

Health and Social Care Alliance Scotland (the ALLIANCE)

Consultation Response: A consultation on the new Digital Strategy for Scotland December 2020



Introduction

The Health and Social Care Alliance Scotland (the ALLIANCE) welcomes the opportunity to respond to this consultation on the new Digital Strategy for Scotland. Our response is informed by consultation with our members and partners on digital health and care policy and practice within Scotland, and our own digital programme work. In 2017, we engaged with over 1000 Scottish citizens and professionals to explore how digital could help to transform and enable better GP services through 'Our GP'.¹ Between 2018-2019, we held engagement events across Scotland to exhibit a variety of digital health, care and wellbeing tools through Discover Digital, and in 2020 we started work on creating a Digital Health and Care resource aimed at citizens.² More recently, we produced a report on third sector experiences of using video conferencing platforms during COVID-19,³ and our ongoing 'My World My Health' project, funded by the Nesta Data Dialogues fund, explores people's views on how data related to wider determinants of health might be used for health and wellbeing.⁴

Since 2011, the ALLIANCE has also managed the ALISS (A Local Information System for Scotland) Programme. ALISS is a national digital service funded by the Scottish Government and coproduced with citizens and professionals living and working within communities throughout Scotland to help people find and share information about a wide range of organisations, groups, services and activities that can support health and wellbeing and help people to live well. ALISS was developed as a tool to support asset based approaches to health by helping people to find and connect with the assets that exist in their own local communities, based around the things which matter to them across a range of sectors and agencies.⁵ ALISS information is 'crowdsourced', meaning that organisations, groups and individuals across Scotland can work together to build and maintain this.

**Do you think there are opportunities to realise this collaborative approach?
(Yes/No) Please explain why.**

¹ <https://www.alliance-scotland.org.uk/digital/tools-and-materials/our-gp/>

² <https://www.alliance-scotland.org.uk/digital/discover-digital/>

³ <https://www.alliance-scotland.org.uk/blog/opinion/video-conferencing-in-the-third-sector-during-covid-19/>

⁴ <https://www.alliance-scotland.org.uk/digital/get-involved/my-world-my-health/#expanded>

⁵ <https://www.alliance-scotland.org.uk/wp-content/uploads/2017/09/Alliance-ALISS-Report1.pdf>

Yes.

The ALLIANCE welcomes many aspects of the proposed Digital Strategy, particularly the emphasis placed on collaboration and 'joined-up' working. We recognise that this cannot occur overnight and will necessitate sustained effort, targeted resources, and a multi-sectoral and multi-stakeholder approach. We support the collaborative approach set out in the consultation document and strongly encourage the following elements to ensure a positive and equitable Digital Strategy exists for all in society.

An equalities and human rights based approach

In realising this collaborative approach, the ALLIANCE recommends that the overarching digital vision is underpinned by an equalities and human rights based approach (HRBA) to inform decision making across strategy design, implementation, oversight and evaluation. The ALLIANCE understands that the Digital Strategy is intended to be overarching and that separate strategies and action plans will be developed for specific policy areas and population groups, for example the Digital Health and Care Strategy. We believe that the overarching Digital Strategy – as well as sector-specific strategies – should be fundamentally and explicitly human rights based.

A HRBA increases the potential for the Digital Strategy to contribute to the National Performance Framework (NPF) outcomes and therefore the United Nation's Sustainable Development Goals (SDGs).⁶ Mainstreaming equalities and rights throughout the Digital Strategy and aligning it to the NPF Outcomes and Indicators would also help monitor and evaluate its progress against Scotland's public health priorities.⁷

A HRBA is also pertinent to ensure that the Digital Strategy aligns with the range of laws, policies and national strategies specific to the promotion of disabled people's rights in Scotland,⁸ including work to incorporate international human rights law into Scots law.⁹ Viewed through a human rights lens, it is critical that any (digital) barriers that isolate, exclude and so disable an individual, are removed in the

⁶ [https://www.undp.org/content/undp/en/home/sustainable-development-goals.html#:~:text=The%20Sustainable%20Development%20Goals%20\(SDGs,peace%20and%20prosperity%20by%202030.](https://www.undp.org/content/undp/en/home/sustainable-development-goals.html#:~:text=The%20Sustainable%20Development%20Goals%20(SDGs,peace%20and%20prosperity%20by%202030.)

⁷ <https://publichealthreform.scot/the-reform-programme/scotlands-public-health-priorities#:~:text=The%20Scottish%20Government%20and%20COSLA,Health%20Priorities%20in%20June%202018.&text=A%20Scotland%20where%20we%20have,equality%20of%20outcomes%20for%20all.>

⁸ <https://www.gov.scot/policies/disabled-people/#:~:text=Legislation%20to%20protect%20the%20rights,support%20more%20choice%20and%20contro>

⁹ <https://www.alliance-scotland.org.uk/blog/news/making-rights-real-for-disabled-people-in-scotland/>

promotion of independent living and to ensure that people's rights are respected, protected and fulfilled.

Mainstreaming a HRBA provides a way to address rights and interests directly and practically, as well as ensuring transparent and equitable use of data. **The ALLIANCE recommends explicitly embedding a HRBA within the digital vision to demonstrate how it will respect, protect and fulfil the human rights of Scottish citizens at a broader level, beyond our digital rights.**

Valuing the third sector

There is limited reference to the third sector in the proposed strategy. The discussion document refers to “supporting” third sector partners “to develop their digital capabilities and introduce new digital business models”, and “to provide training and support” to equip people with online skills, confidence and information literacy. While this support is welcomed and necessary, it fails to recognise the value of the third sector as a meaningful partner in designing, implementing, and evaluating the forthcoming Digital Strategy.

The third sector plays a key role in supporting people to make personal choices and changes and enabling them to stay well and live independently.¹⁰ The responsiveness of the sector to ongoing changes during COVID-19 highlights its ability to develop and embed good practice, and provide local, tailored services for people and communities.¹¹ As noted in the ALLIANCE report on third sector experiences of using video conferencing platforms during COVID-19, the majority of third sector organisations moved swiftly to remote service delivery in March 2020, utilising tools such as Zoom, Microsoft Teams and Near Me to continue providing essential services to their clients.¹²

Yet, despite being a key site of innovation, the sector can often be overlooked. Loss of income and increased demand for services during COVID-19 is having a direct impact on some organisations' ability to plan and deliver future services. The consequences for those that rely on their vital support is hard to overstate.¹³

The ALLIANCE recommends that the third sector is recognised as a key partner in the design, implementation and delivery of the Digital Strategy. To reflect the vital contribution of third sector, there should be meaningful

¹⁰ <https://www.alliance-scotland.org.uk/wp-content/uploads/2018/06/We-Need-to-Talk-About-Integration-Anthology.pdf>

¹¹ <https://www.alliance-scotland.org.uk/blog/resources/alliance-briefing-paper-valuing-the-third-sector/>

¹² <https://www.alliance-scotland.org.uk/blog/resources/third-sector-experiences-of-using-vc-platforms-during-the-covid-19-lockdown/>

¹³ <https://www.alliance-scotland.org.uk/blog/resources/alliance-briefing-paper-valuing-the-third-sector/>

investment in the sector and adequate, sustainable, and ongoing funding should be provided in the least onerous and bureaucratic way.

Co-production

The discussion document outlines the importance of inclusive services which are “designed around the needs of their users”. The ALLIANCE welcomes this approach: it is imperative that any collaborative approach includes the voices of individuals who access services. However, there is scope to improve on how this is embedded across services. For example, the discussion document notes “future plans” to improve the accessibility of the Bookbug app for “users with a range of disabilities and access requirements, as well as socioeconomic barriers to access”.

The ALLIANCE recommends that priority should be given to co-producing the Digital Strategy, action plans and services with disabled people, people with long term conditions, unpaid carers, people with experience of digital exclusion, and the third sector organisations that work for and with them.

Of the opportunities which you have identified, which do you think are the priority ones?

A human rights based approach, valuing the third sector, and co-production.

Is the vision that we have set out in the supporting narrative in each of these sections the right one? If you have ticked ‘no’ or you think we could improve the vision, please explain why.

The ALLIANCE welcomes the supporting narrative set out in the following sections. However, we believe that there are ways in which these could be improved.

No One Left Behind

The ALLIANCE welcomes the ambition outlined in the supporting narrative for Scotland to be “a more inclusive nation in which the benefits of digital technology can be for everyone”. As we move away from an analogue world, digital inclusion is imperative to reduce inequalities and fulfil human rights.

Rightly, the vision places a large focus on effective digital infrastructure, including in rural areas and for individuals experiencing poverty. This marks a positive foundational step towards ending digital exclusion. However, it fails to acknowledge other priority groups who are at risk of, or who are currently experiencing, digital exclusion. While 88% of Scottish households have access to internet, connectivity

percentages in Scotland drop significantly for some population groups, including those with protected characteristics.¹⁴

For example, the strategy fails to acknowledge the needs and rights of disabled people, who are less likely to use the internet or have access at home.¹⁵ The reasons for this includes issues which would not be fully addressed by connectivity and infrastructure, such as poor literacy or digital skills, cost or privacy concerns.¹⁶ Similarly, the discussion document fails to reference its approach to digital inclusivity for older people in Scotland. People in Scotland are living longer, while average internet use continues to decrease with age,¹⁷ and the older generations are one of the key groups who are most likely to remain disconnected from the internet.¹⁸ There is an opportunity to use effective design and technology as a tool which can contribute to inclusion, independent living, and autonomous ageing.

The vision alludes to digital inclusion for all, but more detail is needed to ensure that the needs, and rights, of people accessing services are considered holistically. It is critical that the needs and rights of excluded and marginalised groups are acknowledged at this strategic level to ensure accessibility is embedded across all government areas.

The consequences of digital exclusion are felt across all areas of life, and it is vital that the risks are fully recognised and understood. Since the outbreak of COVID-19, we have relied on digital communication and new initiatives have been quickly developed and delivered across all sectors. However, there is a risk that this reliance has the potential to widen inequalities by impacting on the social determinants of health if digital exclusion markers are not addressed. Recovery from COVID-19 presents an opportunity to build on the lessons learned during this time to ensure that digitally excluded individuals do not risk losing their voice and visibility as we move to an increasingly digital world.

Services Working for All

¹⁴ For example, the percentage dropped to just 43% for adults aged 75+, and 71% for adults with some form of limiting long-term physical or mental health condition or illness

<https://www.gov.scot/binaries/content/documents/govscot/publications/statistics/2020/09/scottish-household-survey-2019-annual-report/documents/scotlands-people-annual-report-2019/scotlands-people-annual-report-2019/govscot%3Adocument/scotlands-people-annual-report-2019.pdf?forceDownload=true>

¹⁵ https://www.iriss.org.uk/sites/default/files/2020-04/iriss_esss_outline_digital_inclusion_09042020_0.pdf

¹⁶ [http://www.healthcareimprovementscotland.org/evidence/rapid response/rapid response 03-20.aspx](http://www.healthcareimprovementscotland.org/evidence/rapid%20response/rapid%20response%2003-20.aspx)

¹⁷ <https://www.gov.scot/publications/scotlands-people-annual-report-results-2017-scottish-household-survey/>

¹⁸ <https://www.gov.scot/binaries/content/documents/govscot/publications/strategy-plan/2019/04/fairer-scotland-older-people-framework-action/documents/fairer-scotland-older-people-framework-action/fairer-scotland-older-people-framework-action/govscot%3Adocument/fairer-scotland-older-people-framework-action.pdf>

The ALLIANCE supports the narrative set out in this section. We welcome the commitment to inclusive services which are “designed around the needs of their users, rather than the organisational structures or traditions of the organisations that provide them”. We believe that plans for collaboration and coproduction with people with lived experience in service design is vital in shifting the power dynamic between government and Scottish citizens. However, it is important that there is broadened and inclusive engagement in the service design processes with ‘seldom-heard voices’. This will ensure that the voices, expertise, and rights of people with lived experience drive policy and practice, and sit at the heart of design, delivery and improvement of support and services.

The ALLIANCE welcomes the approach outlined in the discussion document which encourages collaborative working between “modern government and organisations [...] to reduce unnecessary duplication of work, improve the way they use data, and the way they deliver services to Scotland’s people”. We value the importance of accessible, streamlined, and cohesive services which work for the people who use them. There is scope for greater collaboration between public sector and third sector organisations, and this approach would help to alleviate any duplication in cross-sectoral digital services. For example, we know that there is cross-over between ALLIANCE’s ALISS platform,¹⁹ and the Scottish Government’s Parent Club.²⁰

Transforming Government

COVID-19 has presented an opportunity for organisations to embrace the power of digital delivery. Tools like reliable video conferencing, instant messaging and other integrated apps have been helpful to third sector health and social care organisations in responding to demand during the pandemic.²¹ For those who are geographically remote or who cannot travel easily, who have internet access and are comfortable using the internet, the increase in online services has been a welcome transition.

However, this is not true for everyone. As public, third and independent sector bodies increasingly become digital organisations, there will be an inevitable decrease in the delivery of face-to-face services. While we support the vision to “take advantage of the opportunities of digital technology”, it is imperative that the impact of an increase in digital approaches is fully considered, particularly in relation to health and social care in which social interactions can be a vital component in safeguarding individual health and wellbeing. Certainly, the impact of limited face-to-face visits during the pandemic has been significant in health and social care. For

¹⁹ <https://www.aliss.org/>

²⁰ <https://www.parentclub.scot/>

²¹ <https://www.alliance-scotland.org.uk/membership/our-members-respond-to-covid-19/moving-digital/#expanded>

example, healthcare interactions often present vital opportunities to identify cases of domestic abuse.²²

Similarly, it must be ensured that the people who are not online, and who choose not to be, are not excluded. Deliberate actions should be set out as part of the Digital Strategy to consider how non-digital services and communications will continue to be guaranteed, on par with the digital vision. It is therefore important to reiterate the value and importance of a 'Digital Choice' approach to promote and protect the health and wellbeing, and rights, of people accessing services.

As we see a sharp uptake in working from home, we must also ensure that appropriate digital systems are in place to support the work of third sector organisations. However, we know that there can be issues facilitating remote working in the third sector. For example, at the start of the pandemic [the](#) ALLIANCE's Community Links Practitioners faced difficulty accessing GP systems remotely, and it took some time for NHS authorisation to be granted. Greater integration across sectors is vital to ensure that digital services can be delivered efficiently, safely, and securely, in people's homes.

A Digital and Data Economy

We welcome the commitment to increase diversity in digital roles, as a focus on digital skills and confidence within the workforce will help enable better digital service provision. However, as technology and society advances, we need to recognise that digital will be an element of nearly every role and steps must be taken to ensure that we are adequately training the workforce.

We know from the ALLIANCE report on third sector experiences of using video conferencing that staff working in health and social care do not always feel confident using technology themselves, yet the people they support often look to them for advice and help with accessing digital services or making the best of digital health and care tools.²³ Resources must therefore be allocated to ensure there are pathways and opportunities for staff from the third sector to become more digitally skilled and confident.

A Vibrant Tech Sector

The launch of Scotland's Artificial Intelligence (AI) Strategy brings new opportunities to ensure that the best use is made of data to achieve health and wellbeing

²² <https://beta.parliament.scot/chamber-and-committees/debates-and-official-reports/what-was-said-in-parliament/meeting-of-parliament-26-11-2020?meeting=12969&iob=117268>

²³ <https://www.alliance-scotland.org.uk/blog/resources/third-sector-experiences-of-using-vc-platforms-during-the-covid-19-lockdown/>

outcomes. We must ensure that citizen's rights, voices and preferences are continuously sought in the development of future AI solutions and that there is public awareness on the issue.

Similarly, there is scope for the revised Cyber Resilience Strategy to support the third sector to become stronger, more resilient and cyber-secure. We welcome the continuation of the Third Sector Cyber Catalyst group of which the ALLIANCE is a member of.

An Ethical Digital Nation

The ALLIANCE welcomes the ethical and moral considerations set out in the supporting narrative. This is imperative to a HRBA and encourages decision-making which places the needs and rights of people at the centre of the digital vision.

As more public services move to digital platforms, personal privacy and digital security concerns are pivotal. This is particularly true in the health and social care sectors which inherently revolves around discrete and confidential personal information. We therefore support the aim set out in the supporting narrative to ensure that digital services “protect personal privacy, give people control of their personal information and ensure transparency”.

Giving people adequate access to information is a fundamental human right, and a key priority in third sector health and social care organisations. Currently, there are barriers in place in terms of accessing information in a fully accessible and convenient way. Similarly, a lot of third sector organisations are unable to get access to data because of data protection issues and confidentiality. As a result, people are not equipped with the appropriate information that they need to do their job and the ability of people accessing services to enjoy their human rights and realise their personal outcomes is impacted. For example, we often hear from ALLIANCE members that a lack of integration between third sector and NHS services means that they are asked to repeat their story when moving from receiving support from a third sector worker, care provider or NHS consultant.

Similarly, access to patient records at an individual level, can often be a convoluted and bureaucratic process. Individuals have a right to information, and, from a human rights perspective, patient health records should be easily accessible to them. In an increasing move to digital, it is imperative that such barriers are not replicated and even more firmly entrenched. Building inclusive and easily navigated services will ensure that we are valuing the rights of people accessing services and simultaneously building their trust in digital services. In the context of digital health and social care, a renewed digital vision offers an opportunity to move away from a paternalistic model of ‘doctor knows best’ towards shared, and supported, decision-

making, and placing autonomy with the patient in meaningfully holding their own data.²⁴

Do you think that the potential actions set out in each section will deliver the vision set out in the supporting narrative? If you have ticked 'no' or you think we could improve any of the actions, please explain why:

No One Left Behind

The ALLIANCE recommends further consideration of 'who's missing' from the digital landscape. More information is required to ensure that the vision is robustly inclusive, and regard should be had to how digital technology can reduce the societal impact of digital exclusion. A refreshed Digital Strategy has the potential to create tangible change and deliver a range of benefits. However, the digital inclusivity ambition needs more focus on the physical and sensory changes that support people day-to-day. For example, there is an opportunity to embrace technology in creating smarter, safer and more inclusive housing options that support independent living: 'cluster' housing models that adopt age and dementia-friendly design and integrated technology, to create accessible and inclusive housing for older people.²⁵

Tailored approaches should be adopted to meet the needs of different population groups, including disabled people who face additional barriers related to disability and lack of accessible content or assistive technology, as well as the older population.

Services Working for All

The ALLIANCE supports the commitment to designing and developing digital public services ethically and in co-production with those who use them. We believe that this is integral to addressing inequality and bias and ensuring positive outcomes for people accessing those services.

We recommend inclusive engagement, with particular emphasis placed on working with people from seldom-heard groups and the third sector organisations that work for and with them. For example, disabled people, older people, members of the BME community, members of the Gypsy/Traveller and Roma communities, people who identify as LGBT+ and care experienced (young) people, amongst others. This must extend beyond a tokenistic gesture and should be prioritised as a key driver in the development, implementation, and improvement of the overarching digital vision. Providing people with the opportunity to play a participatory and meaningful role in

²⁴ <https://www.realisticmedicine.scot/>

²⁵ <https://dspace.stir.ac.uk/bitstream/1893/31514/1/A%20new%20era%20of%20policy%20integration%20-%20final%20submission%2016.06.2020.pdf>

the design of services increases empowerment and helps to redress systemic power imbalances.

Co-productive approaches should build on the good practice already established by organisations working with these groups. CriticalCareRecovery.com is a website co-created with people who have experienced intensive care to help others in recovery.²⁶ Working with a ‘patient group’, a website was created which was user-friendly and free of medical jargon. This made it much easier for people using the website to access information in a way that they could understand, and in a way that works for them. This ensured that patient voice was at the heart of the digital platform, creating a much more accessible and relevant service.²⁷

The ALLIANCE recommends establishing working groups with people with lived experience throughout the design, implementation, and improvement of the Digital Strategy. This will ensure the overarching vision is led by placing people at the centre and ensuring their rights are fully embedded as a result of free, meaningful and active decision-making.

We recognise that this process takes time, and that there are often cultural barriers and fears from both professionals and individuals about the sharing of power, embracing new ways of working and making shared decisions. However, these challenges can be worked through with a shared sense of vision, thought and consideration from all partners.

The ALLIANCE welcomes the promotion of common standards and technologies across the third sector and the promotion of interoperability with public sector partners. The ALLIANCE’s ALISS Programme is built on Human Service Data Specification, which provides a ‘common language’ for information about services, the organisation that provide them, and where they can be accessed.²⁸ For example, through partnership work with NHS 24 and Macmillan Cancer Support, data from ALISS can also be found through Scotland’s Service Directory on the NHS Inform website.²⁹

The ALLIANCE recommends that this approach is built upon and embedded within the Digital Strategy to promote interoperability and to enable resource directories across different sectors ‘talk’ to each other.

Transforming Government

²⁶ <https://www.criticalcarerecovery.com/>

²⁷ <https://www.alliance-scotland.org.uk/digital/tools-and-materials/stories/recovery-after-intensive-care/>

²⁸ <https://openreferral.org/faqs/what-is-the-human-service-data-specification-hsds/>

²⁹ <https://www.nhsinform.scot/scotlands-service-directory/health-and-wellbeing-services>

We believe that the emphasis should always lie on a HRBA which places autonomy and decision making with the people accessing the services. In addition to mitigating digital exclusion, there must also be a guarantee that choice and control will be respected, and parity maintained between digital and non-digital services. **The ALLIANCE recommends a 'Digital Choice' approach which caters to the rights and needs of those who do not wish to access services digitally.**

A Digital and Data Economy

Emphasis should be placed on health and social care professionals, unpaid carers and third sector support workers as they are likely to be passing on such skills and knowledge to the people they support. **The ALLIANCE recommends that opportunities are created for staff from across sectors to gain digital skills and confidence.**

A Vibrant Tech Sector

The ALLIANCE welcomes the development of an AI strategy and the inclusion of citizen voices in its early stages. We recommend that continuous efforts are made to involve both citizens and the third sector in developing AI and open data projects, to maximise beneficial outcomes for Scotland at national, regional, local and individual levels concurrently.

As outlined above, we recommend that the Digital Strategy is framed from an equalities and human rights perspective. Equalities and human rights should be viewed as an integral, underlying principle throughout Scottish policy, rather than as an 'added extra'. This is particularly relevant with regards to AI and digital ethics: it is necessary to ensure that fundamental rights are fully upheld when using and developing AI, and the potential implications of adopting AI in our daily lives must be fully considered.³⁰ **Actions should be taken to raise public awareness and understanding about what their rights are and how these can be redressed if something goes wrong.**

An Ethical Digital Nation

The ALLIANCE supports the commitment to giving people control of their personal information and ensuring transparency through openly available data. For example, through the use of personal data stores, Mydex CIC are currently helping individuals and service providers use personal data to better manage chronic health conditions,

³⁰ https://fra.europa.eu/sites/default/files/fra_uploads/fra-2020-artificial-intelligence_en.pdf

access debt advice, improve independent assisted living and assure digital identities.³¹

We welcome the commitment to delivering digital services in adherence with the principles of 'Open Government'. Transparency, integrity, accountability, and stakeholder participation are imperative to building good services that work for the people who use them in a rights-based and seamless way. The ALLIANCE's ALISS Programme was developed using the principles of open source data, with the source code documentation and code published in the Github repository with descriptions of the trial processes.³² This meant that all ALISS software was available to anyone with no restrictions on its use or further development.³³ This is conducive to a person centred and agile approach to partnership working, particularly with the third sector.³⁴

Building upon the importance of digital rights, the ALLIANCE recommends investing and prioritising person centred technology which places autonomy with the individual in terms of access to their own information. Developers should use open source platforms which can be built on and improved upon by others to ensure inclusivity and accessibility across digital services.

Are any of the potential actions more important than others? Please explain why:

Actions linked to equalities and HRBA, inclusion of the third sector and seldom heard voice, co-production and choice-based service design and delivery should take priority. These principles are fundamental to ensuring that the future we are building is equitable and takes account of the range of experiences lived by Scottish citizens.

How realistic do you think it will be to deliver these potential actions? Please explain why:

We believe that delivering these actions is the only way forward if we want to build a digital society where truly no one is left behind. While we acknowledge that delivering change is not easy, and changing working cultures can take time, the COVID-19 pandemic has highlighted what can be achieved when agencies work together and the potential for digital to enable greater access.

However, the pandemic has also highlighted the stark contrast between those who can take full advantage of the spectrum of choices digital technologies present and

³¹ <https://mydex.org/>

³² <https://github.com/aliss/ALISS>

³³ <https://www.alliance-scotland.org.uk/wp-content/uploads/2017/09/Alliance-ALISS-Report1.pdf>

³⁴ <https://www.alliance-scotland.org.uk/wp-content/uploads/2017/09/Alliance-ALISS-Report2.pdf>

those who we risk alienating further if the proper considerations are not made from the beginning. While digital should not necessarily become the new normal, it should most definitely be embedded within all elements of the new normal, on a rights and choice-led basis.

Is there anything else you wish to comment on that has not been covered elsewhere?

With the refresh of the Digital Health and Care strategy on the horizon, the ALLIANCE hopes that the principles outlined in this document will apply to the wider landscape around digital, including that of digital health and social care provision. We would recommend collaborative, transparent links and partnership working between the groups responsible for the delivery and implementation of Scotland's upcoming strategies: the Data Strategy, the AI strategy and the Digital Health and Care strategy.

The ALLIANCE would welcome the opportunity to be involved in any of the aforementioned developments.

About the ALLIANCE

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for a range of health and social care organisations. We have a growing membership of nearly 3,000 national and local third sector organisations, associates in the statutory and private sectors, disabled people, people living with long term conditions and unpaid carers. Many NHS Boards, Health and Social Care Partnerships, Medical Practices, Third Sector Interfaces, Libraries and Access Panels are also members.

The ALLIANCE is a strategic partner of the Scottish Government and has close working relationships, several of which are underpinned by Memorandum of Understanding, with many national NHS Boards, academic institutions and key organisations spanning health, social care, housing and digital technology.

Our vision is for a Scotland where people of all ages who are disabled or living with long term conditions, and unpaid carers, have a strong voice and enjoy their right to live well, as equal and active citizens, free from discrimination, with support and services that put them at the centre.

The ALLIANCE has three core aims; we seek to:

- Ensure people are at the centre, that their voices, expertise and rights drive policy and sit at the heart of design, delivery and improvement of support and services.
- Support transformational change, towards approaches that work with individual and community assets, helping people to stay well, supporting human rights, self management, co-production and independent living.
- Champion and support the third sector as a vital strategic and delivery partner and foster better cross-sector understanding and partnership.

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RENEWING SCOTLAND'S FULL POTENTIAL IN A DIGITAL WORLD: UPDATING THE DIGITAL STRATEGY FOR SCOTLAND

RESPONDENT INFORMATION FORM

Please Note this form **must** be completed and returned with your response.

Are you responding as an individual or an organisation?

- Individual
 Organisation

Full name or organisation's name

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The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

- Publish response with name
 Publish response only (without name)
 Do not publish response

Information for organisations:

The option 'Publish response only (without name)' is available for individual respondents only. If this option is selected, the organisation name will still be published.

If you choose the option 'Do not publish response', your organisation name may still be listed as having responded to the consultation in, for example, the analysis report.

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Yes

No