

Argyll and Bute HSCP Equality and Socio-Economic Impact Assessment (EQIA)

Section 1: About the proposal

Title of Proposal

Business Admin transformation

IJB ref No 2021-4: Admin & clerical general productivity/efficiency enhancement via shift to digital working in 2020/21 to 2021/22.

Intended outcome of proposal

To free up admin resources to reinvest in front line services and support achievement the HSCP cost saving target.

Description of proposal

The HSCP is over the next 2 years investing in a number of digital and IT tools to reduce the burden of work on staff and support “digital first” approach for service delivery enhancing mobile and agile working of staff, reducing travel costs and driving out cost efficiencies through natural turnover of admin staff and productivity gains in admin support.

This is an extensive programme of work captured under a programme “Business Admin Transformation” involving a number of projects which include:

- Roll out of Office 365 in the NHS by September 2020 and its comprehensive implementation through to March 2021 (subsequent alignment with council of office 365)
- Centralised medical records booking service, supporting achievement of waiting times targets 18 month project commencing April 2020
- Electronic scanning of Social work records and digital retrieval
- NHS Highland Electronic Patient Record (EPR) scanning project
- Carefirst mobile App – allowing staff to work agile and free up time travelling to office/base to up load information
- Expanding the use of the council contact centre service to free up social work staff time.

HSCP Strategic Priorities to which the proposal contributes

This work underpins the main strategic aim of the Partnership but specifically includes:

- Institute a continuous quality improvement management process across the functions delegated to the Partnership.
- Support staff to continuously improve the information, support and care that they

- deliver.
- Efficiently and effectively manage all resources to deliver Best Value

Lead officer details:

Name of lead officer	Stephen Whiston
Job title	Head of Strategic Planning and Performance
Department	E-Health/Planning/Performance

Appropriate officer details:

Name of appropriate officer	Kristin Gillies/ Stephen Morrow/Dougie Hunter
Job title	Senior Planning Manager/Deputy Head of E-Health/ Senior Manager Performance and Improvement
Department	Strategic Planning and Performance

Sign off of EQIA (Head of Service):	Stephen Whiston
Date of sign off:	25/02/20

Who will deliver the proposal?

This will be delivered by a number of specific project groups which will be established from April 2020 and reported through the Transformation Board.

Section 2: Evidence used in the course of carrying out EQIA

Consultation / engagement

Historic scoping and admin review outcome pieces of work with staff and stakeholders including previous projects e.g. Civica Social Work scanning project which was suspended.

Formal project PIDS which will include establishment of project/SLWG with staff, TU and stakeholder involvement will be drawn up.

Data

Scotland's Digital Health and Care Strategy April 2018 – “Enabling, connecting, empowering

HSCP Admin Services Review May 2019 – closure report and recommendations:

- Co-location as an enabler - opportunities for closer joint working
- Centralised Booking of appointments project
- Impact of Fixed-Term Recruitment
- Review of HSCP SLT management structure (PAs)
- Child Health / Children & Families Admin support
- Admin support for Corporate services
- PA resource at Locality level
- Reception staff at local hospitals Integrated Care facilities

Other information

Relates to existing IJB transformation projects including Care First system expansion and replacement, replacement of NHS telecommunications systems and interface system, development with portal roll out to allow GP, Acute service and Social work service information sharing to improve patient outcomes

Gaps in evidence

HSCP admin review closure report in May 2019 clearly identified the value of staff engagement in contributing to outcomes when this focused on specific projects instead of “generic all encompassing admin review”.

This needs to be include/captured and picked up as part of the specific project arrangement which will be captured under “HSCP Business Administration transformation” programme of work

Section 3: Impact of proposal**Impact on service users:**

	Negative	No impact	Positive	Don't know
Protected characteristics:				
Age		X		
Disability		X		
Ethnicity		X		
Sex		X		
Gender reassignment		X		
Marriage and Civil Partnership		X		
Pregnancy and Maternity		X		
Religion		X		
Sexual Orientation				
Fairer Scotland Duty:				
Mainland rural population			X	
Island populations			X	
Low income		X		
Low wealth		X		
Material deprivation		X		
Area deprivation		X		
Socio-economic background		X		
Communities of place?		X		
Communities of interest?		X		

Impact on service deliverers (including employees, volunteers etc):

	Negative	No impact	Positive	Don't know
Protected characteristics:				
Age		X		
Disability		X		
Ethnicity		X		
Sex		X		
Gender reassignment		X		
Marriage and Civil Partnership		X		
Pregnancy and Maternity		X		

	Negative	No impact	Positive	Don't know
Religion		X		
Sexual Orientation		X		
Fairer Scotland Duty:				
Mainland rural population			X	
Island populations			X	
Low income		X		
Low wealth		X		
Material deprivation		X		
Area deprivation		X		
Socio-economic background		X		
Communities of place?				X
Communities of interest?				X

If any 'don't knows' have been identified, at what point will impacts on these groups become identifiable?

Changes to digital delivery e.g. on line appointments. Self service, sign posting of services may identify impacts to these communities in rural and mainland areas due to access.

How has 'due regard' been given to any negative impacts that have been identified?

Admin staff roles and performance of functions will be affected by the outcome of programmes and projects that will require organisational change processes.

Section 4: Interdependencies

Is this proposal likely to have any knock-on effects for any other activities carried out by or on behalf of the HCSP? Yes

Details of knock-on effects identified

The impact on various staff groups through the roll out of the "Business Admin Transformation Programme" will staff training requirement, role and JD review and in some areas redeployment of a number of staff due to changing arrangements e.g. centralised booking of appointments.

There will be opportunities to redeploy these staff to services across the HCSP without impact on their "base location" as the new digital tools will remove distance as a barrier to admin service delivery.

All such changes will be as per NHS and council organisational change policy and procedures.

Section 5: Monitoring and review

How will you monitor and evaluate the equality impacts of your proposal?

There will be detailed project plans developed which includes monitoring and evaluation of this outputs and outcomes.

Section 6: Publication

How will you publish this EQIA?

On the website and other communication channels.

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