



Scottish Borders Council – Digital transformation in Social Care and Social Work

David Robertson
Chief Executive
Scottish Borders Council



CGI and Scottish Borders Council – our partnership

- Procurement agreement
- Our jointly produced digital strategy
- The vision - Fit for 2024 and beyond.



The need for digital transformation

“We are trying to ensure that council services will continually improve to better reflect the needs and priorities of local people despite increasing demands and the financial challenges ahead. We are committed to using digital solutions to empower our staff, gather high quality data and analysing this to drive performance improvement across the Council.”

David Robertson
SBC Chief Executive



We have a shared vision: to make the Scottish Borders a smart connected rural region, supporting better outcomes and encouraging opportunity for everyone who lives and works here.

Environment and Sustainability

Greener low carbon ways of doing things to ensure a sustainable Scottish Borders.
Solutions for reduced travel, paper & other resources

For Citizens

Customer Led Service Delivery
Interact through the channel of their choice
Informative, proactive alerting and information

For Communities

Scotland leading integrated care journey
Proactive Digital participation
Streamlined Digital Funding Process

Connected Care

Allowing clients better access to more relevant services
Addressing Isolation and Loneliness
Helping clients and carers with digital solutions
Increasing capacity and reducing unnecessary cost

For Businesses

Easy to interact
Extra Value Services
Smart capability embedded in
new infrastructure

Smart Rural Region

Transformed Service Delivery

Automation and IOT driving end to end automated service delivery
prioritising the citizen, community and local business
Proactive, data driven optimised service delivery freeing up
capacity in the back office to enable the front office

For Colleagues

A digital workplace with the tools, capability and
training to deliver services where it's best to deliver
them

Maximising Revenue Streams

Advertising availability of vacant industrial & commercial
Premises. Enabling on-line booking of community assets



Future Skilled Workforce

Creating a digital edge for SBC and the whole area
Continuous education and learning
Aligned to future jobs
Promotion of young people's digital skills



Pathfinder Social Care: the challenge

- **703,000** care visits per year, delivered by:
 - 360 frontline staff
 - 40 agency staff
 - 19 FTE back office staff.
- External providers delivered a further 921K visits per year (*50/50 split now – TM enabled the increase*).
- All visits scheduled and managed via manual processes and manual scheduling.
- Key service for the Council where we recognised that the introduction of new tech could substantially improve service delivery to clients and the working lives of staff.





Pathfinder Social Care: the objective

- **Enhance the customer experience:**
 - Real time updates
 - Better communication
 - Increased feedback
- **Improve and enhance the staff experience:**
 - Health, safety and well being
 - Productivity
 - Focus on care and not manual administration
- **Reduce admin overheads**
- **Allow data to be used to drive performance improvement between the Council and its partners.**





Pathfinder Social Care: the solution

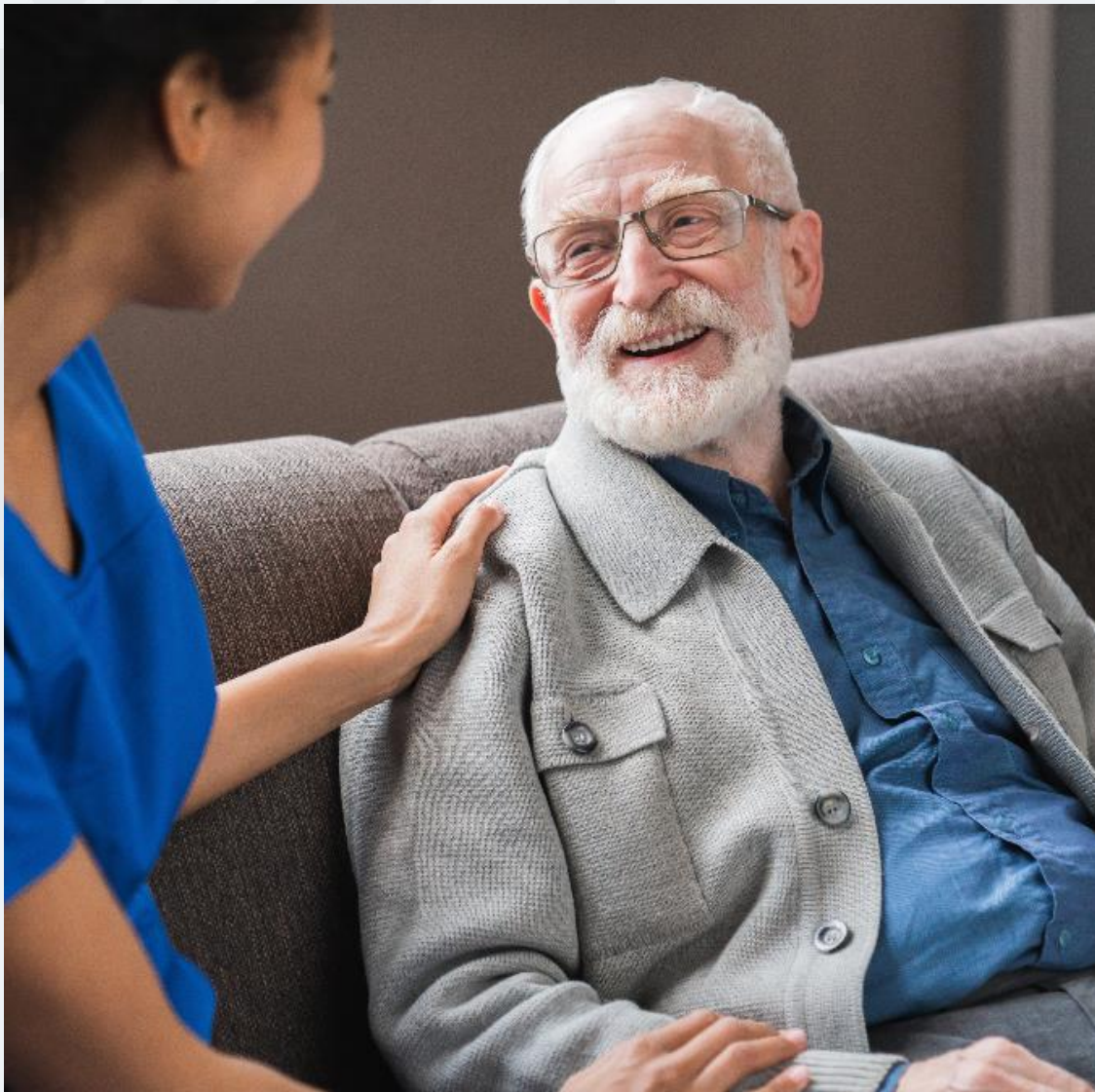


- Total Mobile was identified and selected to be the Council's Enterprise Mobility platform
 - Real time management and information
 - Dynamic scheduling (scheduling by the system)
 - Lone worker protection
 - Optimised scheduling, reducing effort and increasing capacity
- Reducing CO2 estimations by an estimated 21 to 41 tonnes annually
- Unlocking savings £0.44M to £0.62M
- With a potential for a further 10-15% efficiency gain for front-line staff (partially allowed increase in hours along with other factors).

Pathfinder Social Care: supporting transformation

- The pathfinder is delivering success through 4 interlinked and heavily dependent work streams:
 1. The Council Information Hub
 2. Enterprise Mobility
 3. Process Redesign and Simplification
 4. Data Governance, Maturity and Culture.





Pathfinder Social Care: the challenges

- “It’s Aye Been”
- Taking people with you
- The tech is too clever by half!
- The phones aren’t big enough!
- Embedding the Change
- Hearts and Minds
- The potential.....



Pathfinder Social Care: the benefits

- Improve the outcomes for citizens
- Empower and mobilise frontline staff
- Improve efficiency to build capacity
- Use data assets to inform better operational and strategic decisions
- Transform the delivery of Social Work
- Set the standards, methodologies and models for future phases of work
- Financial benefits
- Drive ongoing transformational change across the Council's other service areas.





Thank you