



ANGUS HEALTH AND SOCIAL CARE
INTEGRATION JOINT BOARD – 26 FEBRUARY 2020
EUROPEAN FUNDED NSR INTERREG LIKE! PROJECT
REPORT BY GAIL SMITH, INTERIM CHIEF OFFICER

ABSTRACT

This report is to update IJB members on progress with the European North Sea Region Interreg Like! Project. It also informs IJB members of the next steps following the end of the project.

1. RECOMMENDATIONS

It is recommended that the Integration Joint Board:-

- (i) notes the content of this report.
- (ii) notes the improvement that involvement in this project has led to.

2. BACKGROUND

The Interreg Like! Project was initiated in 2015 and involves **10 partners** from 5 North Sea Region Countries working together on innovative solutions for public service delivery with the use of data. The Like! Interreg project was fully launched in 2016. This was a 3 years programme, extended until Feb 2020 The project was funded through the North Sea Region – European Regional Development fund NSR Priority 1: **Thinking Growth**: working together on innovative solutions for public service delivery. The Interreg Like! Project total budget was €4,251,964 Angus Council and Angus HSCP received €266,500 funding. The remainder of the budget was matched through Angus Council and Angus HSCP.

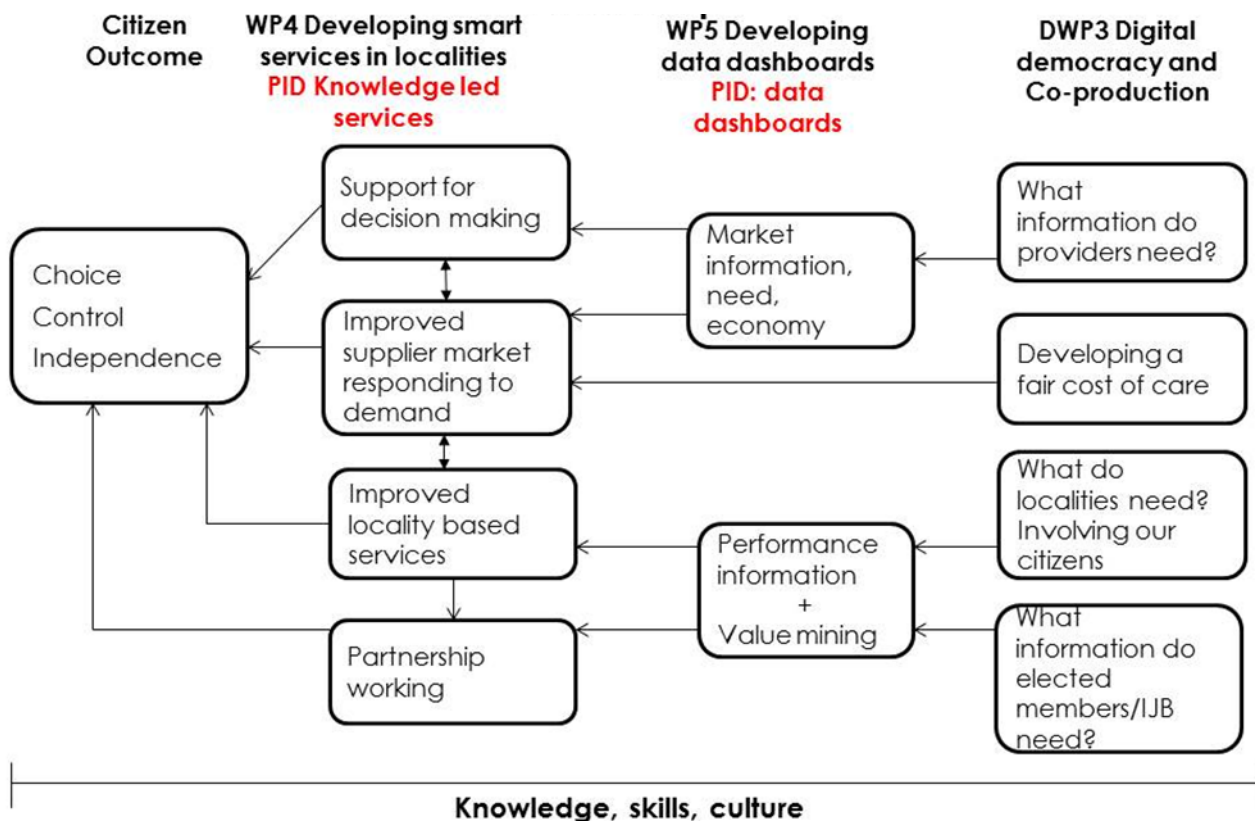
Local government organisations, citizens and universities have worked collaboratively to co-create smarter and efficient services through **9 transnational pilots**. The aim of this co-operation has been to develop new skills, to share knowledge and engage with citizens, businesses and academic institutions to deliver services which better meet the needs of the communities they serve.

Like! Project has **3 core themes – Work Packages**:

1. **Local Digital Innovation Culture** giving local authorities & practitioner's new skills and knowledge to deliver innovative services and develop new ways to engage with communities.
2. These skills will be used to deliver new and innovative **Smart Services** that use information more efficiently and communicate using appropriate channels.
3. These Smart Services will in turn underpin activities to create **Digital DNA for the Neighbourhood** where a transnational digital dashboard will be developed to turn data into information.

Angus HSCP worked alongside Angus Council to be a partner in the Like! Project. For the partnership the project brought together a number of activities that we were already working on and allowed some areas of activity to progress more quickly than originally envisaged. The overall intention of the project supported the vision of the Angus HSCP Strategic Commissioning Plan 2016-2019, placing people at the centre of decision making and enabling choice, control and independence. The overall plan is described in Diagram 1.

Diagram 1 The Like! Model



3. Benefits Realisation for Angus HSCP

3.1 Angus HSCP involvement in the Like! Project has led to a number of direct benefits. This has included:

- The Website www.angushscp.scot
- The Dashboard www.angushscp.scot/dashboard
- An approach aimed at managing the cost by using open source
- Creating partnerships and learning from other partners
 - Kompass (Gronigen)
 - PowerBI (Suffolk)
- Promoting the reputation of Angus, We have shared our work on the Angus Care model with all partners. Partners and other local authorities who were not included in the project have picked up our approach to open source software and are now using our user guides to deliver their own customer facing dashboards. We contributed to the delivery of the mid- term conference held in Angus and are featured both on the NSR website and in the magazines produced as part of the project.
- Joint working with Angus Council on participatory budgeting where AHSCP resources matched into the Like! project have directly supported around 40 small community projects. Resources from the Angus ADP has also supported participatory budgeting with young people.
- Joint working with Angus Council on the Digi-ken project which now has volunteers supporting digital learning in sheltered housing and Well Bean cafes
- Working across other European countries helped to develop solutions for digital public service delivery.
- Providing new insights & accelerating our learning
- Many activities within Like! will be continued

Angus Health Social Care Partnership website had 41,168 hits between 21 August and 31 August 2019.

Angus Health and Social Care Partnership Facebook has 1,608 followers.

Angus Health and Social Care Partnership Twitter has 210 followers.

We have seen an increase of 40% traffic from Social Media, 40% direct link to website and 20% from searching. The strategic level performance information in the Dashboard which has had 2,200 hits since its launch.

3.2 Angus HSCP involvement in this project has also led to a number of indirect benefits. These include:

- Relationships with Independent Sector Social Care Providers
- Relationships with General Practice e.g. Practice Boundary Maps
- Improving our approach to locality improvement (Able to provide data)
- Performance management arrangements (More capacity within the team)
- Conversations with the Public (Facebook, Twitter, Face2Face, Website, Survey Monkey, Angus Independent Advocacy)
- Being able to bring forward projects / developments

3.3 Next Steps for Angus HSCP

- Keeping the website and dashboard with the potential for growth
- Support from HSCP budget to continue this work
- Learning from participatory budgeting (funded by AHSCP) and how this fits into our vision and strategic plan – what communities can do for themselves
- Public joining our conversations to help shape health and social care services for the future

4. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

REPORT AUTHOR: Vivienne Davidson, Principal Planning Officer

EMAIL DETAILS: davidsonva@angus.gov.uk

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