

---

## **Enterprise Mobility for Social Care – Delivering on the Digital Strategy**

**Report by Executive Director Finance and Regulatory**  
**Scottish Borders Council**

---

**13 May 2021**

---

### **1 PURPOSE AND SUMMARY**

- 1.1 This report proposes the implementation of the first phase of the Council’s strategic enterprise mobility platform to digitally connect and empower the Council’s frontline social care staff engaged in delivering ‘Care at Home’ services across the Borders.**
- 1.2 Scottish Borders Council’s Digital Strategy was approved by elected members on the 25<sup>th</sup> February 2021. The Digital Strategy identified the need to connect mobile front-line workers and provide improved workforce scheduling as a priority. The project to be delivered with CGI and Totalmobile will, as a first phase, deliver the technical platform for mobilising and empowering the front line workforce across the Council and enable the transformation of the delivery of home care services.
- 1.3 The Council currently delivers more than 1.51 million home care visits per year. These care visits help people to maximise their confidence and independence, living in their own homes wherever possible. These visits are provided by a mix of internal Council and External Care Provision. 360 frontline care workers are directly employed by the Council to undertake approximately 589,000 care visits per year, representing 39% of the total. These staff are supported by 40 agency staff and 19 FTE back office employees. External 3<sup>rd</sup> party providers deliver approximately 921,000 further visits, currently 61% of the overall total yearly care visits.
- 1.4 The strategic business drivers for the project along with the benefits envisaged from the new Total Mobile application are explained. The project will deliver a mix of cashable and non-cashable benefits. The digital enablers scoped within the attached project business case and summarised in this report, should unlock gross cashable savings of £0.44M - £0.62M per annum with further productivity gains in non-cashable benefits estimated by Total Mobile at up to 30%. The change management approach and the benefits realisation plan are explained in sections 3.4 and 3.5 of the report.

## **2 RECOMMENDATIONS**

### **2.1 It is recommend that Council:-**

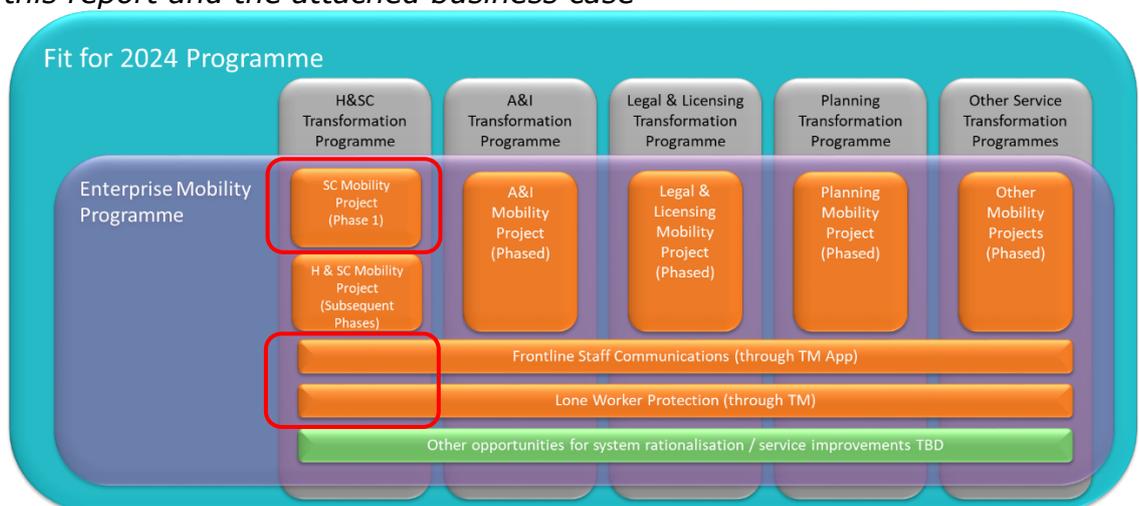
- (a) approves the change management plan at paragraph 3.4 and the benefits realisation plan at paragraph 3.5 of this report provided as part of the Business Case for the implementation of phase 1 of the Council's strategic Enterprise Mobility Programme to digitally connect and empower the Council's frontline social care workforce delivering Care at Home services to Border's residents;**
- (b) notes the Full Business case for the project which is attached to this report;**
- (c ) notes that further phases of the project will be developed over the next 3 year period following the initial role out to Home Care staff.**

### 3 MAIN REPORT

#### 3.1 Background

- 3.1.1 Scottish Borders Council’s Digital Strategy was approved by elected members on the 25<sup>th</sup> February 2021. It sets out a vision for the Council to become the UK’s first smart connected rural region, supporting better outcomes for everyone who lives and works in the Borders.
- 3.1.2 A priority area within the Digital Strategy is to connect mobile front-line workers and provide improved workforce scheduling. Opportunities for this improved capability exist across a number of Council service areas ranging from the provision of care to citizens through to the management of waste services, the maintenance of roads and the Council’s extensive property estate.
- 3.1.3 The Enterprise Mobility Programme (part of the “Fit For 2024” Programme) will address the long-standing issues with digitally connecting front-line workers across all Council services over the next three years. This will transform employee engagement and the way the Council delivers its front line services. The digital delivery of the right information to the right workers at the right time will create productivity gains and enable efficiencies to be realised, improving customer feedback and the overall quality of service delivered.
- 3.1.4 This initial delivery, scoped as part of this wider programme, has been prioritised in line with the strategic priorities and value analysis agreed within the Digital Strategy. This initial delivery will complete the first of a number of iterative phases of implementation projects designed to enable the transformation of the delivery of social care services. As such the Enterprise Mobility (Social Care Phase 1) project will deliver the scope encircled in red in the diagrammatic representation of the programme at Figure 1.

*Figure 1 - programme and project structure for Enterprise Mobility Programme showing scope of Social Care phase 1 project as described in this report and the attached business case*



- 3.1.5 Furthermore, this first phase will also deliver the technical foundational building blocks for both the proposed future phases of the Health & Social Care Mobility project, and for the subsequent roll out of the Enterprise Mobility Programme across other front-line Council services.

### **3.2 The Current Home Care Model**

- 3.2.1 The Council delivers more than 1.51 million home care visits per year. These care visits help people to maximise their confidence and independence, living in their own homes wherever possible, whilst supporting their improved levels of functioning, providing both mental and physical support along with assisted medication where required.
- 3.2.2 These visits are provided by a mix of internal staff and contracted external 3<sup>rd</sup> party care providers. The Council's 360 frontline care workers undertake approximately 589,000 care visits per year (39% of the total), supported by 40 agency staff and 19 FTE back office employees. External 3<sup>rd</sup> party providers deliver in excess of 921,000 further visits or 61% of the overall total yearly care visits delivered by the Council.
- 3.2.3 The provision of the internally delivered care packages is currently managed using a social care rota management system (HAS Technology's CM2000), drawing upon data from the social care electronic case management system (Servelec Core Logic's Mosaic).
- 3.2.4 The CM2000 system is primarily focused on delivering scheduling and real-time monitoring for internally provided social care visits. It will not easily support data and workflow sharing with external providers and it is not a strategic fit for the enterprise wide mobility vision for the Council.
- 3.2.5 Scheduling of care workers and visits in CM2000 is presently undertaken manually, which takes significant administrative effort. Furthermore, the system, its configuration and its usage present a number of challenges including:
- (a) a high degree of manual intervention is required during its operation,
  - (b) it delivers lower than expected/required performance speeds,
  - (c) it incurs additional development costs beyond current licences,
  - (d) it does not provide an effective individual and group communication mechanism to front-line staff,
  - (e) it does not proactively, nor indeed reactively, support lone worker safety for front-line staff,
  - (f) it does not successfully support end to end digital processing of visit tracking and outcomes,
  - (g) it does not allow staff to record medication administration records digitally,
  - (h) it does not provide workflow for different visit types, nor does it track activities at a granular level to provide a measure of visit compliance and quality to management
  - (i) it does not process mileage and overtime claims automatically

These operational challenges have a multifaceted impact on the delivery of service:

- i. They create an unnecessary overhead of back office administrative tasks.
  - ii. They waste front-line worker time in filling, duplicating and transporting paper based records around the Borders in cars or on public transport.
  - iii. They put front-line lone-workers at additional risk, without a technical safeguard to fall back on.
  - iv. They limit the overall quality of care provision that the Council can commit to, and indeed aspire to deliver to recipients of 'Care at Home' services.
- 3.2.6 These delivery impacts directly increase time spent and costs incurred in delivering services that could, subject to business transformation, either be saved or redirected to provide additional care services capacity.
- 3.2.7 The Care Inspectorate recognises that paper records are limited in value by the currency of the data available, the accuracy of transcription and the physical location of the record of care.
- 3.2.8 Additionally, the movement of paper records between service users' homes and social care offices creates a risk of data breach through loss or theft that will be effectively mitigated by digitally transforming these processes.
- 3.2.9 Taken together, these limitations of current systems and processes effectively block significant transformation opportunities in the delivery of Care at Home services.

### **3.3 The Digital Transformation of Care at Home Services – Enabling and Delivering Change**

- 3.3.1 There are a number of strategic business drivers recognised in the scoping of this work with the following overarching needs:
- (a) implement a modern, integrated solution allowing proactive and effective management, monitoring and distribution of Health and Social Care;
  - (b) respond to the significant financial pressures driven by Covid-19, ageing demographics, and an increased demand for services across the Health and Social Care Partnership;
  - (c) address the challenges in respect of geographical spread and transport provision, to ensure that all residents have access to the services they need, when they need them.
- 3.3.2 In response to these needs the attached business case proposes to establish an Enterprise Mobility platform. TotalMobile was identified as a strategic choice of vendor due to:
- (i) their platform's position as the UK's preeminent enterprise field workforce management platform and,
  - (ii) CGI and TotalMobile having a proven track record of successful delivery of this solution for other Local Authorities across the UK
- 3.3.3 A scope of works for the digital elements underpinning the delivery of the first phase of the Council's Enterprise Mobility Programme has been

agreed in principle with the Council's ICT and Digital Services strategic partner CGI, to run over 8 months from the end of April 2021 and to be funded within the £34M capital investment agreed by Council on 25 September 2020 as part of the approved contract extension between the Council and CGI to 09/2040.

#### 3.3.4 This initial project phase will:

- (i) deliver the Council's new strategic enterprise mobility platform TotalMobile,
- (ii) replace the functionality currently delivered to social care by the incumbent rostering system supplier,
- (iii) address the system and process challenges identified in paragraph 4.2.5 of this report, and specifically deliver the following new functionality:
  - a. Lone worker protection – ensuring automated and manual alerting to TotalMobile's 24/7 alarm centre in real time for carers during and between visits presenting a major step forward for the Council in monitoring the safety of lone workers
  - b. Automated processing of mileage and overtime claims providing significant savings in back office administration overhead handling timesheets etc.
- (iv) leverage the capital investment already made in perpetual licensing for the TotalMobile product suite and in mobile devices thus supporting the digital vision for the Borders as a smart rural region and funded within the digital transformation capital commitment agreed by Council as part of the CGI contract extension in September 2020,
- (v) deliver the first phase of business transformation enabled by the enterprise mobility strategy,
- (vi) and, release cashable revenue efficiencies in the Care at Home service (see section 4.5 for details).

#### 3.3.5 The key outcomes for phase 1 of this project are:

- (i) An improved experience and better outcomes for the Authority's Care workers
- (ii) Improvements in efficiency and wellbeing for care workers
- (iii) A reduction in administration effort in relation to visit scheduling and recording overtime
- (iv) Embedding technology which supports health and social care partnership solution integration.
- (v) Lone worker protection functionality provided through the Total Mobile protect functionality which will be new functionality that does not currently exist for the Authority.
- (vi) Improve the service for clients by providing carers with better information re the client needs, medication etc. and improve outcomes for service users via better monitoring of outcomes.
- (vii) Provide non cashable savings through productivity gains estimated by Totalmobile through work elsewhere of 30%.

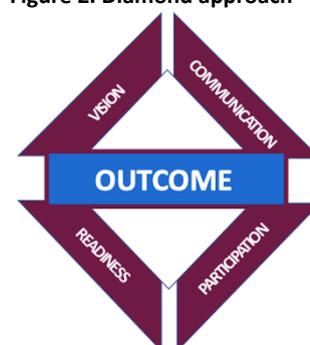
- 3.3.6 Further phases of the Enterprise Mobility Project (Social Care) will:
- (i) Integrate Total Mobile with the Council's ERP and Mosaic systems, removing further duplication of effort, and increased efficiency through the removal of paper forms, reduced mileage costs and therefore releasing further potential budget savings.
  - (ii) Schedule person-centred, non-statutory care services delivered by other care providers.
  - (iii) Monitor the provision of care across all providers.
  - (iv) Increase efficiency of provision of care providers within a geographical area.
  - (v) Further support the wider delivery of the Council's digital strategy by extending the solution to external partners, home care providers, health and the third sector.
- 3.3.7 The full deployment of the wider Enterprise Mobility Programme will then replicate this phased project approach across other front line services including for example, social work, environmental services, roads inspection, health and safety, and planning site visits. These wider deployments will be scoped separately as part of future delivery phases which will be prioritised by the Corporate Management Team in line with the imperatives agreed and values identified in the Council's Digital Strategy.

### 3.4 The Business Transformation of Care at Home Services - Change Management Approach

- 3.4.1 Key to successful implementation and realisation of the outcomes described in this report and the attached Project Business Case is the effective management of change. CGI change management consultants will be deployed to support the Council's transformation team and social care staff through the successful delivery of this project.
- 3.4.2 To provide this support to the social care service a change enablement "Diamond" approach has been used to form the change plan described below. This addresses the key aspects of change to deliver successful outcomes as shown on Figure 2.
- 3.4.3 The Diamond approach offers a coherent framework for defining change outcomes through aligning home care and project processes in four key areas:

- Vision
- Communication
- Participation
- Readiness

Figure 2. Diamond approach



- 3.4.4 A change management plan has been established across these 4 areas and an initial assessment has been undertaken which assesses current maturity of each. For each of the above change areas a set of deliverables have been defined including a series of associated planned tasks.

Table 1: Enterprise Mobility Change Management Plan

<b>Change Aspect</b>	<b>Initiation of Change</b>	<b>Established Change Enablers</b>	<b>Change Milestones/ outcome</b>
Vision	Leverage the Council's Digital Strategy vision to: - engage stakeholders - define ambitions - open dialogue	<ul style="list-style-type: none"> <li>Leadership and Governance from the Council's Corporate Management Team</li> </ul>	<ul style="list-style-type: none"> <li>The Council's vision supported, owned and adopted by internal and external stakeholders</li> </ul>
Communication	Aligned to Home Care operations, drawing on:  - peer knowledge sharing - teams specific Yammer - Council wide coms	<ul style="list-style-type: none"> <li>Agreed Council Digital Strategy</li> <li>Systems integrator and IT partner – CGI</li> </ul>	<ul style="list-style-type: none"> <li>A portfolio of relevant and effective communication vehicles that engage and support stakeholders in the change journey</li> </ul>
Participation	Stakeholder engagement: - citizens - employees - third sector - local businesses - elected members - trade unions	<ul style="list-style-type: none"> <li>Engaged supplier – TotalMobile</li> <li>Change design and facilitation expertise</li> </ul>	<ul style="list-style-type: none"> <li>A set of engaged stakeholders which are informed, consulted and empowered to realise the vision</li> </ul>
Readiness	Change implementation: - digital skills & competences - sharing implementation success - exploiting lessons learnt - employee change recognition	<ul style="list-style-type: none"> <li>CGI and TotalMobile solution implementation expertise</li> <li>The Council's Corporate Change and Value support</li> <li>The Council's projects' change and value support</li> <li>Value realisation management</li> </ul>	<ul style="list-style-type: none"> <li>A receptive, skilled and competent team exploiting the technology to its full potential, supporting efficient service and effective service delivery</li> </ul>

3.4.5 Once approved, this project will further refine the activities needed to effectively balance change management effort with the stated outcomes during the implementation phase. This will be achieved through the running of implementation workshops in which the joint project team will assess specific change needs, production of training material, creation of collaboration forums for sharing best practice as well as identification and upskilling of change champions to support adoption of new digital working practices.

- 3.4.6 Inputs will also be provided through coordination with the Council's Digital Strategy team in order to ensure alignment with its objectives and pool synergies with other ongoing digital enablement projects across the Council.
- 3.4.7 The Council, CGI and TotalMobile will continue to build upon the lessons learned from the successful partnership delivery of far reaching, digitally enabled transformation through the recent deployment phase of the Council's strategic Inspire Learning Programme working as One Team with One Vision and One Goal.

### **3.5 The Benefits Case and Realisation Plan**

- 3.5.1 The Council's Digital Strategy has identified the following two areas - mobile front-line workers as well as workforce scheduling and management - as having high strategic and operational value. Focussing on these two areas, a number of cashable benefits have been identified and low and high values have been calculated across a number of benefit opportunities.
- 3.5.2 The digital enablers scoped within the attached project business case and summarised in this report may unlock gross cashable savings of £0.44M - £0.62M p.a. as detailed below in Table 2. These estimated benefits are based on the information and business knowledge available at the date of this report.

Table 2: Cashable Benefits identified in project business case

Reference to SBC Digital Strategy value propositions - See Project Business Case Appendix 1 for details		Low	High
<b>1.a Time saved by updating case files on the go/during customer visits using mobile devices</b>		£ 129,384	£ 258,767
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• deployment of mob tech dev to care worker</li> <li>• use of mobile devices to capture case files</li> <li>• all staff trained in using the solution and devices</li> </ul>	<b>Measurable indicators:</b>	• time spent on notes transcription hrs/pa
<b>1.b Travel time saved by care workers updating case files remotely rather than in office</b>		£ 10,913	£ 14,551
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of travel to the office through impact of technology</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	<ul style="list-style-type: none"> <li>• # of trips to the office pa</li> <li>• time spent traveling to office hrs/pa</li> </ul>
<b>1.c Fuel and wear &amp; tear cost saved by care workers updating case files remotely</b>		£ 3,577	£ 4,769
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of travel to the office through impact of technology</li> <li>• reduction in miles travelled to the office pa</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	<ul style="list-style-type: none"> <li>• miles traveled to the office pa</li> <li>• # of trips to the office pa</li> </ul>
<b>1.c III Reduced cost of mileage claimage for care workers</b>		£ 17,493	£ 35,199
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of travel during care visits through impact of technology</li> <li>• reduction in miles travelled during care visits</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	<ul style="list-style-type: none"> <li>• miles traveled for care visits pa</li> <li>• # of care visits pa</li> </ul>
<b>1.c IV Reduced cost of mileage on council owned vehicles for care workers</b>		£ 18,518	£ 37,035
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of travel during care visits through impact of technology</li> <li>• reduction in miles travelled during care visits</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	<ul style="list-style-type: none"> <li>• miles traveled for care visits pa</li> <li>• # of care visits pa</li> </ul>
<b>1.c V Reduced care worker time spent traveling between shifts</b>		£ 15,763	£ 31,527
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of travel during care visits through impact of technology</li> <li>• reduction of time travelled for care visits</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	<ul style="list-style-type: none"> <li>• hours traveled for care visits pa</li> <li>• # of care visits pa</li> </ul>
<b>1.g Reduction in back-office staff time spent rescheduling homecare appointments</b>		£ 132,931	£ 132,931
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction in rescheduling time through impact of technology</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	• # of hrs spent on scheduling pa
<b>1.h Reduction in other back-office staff time scheduling homecare appointments</b>		£ 35,606	£ 35,606
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction in rescheduling time through impact of technology</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	• # of hrs spent on scheduling pa
<b>5.a Reduce back office operating costs by reducing work which can be done on site &amp; in real time</b>		£ 66,823	£ 66,823
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of home care admin. tasks through impact of technology</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	• # of hrs pa spent on home care admin tasks
<b>6 Printing</b>		£ 6,692	£ 6,692
<b>Improvement Opportunities</b>	<ul style="list-style-type: none"> <li>• reduction of home care admin. tasks through impact of technology</li> <li>• all staff trained and having remote access to the system</li> </ul>	<b>Measurable indicators:</b>	• # of hrs pa spent on home care admin tasks
<b>Projected total value p.a.</b>		<b>£ 437,700</b>	<b>£ 623,900</b>

- 3.5.3 The realisable benefits as detailed in Table 2 are fully cashable savings against the Enterprise Mobile (Social Care Phase 1) investment. The benefits generation is as a direct result of the full delivery of the Phase 1 implementation as scoped, thus the Council will realise a part year benefit in financial year 2021-22.
- 3.5.4 The majority of the savings (£0.39m - £0.54m annually; (16.83 fte 17 posts – 22.83 fte 23 posts)) are directly attributable to a reduction in agency staffing due to the Total Mobile platform enabling increased productivity and a reduction in admin activity due to removal of paper based client and medication recording, implementation of electronic expenses and electronic payroll generation.
- 3.5.5 While the majority of the savings identified can be implemented through reduction in agency posts, removal of vacant posts and cessation of temporary contracts, 3 remaining posts will be subject to redeployment using the councils well established processes. The remaining savings of £50k - £89k are calculated based on vehicle cost savings through removal of mileage, travel costs, and on printing and stationary due to the removal of paper based processes.
- 3.5.6 As well as the identified cashable benefits, there are a number of non-cashable benefits that can be realised through the delivery of this project. These include anticipated productivity gains of up to a further 15%

claimed by TotalMobile associated with previous implementations in other organisations. These productivity gains are expected to be achieved through the use of integrated hand held technology, reduced manual intervention in scheduling and rostering, reduced double keying of data, more effective routing of visits and a reduced administration burden on front line staff for example through submitting online rather than paper based pay claims.

3.5.7 Additionally, the mileage savings to be delivered from reduced journeys to the office and through system optimised routing are expected to deliver a reduction in CO<sup>2</sup> emissions of between 21 tonnes (low case) and 41 tonnes (high case) annually<sup>1</sup>.

## 4 IMPLICATIONS

### 4.1 Financial

The financial business case set out below shows that, based on a mid-case scenario, net financial benefits of over £368k can be anticipated from 2022/23 following implementation of this change programme. Full costs, including implementation costs, will be recovered by year 4 of the programme. The detailed benefits case is set out in section 3.5 above. The delivery of the project will deliver significant cashable savings which will contribute towards Health and Social Care financial plan savings. The programme of change envisaged, will be funded through the investment budget of £34m already agreed as part of the CGI extension in September 2020. As such there will be no additional costs to the Council beyond the investment already approved and budgeted for.

Financial Business Case for EnterpriseMobility							
	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	6-year total
TotalMobile one-off implementation (capital)	£ 996,210						£ 996,210
<b>Total TotalMobile cost</b>	<b>£ 1,018,710</b>	<b>£ 282,304</b>	<b>£ 282,303</b>	<b>£ 282,303</b>	<b>£ 282,303</b>	<b>£ 282,303</b>	<b>£ 2,430,226</b>
CM2000 revenue savings from decommissioning	-£ 80,939	-£ 118,506	-£ 120,139	-£ 120,139	-£ 120,139	-£ 120,139	-£ 680,001
<b>TOTAL</b>	<b>£ 937,771</b>	<b>£ 163,798</b>	<b>£ 162,164</b>	<b>£ 162,164</b>	<b>£ 162,164</b>	<b>£ 162,164</b>	<b>£ 1,750,225</b>
Savings based on outcome of new system (min)		-£ 437,000	-£ 437,000	-£ 437,000	-£ 437,000	-£ 437,000	
Savings based on outcome of new system (mid)		-£ 530,000	-£ 530,000	-£ 530,000	-£ 530,000	-£ 530,000	
Savings based on outcome of new system (max)		-£ 623,000	-£ 623,000	-£ 623,000	-£ 623,000	-£ 623,000	
Net cost benefit	Min £ 937,771	-£ 273,202	-£ 274,836	-£ 274,836	-£ 274,836	-£ 274,836	
	Mid £ 937,771	-£ 366,202	-£ 367,836	-£ 367,836	-£ 367,836	-£ 367,836	
	Max £ 937,771	-£ 459,202	-£ 460,836	-£ 460,836	-£ 460,836	-£ 460,836	

### 4.2 Risk and Mitigations

The Council is facing significant demands upon its services and there is a pressing need to improve the effectiveness and coordination of front line public services in the Borders. The provision of hand held technology linked to back office systems through the Total Mobile enterprise solution will deliver significant cashable savings and should lever significant non cashable productivity improvements.

<sup>1</sup> Based on projected mileage savings and calculated at <https://calculator.carbonfootprint.com/calculator.aspx?tab=4>

### **4.3 Integrated Impact Assessment**

An integrated impact assessment (IIA) template has been completed for this proposal. This is a project underpinned by enhanced digital technology designed to improve the efficiency and effectiveness of the Council's internal deployment of staff. In itself, the project will have positive impacts on staff and clients who may have equalities characteristics.

### **4.4 Sustainable Development Goals**

- 4.4.1 The objectives of this project and the wider Enterprise Mobility Programme are directly linked with the strategic aims of Scottish Borders Low Carbon Economic Strategy 2023. The project business case also responds to the climate emergency declared by the Council in 2020.
- 4.4.2 More efficient and digitalised staff scheduling, re-scheduling and dispatching as well as the new care workers mobile application will enable optimising care workers travel time, thus reducing associated fuel usage and vehicle repair.
- 4.4.3 This change in contributes to Council's obligation to act sustainably, reduce environmental impact and decrease carbon emissions as required by Climate Change (Emissions Reduction Targets)(Scotland) Act 2019 to achieve the "net-zero" target of all greenhouse gases by 2045.
- 4.4.4 The project will contribute positively to UN sustainability goals 3,8 and 13 by investing in digital technology that will assist people to live in their own homes for longer; promoting well being; enhancing staff safety at work through the provision of hand held communication devices; and reducing the impact on the environment through a reduction in car mileage travelled and more efficient scheduling and rostering of care visit and the reduction in paper usage.

### **4.5 Climate Change**

The project will make a positive contribution to the reduce of greenhouse gas emissions through more effective scheduling and rostering of visits by carers reducing CO<sup>2</sup> emissions by between 21 and 41 tonnes per year (as per paragraph 3.5.7)

### **4.6 Rural Proofing**

There are no changes envisaged to the Council's policy on rural proofing.

### **4.7 Data Protection Impact Assessment**

The project will be fully compliant with the requirements of the Data Protection Act.

### **4.8 Changes to Scheme of Administration or Scheme of Delegation**

There are no changes to be made to either the scheme of administration or the scheme of delegation as a result of this report.

## 5 CONSULTATION

- 6.1 The Monitoring Officer/Chief Legal Officer, the Chief Officer Audit and Risk, the Service Director HR & Communications, the Clerk to the Council and Corporate Communications have been consulted and any comments received have been incorporated into the final report.

### Approved by

**David Robertson**

**Signature .....**

**Executive Director Finance & Regulatory**

### Author(s)

Name	Designation and Contact Number
David Robertson	Executive Director Finance & Regulatory, 01835825012

### **Background Papers: Scottish Borders Council Digital Strategy**

**Previous Minute Reference:** Minute Scottish Borders Council 25 February 2021.

**Note** – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. The Pension & Investment Team can also give information on other language translations as well as providing additional copies.

Contact us at Contact us at: Pension & Investment Team, Council Headquarters, Newtown St Boswells, Melrose, TD6 OSA Tel: 01835 825249 Fax 01835 825166. email: t&cteam@scotborders.gov.