

Adult Health and Social Care

Digital Strategy

Delivery Plan 2022 to 2024

Adult Health and Social Care: Digital Strategy Delivery Plan 2022 - 2024

Our Vision and Ambitions for people of Sheffield

Our vision is that 'everyone in Sheffield lives in a place they can call home, in communities that care, doing things that matter to them, celebrated for who they are - and when they need it, they receive care and support that prioritises independence, choice, and recovery.

The vision is centred around delivery of five outcomes and six commitments. The commitments and outcomes are the guiding principles we will follow and how we deliver the strategy. They show how we'll achieve our outcomes and highlight what we want to do better. These commitments are:

1. Support people to live a fulfilling life at home, connected to the community and

resources around them, and provide care and support where needed.

2. Provide temporary assistance to help people regain some stability and control in their life following ill health or crisis
3. Provide care and support with accommodation where this is needed in a safe and supportive environment that can be called home.
4. Make sure support is led by 'what matters to you', with helpful information and easier to understand steps.
5. Recognise and value unpaid carers and the social care workforce, and the contribution they make to our city.
6. Make sure there is a good choice of affordable care and support available, with a focus on people's experiences and improving quality.

The Adult Health & Social Care Digital Strategy

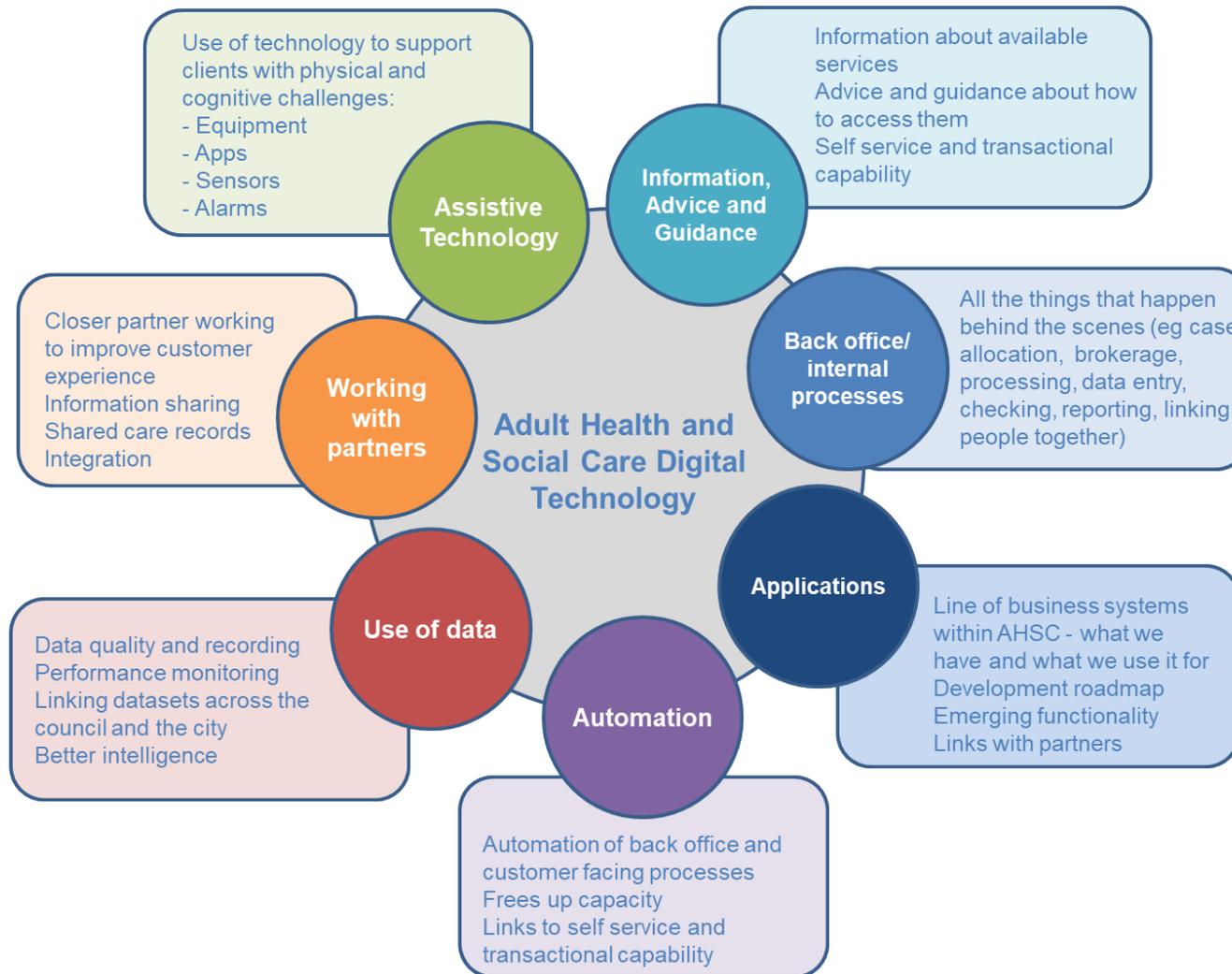
The Adult Health & Social Care Digital Strategy is a key enabler which supports the future design of Adult Health and Social Care.

It articulates how we aim to make use of digital technology across Adult Health and Social Care to deliver the vision and ambitions for the people of Sheffield.

This Delivery Plan aims to support the ambitions and governance roles of the Committee by setting out clear delivery milestones which allow us to track progress towards these aims across a variety of project and service led activity.

How is Digital Technology used in Adult Health & Social Care?

The use of digital technology in adult social care is wide ranging. It is used directly by adult social care clients, our partners and our internal staff, as well as “behind the scenes” to enable our processes and ways of working.



What Does Good Look Like?

Assistive Technology

Where do we want to get to?

- We support improved experiences and independent living through the use of technology enabled care and digital solutions
- Our staff (internal and partners) understand what's available and how to support people to get it

Information, Advice and Guidance

Where do we want to get to?

- The information we provide meets the needs of everyone in Sheffield, with plain language and simplified access steps.
- We enable self service options and allow people to transact with us digitally.
- People can access their own information.

Back Office / Internal Processes

Where do we want to get to?

- Our processes support our practice
- Behind the scenes, our processes are digital by default
- Our processes look, feel and flow like they are all part of the same system
- Our processes are effective and efficient

Applications

Where do we want to get to?

- Applications exist to support our practice and our processes
- Applications are simple to use
- Our use of applications is confident and consistent
- We are making the most of the tools we have

Automation

Where do we want to get to?

- We automate wherever it makes sense to
- We use automation to minimise waste and speed up our processes
- We use our people to do the things that only a person can do
- We free up time to care

Use of data

Where do we want to get to?

- We use data to make sound decisions
- We use outcomes of customer insight and audits arising from all frameworks to drive continuous improvement
- We are able to link datasets across the council and the city when we need to

Working with partners

Where do we want to get to?

- We share information with our partners as standard so that customers can meet their outcomes quicker and don't have to tell the same story over and over again
- We share digital processes with our partners to enable multi disciplinary approaches and reduce duplication
- We know who is working on a case

Key Enablers

Where do we want to get to?

- Ownership and governance support the strategy
- Our use of digital technology supports our practice model
- Our workforce is supported to use the technology
- We follow consistent design principles
- We embed digital change effectively

Adult Health and Social Care Digital Strategy Delivery Plan

Accountable Officer: Director Adult Health and Social Care

Accountable Committee/ Board: Adult Health and Social Care Policy Committee

Warning note: Please be aware that this delivery plan shows a useful view of milestones and actions which contribute towards the Adult Health & Social Care Digital Strategy but which are, in many cases, being delivered as part of projects and programmes with a broader remit (for example the future design of adult social care operating model). This means that many of these milestones / actions also appear in other delivery plans. The dates and RAG statuses shown here are correct at the time of compilation but in the event of any discrepancy, please defer to the dates/statuses shown in the originating delivery plan.

Completed/ On Track
 Close Monitoring in Place
 Identifying a Risk
 Not Started

Theme	Milestone/action	By when	Lead	RAG
Assistive Technology Page 65	Technology Enabled Care (TEC) Market Position Statement	November 2022	Strategic Commissioning Manager (TEC Lead)	
	Extension to TEC Monitoring Service Contract	November 2022	Strategic Commissioning Manager (TEC Lead)	
	Design, development and implementation of new TEC service offer	September 2024	Strategic Commissioning Manager (TEC Lead)	
	Identify key available technology and provide workforce development to support its use	Tbc	Strategic Commissioning Manager (TEC Lead)	
Information, Advice and Guidance	Complete design and configuration of an improved information, advice, and self-help offer (platform).	March 2023	Assistant Director, Mental Health, Safeguarding and Access	
	Produce web content plan for Adult Social Care	March 2023	Assistant Director, Mental Health, Safeguarding and Access	
	Review and refresh web content across the service	December 2023	Assistant Director, Mental Health, Safeguarding and Access	
	Customer portal	April 2024	Assistant Director, Mental Health, Safeguarding and Access	
	Customer needs self-assessment	April 2024	Assistant Director, Mental Health, Safeguarding and Access	

	Customer financial self-assessment	Tbc	Assistant Director, Mental Health, Safeguarding and Access	
	Enhanced internal information, advice and guidance for staff	December 2023	Chief Social Work Officer	
Back Office / Internal Processes	Short term process improvement as part of future design of adult social care operating model phase 1 implementation	March 2023	Principal Programme Manager	
	Cataloguing and review of processes as part of the future design of adult social care operating model	December 2023	Principal Programme Manager	
Applications	Agree governance and prioritisation process for applications development to ensure alignment with strategy	February 2023	Principal Programme Manager	
	Prioritise current backlog for Liquid Logic development	February 2023	Principal Programme Manager	
	Short term systems improvement as part of future design of adult social care operating model phase 1 implementation	March 2023	Principal Programme Manager	
	System developments arising from review of processes as part of the future design of adult social care operating model	December 2023	Principal Programme Manager	
Automation	Identification and sizing of opportunities to put forward for prioritisation within corporate automation project (pilot areas)	March 2023	Service Manager, Operations	
	Identification of further automation opportunities arising from review of processes as part of the future design of adult social care operating model	December 2023	Service Manager, Operations	
	Automated customer experience survey go live (iterative development)	February 2023	Service Manager, Business Support, Operations	
	Social Care Accounts Service Automation (to be delivered as part of corporate Income and Payments Programme)	tbc	Assistant Director Governance and Inclusion	
Use of Data	Customer insight repository	December 2023	Principal Programme Manager	
	Workforce development (data recording)	December 2023	Chief Social Work Officer	

	Workforce development (data sharing)	April 2024	Chief Social Work Officer	
	Identify and plan further actions to deliver this aspect of the strategy	June 2023	Principal Programme Manager	
Working with partners	Provider portal (Controcc) - Care home providers using portal to receive and review organisation/financial information and raise queries / request updates	June 2023	Assistant Director, Commissioning and Partnerships	
	Provider portal – review additional portal functionality and implement where appropriate (for example to allow providers more direct contact with social workers)	December 2023	Assistant Director, Commissioning and Partnerships	
	Delegation Portal – allows a social worker to delegate tasks to a provider (for example reviews) and to give providers access to information stored in Liquid Logic (eg assessments)	December 2023	Assistant Director, Commissioning and Partnerships	
	Roll out provider portal to all new providers (eg homecare providers as part of new health and wellbeing contract)	December 2023	Assistant Director, Commissioning and Partnerships	
	Identify digital multidisciplinary team (MDT) working requirements, including community and hospital interfaces as part of the future design of adult social care operating model	December 2023	Principal Programme Manager	
Key Enablers	Agree ownership and governance of Adult Health & Social Care Digital Strategy	February 2023	Principal Programme Manager	
	Workforce offer is being developed as part of the future design of adult social care operating model	June 2023	Chief Social Work Officer	
	Develop approach to embedding digital change	tbc	Principal Programme Manager	
	Workforce development – digital skills	tbc	Chief Social Work Officer	
	Digital design principles	tbc	Principal Programme Manager	

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