Dumfries and Galloway
Integration Joint Board

22nd September 2022

This Report relates to
Item 9 on the Agenda

Digital Participation Charter

Presented by Philip Myers

For Approval

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List of Background Papers:	Integration Joint Board 6th August 2020 Item 5 – Digital Health and Care Strategy https://dghscp.co.uk/wp-content/uploads/2020/07/Agenda-Item-5-Dumfries-and-Galloway-Digital-Health-and-Care-Strategy.pdf Community Planning Partnership Board 10th September 2021 Item 3 – Digital Participation Charter https://www.dumgal.gov.uk/communityplanning/media/24854/CPPB-PAPERS-10-September-2021/pdf/CPPB_PAPERS_10_September_2021.pdf?m=637666901264370000
Appendices:	**Appendix 1** - Draft Joint Digital Participation Charter Commitment for NHS Dumfries and Galloway and Dumfries and Galloway Health and Social Care Partnership.

Direction Required to Council, Health Board or Both	If the report content has been the subject of a previous direction please provide the title and reference number of Direction:		
	Title	Reference Number	
	Direction to:		
	1. No Direction Required		X
	2. Dumfries and Galloway Council		
	3. NHS Dumfries and Galloway		
	4. Dumfries and Galloway Council and NHS Dumfries and Galloway		

1. Introduction

1.1 This paper provides the Integration Joint Board with information on Scotland's *Digital Participation Charter (*hereafter referred to as the *Charter*) and makes the request that the Integration Joint Board endorse sign up to the *Charter*.

2. Recommendations

2.1 **The Integration Joint Board is asked to:**

- **Endorse the sign up to Scotland's *Digital Participation Charter***
- **Note the NHS Board endorsed signed up to Scotland's *Digital Participation Charter* at its meeting held on 8th August 2022, with the requirement to provide an annual update on activity associated with the *Charter***

3. Background and Main Report

3.1 In August 2020 the *Dumfries and Galloway Digital Health and Care Strategy 2020-2024* was agreed by the Integration Joint Board. This local strategy was developed within the framework of 'Scotland's Digital Health and Care Strategy: Enabling, Connecting and Empowering' (national strategy) which was published in April 2018.

3.2 The key objectives for the local *Digital Health and Care Strategy* are to:

- Enable people to have more choice and control
- Support the delivery of better outcomes for people
- Make best use of the available resources

3.3 The local *Digital Health and Care Strategy* sets out a number of actions which support integrated ways of working, developing and strengthening communities and making the best use of technology: These actions include:

- Ensure training and support in digital skills is available and accessible to people delivering health and care, including Carers, community groups and volunteers
- Encouraging Partner organisations that deliver care and support to sign up to the *Digital Participation Charter*

- Work in partnership with the local college and universities to ensure that digital skills are embedded within relevant training programmes

3.4   To encourage and support people to access services digitally the Scottish Government is encouraging all organisations delivering health and social care services to sign up to the *Charter* and promote digital participation and basic digital skills.

3.5   The *Charter* is operated by the Scottish Council for Voluntary Organisations (SCVO) with support from the Scottish Government. By signing up to the *Charter* organisations from the Public, Private and Third Sector commit to 5 key pledges:

- *Skill up* – ensuring staff and volunteers have the opportunity to develop essential digital skills
- *Support staff* – Supporting staff and volunteers to help others learn essential digital skills and embrace digital tools
- *Support Scotland* – Support our nation by contributing to resources and practical skills in whatever ways we can
- *The essentials* – Support a common language based on digital participation and essential digital skills
- *Come together* – channelling our efforts through digital participation so that activities are co-ordinated and build upon each other

3.6   The *Charter* website provides access to a range of digital resources, case studies, funding and essential digital skills checklists.

3.7   At the Dumfries and Galloway Community Planning Partnership (CPP) Board meeting held on 10th September 2021 Members agreed all CPP's represented on the CPP Board be invited to sign up to the *Charter*. This presented a renewed opportunity for individual CPP's to make a commitment to ensuring digital and technology is embedded within their organisation.

3.8   Within Dumfries and Galloway the following are currently signed up to the *Charter*; Dumfries & Galloway Council, Third Sector Dumfries & Galloway, Dumfries & Galloway College, Loreburn Housing, Dumfries & Galloway Housing Partnership/The Wheatley Group, University of the West of Scotland, The Hub Dumfries & Galloway, Castle Douglas Community IT Centre and D&G Multi-Cultural Association.

3.9   Across Scotland there are a number of NHS Boards and Health and Social Care Partnerships signed up to the *Charter* including; NHS Ayrshire & Arran, NHS Lothian, NHS Tayside, NHS Health Scotland, NHS 24, Aberdeen City H&SCP, Edinburgh H&SCP, Renfrewshire H&SCP and the Scottish Ambulance Service.

3.10   In signing up to the *Charter* the organisation will have equal parity with other CPP's and local organisations; and importantly be in a position to promote itself as an exemplar in terms of supporting digital participation and inclusion through the various strands of digital work being undertaken.

3.11   In order to support the *Charter* there is a requirement to have in place a statement demonstrating our commitment to digital participation and inclusion.

3.12   The Statement of Commitment should be focused around 3 principles:

Organisational Statement, Commitment to Digital Participation and *Support Offered.*

3.13   The joint Statement of Commitment for the NHS Board and Integration Joint Board (**Appendix 1**) has been drafted from existing local strategies and shared with the following for endorsement:

- The Community Health and Social Care e-Health Committee
- The Care at Home Assistive and Inclusive Technology Workstream
- Community Health and Social Care Leadership Team
- Governance and Performance Group

3.14   The Governance and Performance Group at its meeting on 14th July 2022 highlighted the requirement for the (to be established) Digital Programme Board to consider 'workforce' as part of its focus and agreed that in terms of reporting and governance the *'Charter'* should sit under the Digital Programme Board.

3.15   The NHS Board, at its meeting on 8th August 2022, endorsed sign up to the *Charter* and requested an update on the *Charter* on an annual basis.

3.16   The developing Digital Skills Strategy for Dumfries and Galloway will be a key focus to support digital workforce development across CPP's. Ensuring a digitally inclusive and skilled workforce is vital in terms of developing digital solutions which enhance staff experience, service delivery and patient outcomes.

4.   Conclusions

4.1   Digital inclusion and participation can have a number of benefits for the health and social care system including; lowering the cost of delivering services, more appropriate use of services and improved patient adherence to medicines and treatments.   For patients and Carers there are benefits in improved self management of long term health conditions, time and cost saved in accessing services, reduced loneliness and isolation.

4.2   Moving forward the ongoing work around Assistive and Inclusive Technology, building upon work undertaken during the Covid-19 pandemic to support digital access and skills in communities and continuing engagement with the developing Digital Skills Strategy for Dumfries and Galloway will be a key focus which supports our commitment to the *Charter* and joint working with our CPP's.

5.   Resource Implications

5.1   Signing up to the *Charter* will not result in any additional financial or staffing cost to the organisation. The *Charter* is an overarching commitment and many of the organisations existing and planned work will align to the five *Charter* pledges highlighted above. Any future activity or interventions where there are identified financial impacts will be reported to the appropriate Committee for scrutiny.

6.   Impact on Integration Joint Board Outcomes, Priorities and Policy

6.1   Providing digitally inclusive services has a wide reaching impact and contributes to the 9 National Health and Wellbeing Outcomes for Health and Social Care and the 7 Strategic Commissioning Intentions.

| 6.2 | Existing programmes of work contribute to a number objectives and actions highlighted in the IJB Digital Health and Care Strategy (as detailed in sections 3.2 and 3.3). |

7. Legal and Risk Implications

7.1 A low risk appetite is identified for this paper as the paper is concerned with demonstrating commitment to digital inclusion through 'signing up to' the *Charter.*

8. Consultation

8.1 The following have been consulted during the development of this paper:
- The Community Health and Social Care e-Health Committee
- The Care at Home Assistive and Inclusive Technology Workstream
- Community Health and Social Care Leadership Team
- Governance and Performance Group

9. Equality and Human Rights Impact Assessment

9.1 An impact assessment has been completed. However, since the *Charter* is predominantly an overarching principle the impact assessment can only assess the key principles/ethos of the Charter. It is stressed that as individual digital initiatives are developed as part of agreed programmes of work they will be subjected to individual impact assessment.

10. Glossary

CPP	Community Planning Partnership
H&SCP	Health and Social Care Partnership

APPENDIX 1

Scotland's Digital Participation Charter

NHS Dumfries and Galloway / Dumfries and Galloway Health and Social Care Partnership

Our Commitment

1.   Organisation Statement:

'People living happier, healthier lives in Dumfries and Galloway'
The vision of Dumfries and Galloway IJB Strategic Commissioning Plan

NHS Dumfries and Galloway and the Dumfries and Galloway Health and Social Care Partnership are responsible for the healthcare of approximately 148,000 people.

The *Dumfries and Galloway Model of Care* highlights the health and social care support that people may need to access in order to achieve their chosen outcomes as partners in their own care.

The model highlights personal resources, family, friends and unpaid Carers, community based social supports, no residential health and social care, local hospitals and residential care, out of region health and social care and education, housing, environment and employment as being key in supporting people to achieve the health and wellbeing outcomes.

The model is underpinned and supported by good conversations, relationships, technologies, innovation and integrated ways of working.

2.   Commitment to digital participation:

The Dumfries and Galloway Health and Social Care Partnership recognise the critical importance of embedding and mainstreaming technology in order to sustain quality, safe, efficient and effective care and support.

Our intention is to build services round the individual, using digital opportunities to increase their choice and control over their lives.

Ensuring engagement with our communities and by working closely with our partners we will seek to address digital health and care inequalities.

The Integration Workforce Plan identifies and outlines the positive contribution that digital technology will have in transforming care and support and how it will support people to manage the own health and care. The Plan outlines our commitment to ensuring we provide opportunities for our staff to develop their digital skills and understanding.

3.   Support offered:

We are happy to share our approaches to digital transformation and work in collaboration to eliminate digital exclusion across our region and Scotland