



DIGITAL STRATEGY 2025-30

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Executive Summary

East Dunbartonshire HSCP will use digital transformation to address our biggest challenges and deliver connected, inclusive, and person-centred care. This strategy focuses on four themes that turn national ambitions and local context into practical change:

- Digital culture & leadership – building the skills, behaviours and distributed leadership that enable change.
- Service delivery & innovation – improving access and experience, reducing duplication and manual work.
- Joined-up data & information – enabling secure, timely insight to support decisions and outcomes.
- Collaboration & integration – working seamlessly across health and social care.

By 2030, people in East Dunbartonshire will experience faster, simpler access to support, with digital options available alongside non-digital routes. Staff will work in connected, data-enabled teams with less duplication and clearer insights. Success will be evidenced by:

- Culture and capability
- Digital-first access
- Streamlined processes
- Better experiences for people and staff
- Financial and efficiency benefits

We will manage implementation of the strategy through a concise, annually refreshed Delivery Plan which sets out priorities, feasibility, risks, costs, benefits and quick wins, linking actions to the goals in this strategy and reporting progress via the Digital Health and Care Strategy Board and to the Integration Joint Board as required.

Introduction

This strategy builds on the significant progress and investment made in our digital transformation journey since the HSCP was established in 2015. It sets out our strategic direction, key drivers, local context, and priorities for advancing the digital agenda to better support people in accessing health and social care services, enable a digitally confident workforce, and promote openness, accessibility, and inclusion in service delivery.

We recognise that our population is increasingly confident in using digital tools in everyday life and expects health and social care services to offer the same level of convenience, responsiveness, and personalisation. At the same time, we are committed to ensuring that no one is left behind. Digital inclusion is a core principle of this strategy, and we will work to remove barriers, support digital skills, and provide alternative access routes so that everyone can benefit from the opportunities digital transformation brings.

Our Vision

Using digital to care together and make a positive difference by enabling connected, inclusive, and person-centred services that improve lives.

Delivering this vision will require a sustained culture shift across the organisation, with leaders and teams modelling new digital ways of working and continuously improving how we plan, deliver and evaluate services. Digital transformation will also support our climate and sustainability goals by reducing travel, cutting waste, enabling remote working, and supporting net zero ambitions.

Strategic Goals

- Culture and capability – baseline workforce digital skills and improve year-on-year through targeted learning and support.
- Digital-first pathways – apply a digital-first standard (with assisted or offline options) to all new or redesigned pathways and publish the pattern for teams to use.
- Streamlined processes – identify priority pathways and reduce duplicate data entry via integration/automation; measure reduction from the agreed baseline.
- Better experiences – establish baseline user and staff digital experience scores and raise them year-on-year where changes are introduced.
- Financial impact – track cash-releasing and time-releasing benefits and increase net benefits year-on-year, verified through evaluation.

This strategy is closely aligned with the NHSGGC Digital on Demand Strategy, East Dunbartonshire Council's Digital Strategy, and the Scottish Government's Health & Social Care Service Renewal Framework. It reflects shared ambitions to deliver person-centred, data-driven, and digitally enabled services that are proactive, integrated, and sustainable. Together, these frameworks guide our commitment to using digital to care together and make a positive difference.

Principles

Our digital strategy is shaped by the five core principles outlined in the Health and Social Care Service Renewal Framework 2025-2035. These principles provide a foundation for how we design, deliver, and evolve digital services to meet the needs of individuals and communities across East Dunbartonshire.



Prevention

We will use digital tools and data to support early intervention, proactive care, and self-management, reducing reliance on reactive services and improving long-term outcomes.



People

Our digital services will be person-centred, inclusive, and responsive to individual needs, ensuring that technology enhances the human aspects of care.



Community

We will strengthen local digital infrastructure and capabilities to support community-based care, enabling services to be delivered closer to home and tailored to local contexts.



Population

We will use population health data and analytics to inform planning, target resources effectively, and address inequalities, ensuring digital solutions contribute to better health for all.



Digital

We will support the adoption of modern digital platforms and innovative technologies to improve service efficiency, accessibility, and quality. Our focus will be on enabling systems to connect and share information securely, and on promoting user-friendly digital experiences for staff and service users.

Strategic Themes & Priorities

This strategy sets out how we will provide integrated, accessible, and secure digital health and social care solutions for everyone, based around the following four strategic themes:



1. Developing and embedding a digital culture and skills across the HSCP

We will support the development of digital skills and confidence across our workforce, encouraging a culture that embraces digital approaches and continuous learning to improve service delivery and collaboration.

Priorities:

- Strengthen the digital champions network and promote peer learning, including access to digital leadership programmes
- Embed digital skills as a core competency through recruitment, induction, and ongoing professional development
- Promote the ethical and responsible use of AI to improve efficiency and explore innovation in health and social care services



2. Improving service delivery through innovation and investment in digital change

We will identify and support opportunities to enhance service delivery through the use of innovative digital tools, technologies, and approaches, ensuring that digital change is purposeful, inclusive, and aligned with the needs of our communities.

Priorities:

- Support service redesign through digital tools and innovation
- Improve digital access to services for service users and carers
- Identify and learn from best practice to inform local innovation



3. Improving access to joined-up data and information

We will work towards improving access to timely, accurate, and connected data and information, supporting better decision-making, more coordinated care, and a clearer understanding of service impact.

Priorities:

- Work towards implementing a new social care digital system
- Engage with and champion the development of a digital front door, improving access to information and services for the public
- Enhance access to meaningful data and reporting tools to support decision-making and service planning



4. Improving organisational collaboration and integration between social care and health

We will promote digital solutions that strengthen collaboration and integration across health and social care, enabling more joined-up working, shared systems, and improved outcomes for the people we support.

Priorities:

- Enable joined-up working through shared digital platforms and tools, including the Microsoft 365 collaboration programme
- Share innovation and best practice across organisational boundaries
- Support cross-sector digital working groups to coordinate efforts and share insights



Theme 1: Developing and embedding a digital culture across the organisation and equipping our workforce with the digital skills they require

Digital transformation is not just about technology. It is about people, culture, and leadership. Progress depends on how we lead and work together. This culture will underpin all other themes and enable sustainable change.

A confident, digitally skilled workforce is essential to the success of our strategy. We will foster a culture that embraces digital approaches, encourages continuous learning, and supports staff to use technology effectively in their roles. This means going beyond technical training to embed digital thinking into every aspect of our organisational development.

We will strengthen our digital champions network, providing peer support and leadership across teams. We will also ensure that digital skills are integrated into recruitment, induction, and professional development processes, so that all staff have the opportunity to build their confidence and capability.

Our approach will be inclusive and responsive to the needs of our workforce. We will identify gaps in skills and access, and tailor support accordingly. This includes promoting ethical innovation, such as the responsible use of artificial intelligence, and ensuring that staff understand the implications of new technologies for service delivery and data management. While infrastructure and standards are governed by partners, every member of staff is responsible for device security, phishing/social-engineering awareness and good information governance. We will provide regular training and local compliance checks.

By embedding digital skills and culture across the organisation, we will enable more efficient, collaborative, and flexible ways of working. This will not only improve service delivery but also enhance staff satisfaction, retention, and wellbeing.

Outcomes

- Staff digital skills and confidence grow year-on-year.
- More teams use digital tools to collaborate and automate routine tasks.
- Staff are supported to work securely and responsibly with information.
- People report improved ways of working and greater job satisfaction as digital approaches are adopted.



Theme 2: Improving service delivery through innovation and investment in digital change

Digital transformation is reshaping how health and social care services are designed and delivered. Our ambition is to embed innovation into every stage of service development, ensuring that digital solutions are not only technically effective but also meaningful and inclusive for the people who use them. We aim to create services that are more responsive, flexible, and tailored to individual needs, offering both digital and non-digital options to ensure accessibility and choice. We will maximise the use of existing technology platforms before investing in new solutions, embedding a culture of continuous improvement and digital maturity.

We have made excellent progress in rolling out Digital Telecare, positioning East Dunbartonshire HSCP as a leader in this area. The successful implementation of a Shared Alarm Receiving Centre (ARC) has created a strong foundation for future innovation in community-based care. This infrastructure enables us to respond more quickly and effectively to service users, improving safety, independence, and outcomes. Building on this, we are exploring the introduction of a responder app for home care staff, which will allow real-time updates, location tracking, and streamlined communication between responders and the ARC, enhancing coordination and reducing response times.

These developments reflect our commitment to staying ahead of the curve and harnessing the full potential of digital technologies. We will continue to invest in accessible, user-friendly tools that support self-management and personalised care, such as remote health monitoring and online service access. These solutions empower individuals to take greater control of their health and wellbeing, while also enabling professionals to deliver more proactive and efficient support. We will work with communities so that new tools strengthen early help and community connections while streamlining pathways for people and staff.

Innovation will be driven by collaboration with partners, service users, and staff. We will actively seek out and apply best practice from across Scotland and beyond, adapting successful models to our local context. Our focus will be on solutions that enhance service quality, reduce duplication, and improve outcomes. We will also support flexible working arrangements for staff, enabling more efficient service delivery and better use of resources.

Outcomes

- More people choose digital options, with support available for those who need it.
- Services are easier to access and use, whether online or offline.
- Technology-enabled care leads to quicker responses and safer outcomes.
- Staff and service users experience less duplication and fewer manual steps in redesigned processes.



Theme 3: Improving access to secure joined-up data and information

Access to high-quality, connected data is essential for delivering safe, effective, and person-centred care. Our strategy prioritises the development of systems and processes that enable timely, secure, and meaningful data sharing across health and social care. This will support better decision-making, more coordinated services, and a clearer understanding of the impact of our work.

We will work with partners to improve interoperability between systems, reduce duplication, and ensure that data is collected and used consistently. This includes supporting the implementation of a new social care digital system. These initiatives will help individuals navigate services more easily and empower them to engage with their own health and care data.

As part of our commitment to improving access to joined-up data and information, we will actively support the national Digital Front Door (DFD) programme, delivered in partnership with COSLA and the Scottish Government. The DFD will provide a single, accessible digital entry point for health, social work, and social care services, enabling people to manage appointments, access information, and interact more effectively with services. We will work collaboratively with national and local partners to ensure that the implementation of the DFD in East Dunbartonshire reflects the needs of our local communities, supports digital inclusion, and maximises the benefits for both service users and staff.

We recognise that high-quality, joined-up data is essential for safe, person-centred care and for planning and improvement. We will reduce silos and expand access to timely, fit-for-purpose information for service leaders, frontline teams and citizens. In line with the national data strategy, we will uphold ethical use of data, support citizen access with assisted options, and enhance reporting and analytics so teams can target resources, evaluate performance and address inequalities more effectively.

Security and trust are central to our approach. We will continue to uphold high standards of data governance, ensuring that information is managed ethically and transparently.

Outcomes

- Staff and leaders have easier access to up-to-date information for planning and decision-making.
- Information is entered once and shared across systems, reducing unnecessary repetition.
- People can view and manage their own health and care information, with help available if needed.
- Data is used responsibly and ethically to improve services and tackle inequalities.



Theme 4: Improving organisational collaboration and integration between social care and health

Integrated care depends on strong collaboration between organisations, and digital technology plays a vital role in enabling this. We are committed to strengthening the digital foundations that support joint working across health and social care, ensuring that professionals can share information, coordinate support, and deliver services more effectively.

Our partnership arrangements with NHS Greater Glasgow & Clyde and East Dunbartonshire Council mean that we operate across two ICT infrastructures. While this presents challenges, it also offers opportunities to align strategic priorities and develop shared solutions that benefit all partners. We will continue to work closely with both organisations to reduce duplication, improve access to systems, and streamline digital processes.

Digital platforms such as Microsoft 365 are already helping to break down barriers between teams, enabling more collaborative working and better communication. We will build on this progress by supporting cross-sector digital working groups, promoting shared learning, and encouraging innovation across organisational boundaries.

Our goal is to create a culture of integration where digital tools support joined-up planning, delivery, and evaluation. This will lead to more consistent experiences for service users, better use of resources, and improved outcomes across the board.

Outcomes

- Teams across health and social care work together more easily using shared digital tools.
- Communication and information sharing between organisations is smoother and more reliable.
- Fewer systems and processes are duplicated, making joint working more efficient.
- Service users benefit from more coordinated support and better outcomes.

Governance and Delivery

Robust governance is essential to delivering our digital ambitions in a way that is strategic, inclusive, and sustainable. A Digital Health and Care Strategy Board (DHCSB) has been established within the HSCP to oversee the implementation of this strategy. The DHCSB meets regularly to prioritise actions, monitor progress against our digital roadmap, and ensure alignment with both local and national objectives. It provides a structured mechanism for decision-making, accountability, and continuous improvement. An annual Delivery Plan will be developed to support the implementation of this strategy.

The DHCSB brings together representatives from across the HSCP and its partner organisations, enabling a collaborative approach to digital transformation. This ensures that digital initiatives are grounded in operational realities, informed by service user needs, and responsive to emerging opportunities.

To ensure credible, measurable progress, the DHCSB will oversee a baseline and target-setting exercise for the first iteration of the Delivery Plan. This will confirm measures and owners for each strategic goal; establish current baselines from available systems and sample studies; agree how often each dataset will be updated and the data definitions we will use; and set time-bound targets that are realistic. Until baselines are confirmed, this strategy expresses directional outcomes; numeric targets will be published and reviewed through the Delivery Plan and reported to governance thereafter.

We recognise that our digital ambitions must be delivered within a challenging financial context. The HSCP continues to face significant cost pressures, and funding levels do not fully match the scale of demand or the pace of change required. As a result, digital transformation must be carefully prioritised and aligned with wider service redesign efforts to maximise impact and value. The DHCSB plays a key role in identifying opportunities where digital investment can support efficiency, improve outcomes, and contribute to financial sustainability. Where we choose to invest, we will apply proportionate benefits-realisation and post-implementation review so that anticipated outcomes are delivered and value for money is demonstrable.

In line with the ambitions of the Service Renewal Framework, we are committed to delivering whole system impact, ensuring that digital transformation supports not just individual services, but the broader integration and sustainability of health and social care. This means aligning digital initiatives with strategic planning, workforce development, community engagement, and population health improvement. Our governance approach will ensure that digital change contributes meaningfully to the overall performance, resilience, and equity of the system.

We are also committed to horizon scanning where we are proactively identifying future trends, technologies, and policy developments that may influence health and social care, and understanding the art of the possible. This forward-looking approach allows us to anticipate challenges, explore innovative solutions, and remain agile in a rapidly evolving digital landscape. We will undertake horizon scanning collaboratively with partners and neighbouring areas to identify shared opportunities early and translate them into practical, joint programmes of work.

Collaboration with other partnerships is also a cornerstone of our delivery model. We will continue to engage with neighbouring HSCPs, NHS Boards, local authorities, and national programmes to share learning, align priorities, and co-develop solutions. This includes participating in regional and national digital forums, contributing to shared platforms, and supporting joint initiatives that enhance integration and efficiency across the system.

Together, these governance and collaboration mechanisms will ensure that our digital strategy remains focused, adaptable, and capable of delivering meaningful change, even in the face of financial constraints.

Context & Drivers

East Dunbartonshire Health and Social Care Partnership operates in a dynamic environment shaped by demographic change, evolving national policy, and the need for integrated, person-centred services. Our strategy responds to these drivers, ensuring digital transformation delivers meaningful benefits for our communities, workforce, and partners. The context set out below informs our four strategic themes, and further detail is provided in the appendices that follow.

Demographic pressures

East Dunbartonshire faces rising demand for health and social care, driven by a rapidly growing 85+ population and higher-than-average life expectancy. These trends increase complexity and require flexible, responsive services. While most residents have access to digital tools, digital exclusion persists for some older people, disabled individuals, and those in deprived areas. Our approach prioritises inclusion, offering assisted digital and non-digital options to ensure equitable access.

Partnership and infrastructure

We deliver services across NHS Greater Glasgow & Clyde and East Dunbartonshire Council ICT environments. Core infrastructure, cyber security, and architectural standards are managed by our partners. Our focus is on optimising shared platforms and embedding robust information governance locally. Every member of staff plays a role in maintaining device security, recognising phishing and social engineering risks, and upholding data protection standards.

National and regional alignment

Our strategy is closely aligned with the Scottish Government's Digital Health & Care Strategy, Data Strategy, and Service Renewal Framework, as well as regional priorities set out in NHSGGC Digital on Demand and East Dunbartonshire Council's Digital Strategy. We will support the implementation of the national Digital Front Door programme, adapting it to local needs and ensuring assisted digital support is available.

Digital maturity and improvement

We have established strong foundations in digital collaboration, governance, and skills development. However, we recognise the need to address ongoing challenges, including limited investment capacity, technical resources, and information sharing barriers. Reducing duplication and improving decision support remain key priorities for future improvement.

Sustainability and value

Digital transformation supports our commitment to sustainability by reducing travel, paper use, and waste, and by enabling smarter scheduling and remote working. These actions contribute to our net zero ambitions and improve working conditions for staff.

Appendix 1: HSCP Strategic Context

Every HSCP Board is required to produce a Strategic Plan that sets out how they intend to achieve or contribute to the National Health and Wellbeing Outcomes. Our current Strategic Plan for 2025-30¹ identifies six strategic objectives and five strategic enablers to support service delivery, emphasising the need to plan and deliver services that contribute to health, wellbeing and safety throughout people's lives. Our Digital Strategy aligns with our objectives and enablers, playing a key role in supporting service delivery and improvement through maximising the potential of digital solutions.

Vision: Caring together to make a positive difference

Strategic Priorities

- Empowering people
- Empowering and connecting communities
- Prevention and early intervention
- Public protection
- Supporting carers and families
- Improving mental health and recovery

Strategic Enablers

- Collaborative commissioning
- Infrastructure and technology
- Maximising operational integration
- Medium-term financial and strategic planning
- Workforce and organisational development

The Strategic Plan also sets out the following core areas of action in the digital agenda for the lifetime of the plan:

- Continue to maximise technology enabled care and digital solutions implementation.
- Maximise the use of technology/digital delivery through service redesign.
- A digital first approach in support of wider digital transformation.
- Increasing the availability of online, digital and virtual solutions for people who would benefit from these options.

The medium-term financial outlook for the HSCP highlights significant cost pressures, with levels of funding not matching the full extent of these pressures. This necessitates the identification of cost savings through a programme of transformation and service redesign. These financial challenges restrict the opportunities for the organisation to invest in new solutions. However, through the process of service redesign, there is a commitment to maximise the use of technology and digital delivery of services. Given financial constraints, we will prioritise changes that reuse national and partner platforms; deliver clear cash-releasing or time-releasing benefits within 12–24 months, reduce duplication across NHS and Council systems, and carry low change-management overhead.

¹ <https://health.eastdunbarton.gov.uk/media/0swfobzf/hscp-strategic-plan-2025.pdf>

Appendix 2: HSCP Partner Bodies

Our digital infrastructure and system architecture are largely managed by partner bodies, including NHS Greater Glasgow & Clyde, East Dunbartonshire Council, and national shared services. This means that core elements such as hosting environments, network security, and enterprise platforms fall outside our direct operational control. As a result, this strategy does not include detailed provisions for infrastructure-level concerns such as cyber security, data centre resilience, or architectural standards. Instead, we focus on how we utilise and optimise these shared platforms to deliver local transformation, ensuring alignment with national frameworks while recognising that technical governance and investment decisions for foundational systems are made externally.

Relevant infrastructure, cyber resilience, and architectural details are comprehensively addressed within the NHSGGC Digital on Demand Strategy and the East Dunbartonshire Council Digital Strategy, to which this strategy is closely aligned. However, we recognise that every member of HSCP staff has personal responsibilities for cyber security, adhering to policies, handling information safely, and maintaining vigilance against threats such as phishing.

East Dunbartonshire Council

East Dunbartonshire Council's five-year Digital Strategy 2024-29² sets out its priorities and commitments to the transformation of public services using digital technology. Founded on 10 key principles that align with the national Digital Strategy, the Council's strategy identifies four themes for setting out its commitments and actions:

- Digital foundations
- Digital culture
- Person-centric services
- Digital learning and teaching

The strategy includes a commitment to work in partnership with the HSCP to deliver transformational change in service provision, leading to positive health and wellbeing outcomes. The priorities that underpin this goal include enabling early intervention, prevention and harm reduction, providing greater self-determination and choice, and enabling independent living for longer.

² <https://eastdunbarton.moderngov.co.uk/documents/s9393/EDC-035-24-AD%20-%20SPPF%20-%20Appendix%204%20-%20Digital%20Strategy%202024-2029.pdf>

NHS Greater Glasgow & Clyde

Digital on Demand 2023-28³, NHS Greater Glasgow & Clyde's five-year strategy, sets out its vision to connect citizens and staff to deliver the best care possible. In the context of seven strategic themes (data and clinical informatics; digital clinical safety; remote practice; citizen access; safer use of medicines; workforce digital literacy and skills; and regulatory and cyber security), the strategy details the planned delivery of six priority programmes:

- Digital health and care records
- Innovation and systems development
- Safer diagnostics
- eMedicines programme
- Decision support
- Technology estate

The strategy includes a commitment to work closely with Health and Social Care Partnerships and wider community partners, using collaborative methods to further advance innovative practice. Better joined-up data at both the individual level and across systems will enable services to pro-actively identify and address inequalities in access and outcomes.

³ <https://www.nhsggc.scot/downloads/digital-health-care-strategy-digital-on-demand-2023-2028/>

Appendix 3: National Drivers for Change

When shaping our strategic direction and service delivery plans, we must consider the drivers for change at both local and national levels. The Scottish Government has outlined strategic digital aims and objectives for health and social care across a wide range of publications. While many have informed our thinking, a selection of key documents are summarised below for reference.

National Digital Health and Care Strategy⁴

Enabling, Connecting and Empowering: Care in the Digital Age, the Scottish Government's national Digital Health and Care Strategy was published in 2021 and outlines how the care and wellbeing of people in Scotland can be improved by making best use of digital technologies in the design and delivery of services. It sets out how this will be delivered through three key aims and a focus on six priority areas:

- Digital access
- Digital services
- Digital foundations
- Digital skills and leadership
- Digital futures
- Data-driven services and insight

Data Strategy for Health and Social Care Update 2025⁵

The Scottish Government's national Data Strategy for Health and Social Care was published in 2023 and outlines how the care and wellbeing of people in Scotland can be improved by making best use of data in the design and delivery of services. Progress was reported in 2025, with the following eight updated priority action areas identified:

- Ethical approaches to data
- Data access
- Talent and culture
- Protecting and sharing information
- Technology and infrastructure
- Information standards and interoperability
- Creating insights from data
- Research and innovation

Health & Social Care Service Renewal Framework 2025–2035⁶

The Health & Social Care Service Renewal Framework sets out a long-term vision for a person-led, prevention-focused, digitally enabled health and social care system in Scotland. It is built around five core principles: Prevention; People; Community; Population; and Digital. The framework aims to shift care closer to home, improve access and outcomes, reduce inequalities, and ensure services are designed around what matters most to individuals. It outlines major changes including enhanced digital access, integrated care

⁴ <https://www.gov.scot/publications/scotlands-digital-health-care-strategy/>

⁵ <https://www.gov.scot/publications/health-social-care-data-strategy-2025-update-progress-priorities/>

⁶ <https://www.gov.scot/publications/health-social-care-service-renewal-framework/>

pathways, and a stronger focus on community-based services. The framework also emphasises digital inclusion, ensuring everyone can benefit from digital transformation regardless of background or ability.

Scotland's Population Health Framework 2025–2035 ⁷

The Scottish Government's Population Health Framework sets out a long-term vision for a healthier Scotland, focusing on prevention, equity, and digital innovation. The framework is built around five core principles:

- **Prevention:** Prioritising early intervention and proactive care to reduce the need for reactive services and improve long-term health outcomes.
- **People:** Ensuring services are person-centred, inclusive, and responsive to individual needs, with technology enhancing the human aspects of care.
- **Community:** Strengthening local digital infrastructure and capabilities to support care closer to home, tailored to local contexts.
- **Population:** Using population health data and analytics to inform planning, target resources, and address inequalities, ensuring digital solutions contribute to better health for all.
- **Digital:** Supporting the adoption of modern digital platforms and innovative technologies to improve service efficiency, accessibility, and quality, while promoting digital inclusion.

The framework aims to shift care closer to home, improve access and outcomes, reduce inequalities, and ensure services are designed around what matters most to individuals. Digital inclusion is a core principle, with a commitment to removing barriers and supporting digital skills so everyone can benefit from digital transformation.

⁷ <https://www.gov.scot/publications/scotlands-population-health-framework/>

Appendix 4: East Dunbartonshire Demographics

Despite relatively low average levels of deprivation, East Dunbartonshire faces challenges in terms of demand for health and social care services. These demands are in a significant part due to an ageing population and high life expectancy, with East Dunbartonshire currently experiencing the largest growing 85+ population in Scotland, which is the age-group most in receipt of services.⁸

The growth in the 85+ population is projected to continue to rise by around 5% per year. The significantly longer life expectancy in East Dunbartonshire (compared to the Scottish average), means that proportionately more older people here are likely to be affected by long-term conditions such as cancer and arthritis that can lead to further health complications. Older people are one of the groups that are likely to need more support in digital skills, so it is important that we consider the digital capability and resilience of those accessing our services when planning our digital roadmap.



In public health terms, it is also crucial to recognise the impact of relative poverty on health and wellbeing. Despite relative prosperity overall in East Dunbartonshire, the known impact of deprivation in affected communities is an issue that the HSCP must prioritise in order to ensure that access to and impact of services is equitably targeted to people and communities at risk of poorer health.

According to the 2023 Scottish Household Survey, 92.9% of households in East Dunbartonshire have home internet access, which is above the Scottish average. Among adults, 95.7% use the internet, and notably, internet use among those aged 60 and over in East Dunbartonshire is also 95.7%, significantly higher than the national average for this age group. However, digital exclusion remains an issue, particularly for older people, disabled people, and those living in more deprived communities.⁹

⁸ <https://health.eastdunbarton.gov.uk/media/w0qnfmcx/joint-strategic-needs-assessment-2024.pdf>

⁹ <https://www.gov.scot/publications/scottish-household-survey-2023-results-internet/>

Appendix 5: Digital Maturity

Each year, the HSCP participates in a national digital maturity self-assessment review coordinated by the Scottish Government. Based on a standardised questionnaire available for all NHS Boards, local authorities, and HSCPs, the results help to identify our strengths and the main challenges and priority areas for improvement as set out in this document. We recognise the inherent limitations of the digital maturity assessment, which uses a fixed question set and often requires generalised responses that may not fully capture local context and nuance.

Our strengths:

- Use of digital solutions to support improved communication, collaboration and remote working
- Leadership and ownership of the digital strategy and related projects
- Digital project governance
- Information governance structures and processes
- Digital skills development opportunities
- Adoption of recognised principles, methodologies, frameworks and standards

Areas for improvement:

- Financial planning for investment in digital technology
- Availability of technical resources and change management capabilities
- Information sharing capabilities with partners
- Duplication of information collection
- Digital solutions and decision support capabilities to assist health and social care professionals

We have already delivered significant digital improvements across our services, and this strategy seeks to build on these successes. Key achievements to date include:

- Rollout of Digital Telecare and Shared Alarm Receiving Centre
- Development and launch of a new HSCP website
- Rollout of Microsoft 365 productivity and collaboration tools
- Promotion of virtual patient management solutions
- Promotion of the Ask Sara self-help website