both staff and service users. Internally whether through a focus on digital skills, using new systems or becoming more digitally aware as an organisation there will be an impact on staff. This isn't anything new as there are already systems in use along with use of digital technologies but would be supportive and offer solutions that should have a positive impact. For service users any digital strategy that would focus on the digital customer experience, digital channels and inclusion/exclusion will have an effect, and will bring benefits such as improved access to information and simplified processes for contacting HSCP including online forms, however should be clear that current means of accessing services e.g. telephone calls to duty services will be maintained. In addition and project that would support the digital strategy would be responsible for its own specific equality impact assessment.

	Who will be/has been involved in the consultation process?
	Alastair Handley (Systems, Digital &Information Governance Manager) Robert Sullivan (Digital Business Lead) Bob Purdon (Health Improvement Lead) Fraser Downie (Mental Health IOM)
	Please outline any particular need/barriers which equality groups may have in relation to this policy list evidence you are using to support this and whether there is any negative impact on particular groups.

	Needs	Evidence	Impact
Age	Barrier - numbers of people without internet access who could not make best use of digital channels, suggestion that this has a higher impact on older age groups.	The Scottish Household Survey 2021 indicated that the proportion of households with internet access had risen across all households, however there are a number of factors impacting on access including age.	Retaining existing non-digital routes will ensure no negative impact. For all age groups, possibly younger more engaged in particular although exclusion can still be an issue, potential for positive impact of digital access to information and / or resources 24/7. In addition potential positive impact on families of older people who have other routes to access information.
Cross Cutting	Barrier - identified through Citizens Panel 2023, barriers around online safety, low level of digital skills, poor mobile reception were identified alongside costs of broadband and devices/	Citizens Panel 2023 identified barriers around online safety, poor mobile reception alongside cost of broadband and devices. Should be noted that 71% noted no barriers to digital communications and 80% of responders were aware of sources of digital support.	Retaining existing non-digital routes will ensure no negative impact. Similar to socio-economic impact. If HSCP can play a role in raising awareness of available digital support with service users both awareness and barriers may become less of an issue.
Disability	Barrier - specific accessibility type software may be required to support digital access.	Based on experience of supporting users who used Jaws screen reader	Retaining existing non-digital routes will ensure no negative impact. Don't think this would act as a further exclusion given alternative routes. Many people affected may already be digitally aware

			and have software in place to support general use but this could form part of any focus on digital inclusion.	
Social & Economic Impact	Barrier - cost of being online and accessing equipment. Need - explore potential of facilitating use of reconditioned laptops and tablets for all groups. Provision of devices and free WiFi in libraries and other community venues.	Feedback captured at World Cafe Mental Health events in this area, similar issues arise across all client groups. As detailed above, digital strategy will look at areas such as improving digital channels however current non-digital routes will be maintained. Opportunities for improving digital inclusion through partners is a key element of the digital strategy to support inclusion.	Retaining existing non-digital routes will ensure no negative impact. Focus on digital inclusion may have a positive impact on this area given focus on devices and potential for identifying needs to training and support within communities	
Sex				
Gender Reassign				
Health				
Human Rights				
Marriage & Civil Partnership				
Pregnancy & Maternity				
Race				
Religion and Belief				
Sexual Orientation				

Actions
Policy has a negative impact on an equality group,but is still to be implemented, please provide justification for this.
Will the impact of the policy be monitored and reported on an ongoing bases?
Delivery plan will be written up alongside the strategy focusing on individual projects which can then be monitored and reported on through HSCP Governance including reporting to Senior Management Team and HSCP Board/Audit &Performance.
Q7 What is you recommendation for this policy?
Intoduce
Please provide a meaningful summary of how you have reached the recommendation
The HSCP Digital Strategy will help provide the HSCP, including its Senior Management Team and Board, with a focus on the potential for digital developments across a number of areas that will

bring together change projects within the HSCP with digital focus and set out areas where attention, focus and developments will be required. The strategy will allow the HSCP to improve its digital maturity, which is a key Scottish Government focus, by looking to improve position across systems used, digital skills, access to information and governance structures. It should also serve to increase awareness and visibility of digital within the HSCP. The hope would be that a number of areas identified would bring benefits both within the HSCP and for members of the public looking to engage either for information or services and have a positive impact on inclusion, engagement and support provided. Although digital exclusion is clearly an issue, which has been identified and will be actioned through the strategy, the strategy itself will not impact on access to HSCP services through existing routes.