



Delivery Plan 2023-25 Executive Summary

MARCH 2023

Executive Summary

This Digital Lifelines Scotland Delivery Plan for 2023/4 to 2024/5 is informed by the findings of the programme partners and activity to date as well as the wider strategic developments that have occurred since the programme started. Recommendations from the programme evaluation 2021 to 2023 from Drugs Research Network Scotland (DRNS) through Stirling University have been incorporated into planned actions going forward.

Aims and Progress to date

Digital Lifelines Scotland (DLS) seeks to improve digital inclusion and to design digital solutions that better meet people's needs, to improve the health outcomes for people who use drugs, reducing the risk of harm and death. This is so that:

PEOPLE have greater access to the confidence, skills, and motivation alongside devices and connectivity that form digital solutions that keep them safe and that enable them to become and remain connected to family, friends and relevant services that support them.

THE SERVICES that support these people have the digital means to develop and strengthen the support they provide, and staff that are skillful in using and developing digital solutions to enable those they support.

THE SECTOR is connected and collaborating, developing joined-up services and exploring digital solutions together.

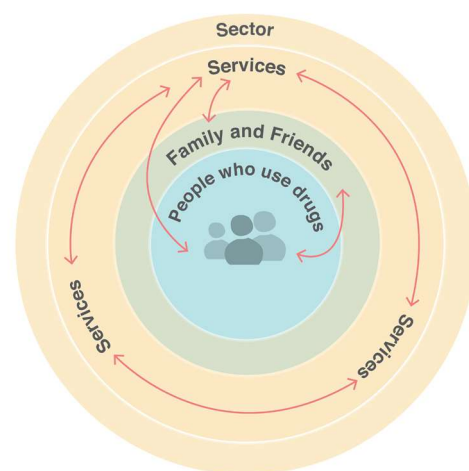


Diagram 1: DLS Aims

DLS is a partnership programme – instigated, designed and delivered across a wide range of organisations. The Programme has taken an approach based on the Scottish Approach to Service Design (SAtdSD) to ensure that time is taken to fully understand the needs of affected people and organisations before co-designing appropriate solutions with them. The following infographic highlights some of the key activities and outputs as of February 2023:

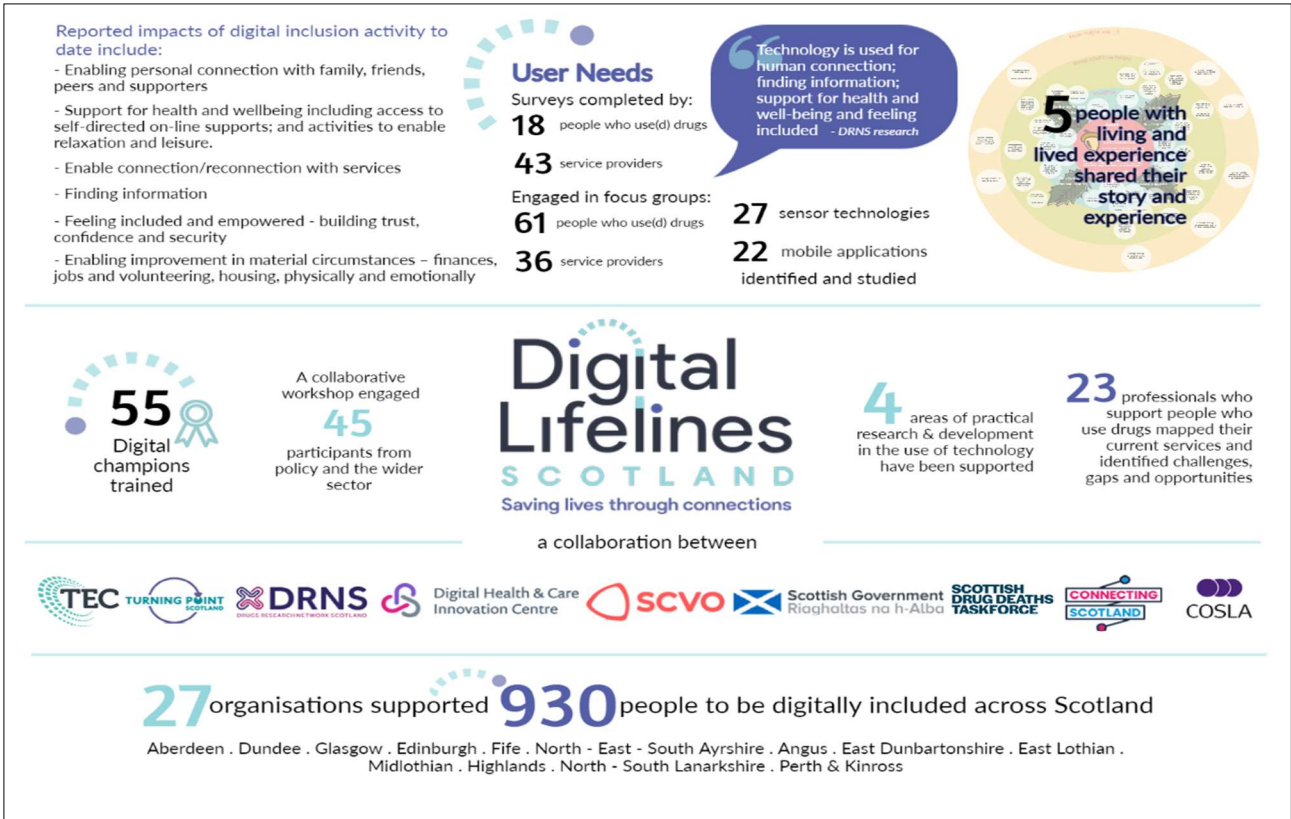


Diagram 2: DLS Key Activities & Outputs (Feb 23)

The driving force for this programme is the ongoing public health crisis of drug-related deaths across Scotland. Despite a slight reduction in deaths reported for 2021, deaths remain at an unacceptably high level. An updated review of some of the key policy documents since the programme inception underlines its continued relevance in the current strategic context.

A more detailed analysis of supporting policy and practice developments during the first two years of this programme can be found in a separate **Reference Summary** which is available from the DLS project team.

Values and approach

In order to focus on areas of greatest risk of harm, the programme collaborates with organisations across Scotland who are working with people at greatest risk of drug related harm, particularly in the following areas:

- People experiencing homelessness,
- People being released from custody,
- People being discharged from hospital or residential services.

The programme’s core values are:

- A culture of kindness, compassion and hope which is stigma-free and co-designed in an equal partnership with those who use services.
- Support which adopts the principles of harm reduction in ‘meeting people where they are’.

- Integrated case management, which involves the person in decision making and a shared assessment of risk.
- Practice which addresses not only drug use, but also other needs, and is person-centred and trauma informed.

The continued focus of the programme's engagement is with *organisations* that can demonstrate the values and criteria above and which are working in areas where a significant risk of drug related harm exists. However, at an *individual* level, no person will be required to make explicit disclosure of drug use. The priority settings identified for focus will act as a proxy for risk.

Workstream 1. Digital Inclusion

Digital Lifelines Scotland has committed to improving digital inclusion for people who use drugs, including building confidence, skills and motivation alongside access to devices and connectivity.

The programme has reiterated in response to the recommendations of the Drug Deaths Taskforce a goal of **reaching a minimum of 2,000 people who are at risk of drug related harm and 200 staff with the digital inclusion element of the programme funding provided.** To end Feb 2023 the programme has supported 930 people.

The overall management of the programme will be facilitated by the Digital Health & Care Innovation Centre (DHI) <https://www.dhi-scotland.com/> and will share learning and resources widely through collaborative working to synchronise funding calls, design Communities of Learning and knowledge exchange, design evaluation processes, resources, and service integration.

Digital Lifelines Scotland will continue to operate as a strategic partner of Connecting Scotland.

Through these connections and the ongoing delivery partnership with SCVO and Simon Community, the lessons from the programmes will be shared and embedded and there will be regular sharing of outcomes and impact information, resources and 'what works'.

The Delivery Plan describes a detailed plan for digital inclusion developed by delivery partners that:

- Scales up the approach to date, building on learning from the early adopter organisations
- Offers a package of supporting resources to participants
- Provides a framework for benefits realisation
- Enables a heightened profile for the evidence that this works
- Engages with another sector partner in the delivery of the programme

The programme will deliver further grant funded programmes as summarised in the following funding model.

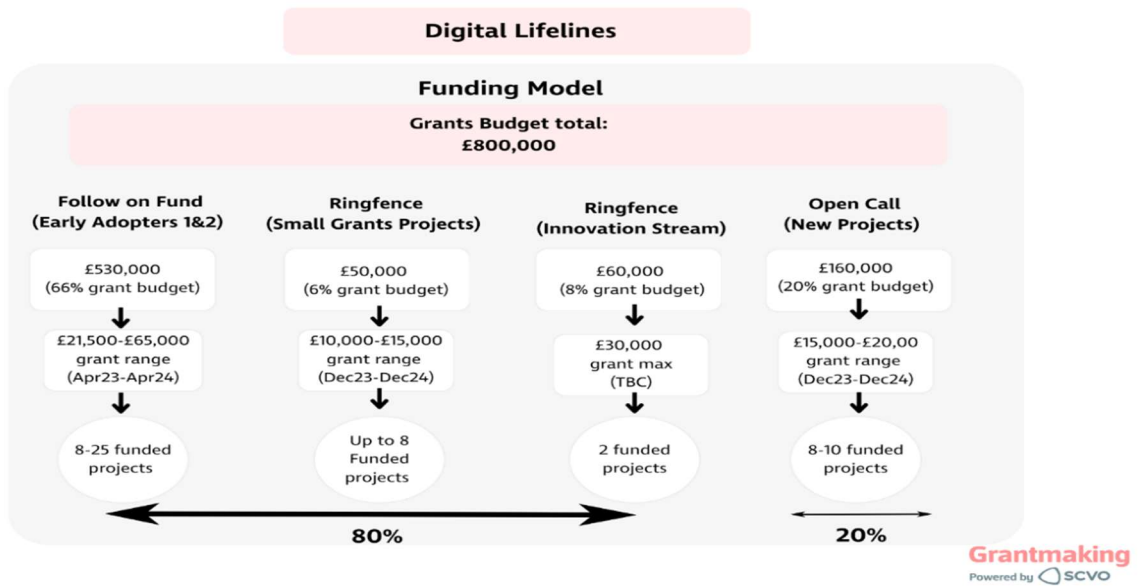


Diagram 3: DLS Grant Funding Programmes

These programmes will be managed according to a model agreed by the delivery partners:

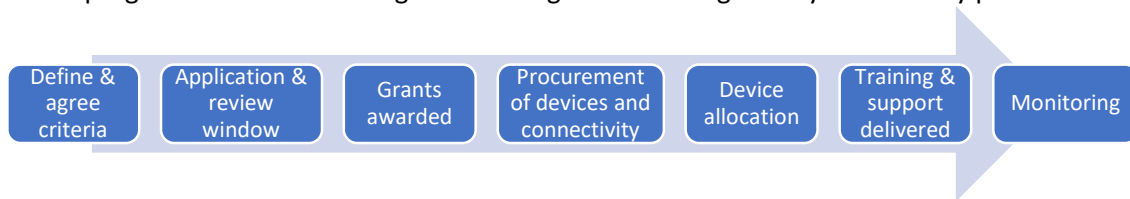


Diagram 4: Diagram: Digital Inclusion – End to End Funding Model

This model includes support to grant funded organisations including access to the following DLS assets:

- An on-line Device Catalogue:
- Digital Inclusion Playbook
- Digital Harm Reduction Champion Training Programme

Workstream 2. Digital Products and Services

This workstream will be led by DHI as Delivery partner (within already allocated funding of circa. £284k) on the following activities:

- Provide support, project management and evaluation of existing funded digital products and services projects:
 - **Hear4U Scotland** (University of Stirling and Aberdeen ADP)
 - **On-Line Engagement (OLE) with addiction services using Near Me** (University of St Andrews and NHS Fife)
 - **By My Side Digital Harm Reduction** app (Simon Community Scotland).
 - **RESCU and COCOON projects** (NHS Tayside and Hillcrest Futures)
- Work closely with the Scottish Government Chief Scientist's Office **Innovation Challenge**.
- Explore and Inform opportunities to leverage other funding sources such as the EU funded **PeacePlus Programme**.

- Consider holding an **engagement exercise** for policy, public sector, third sector and industry partners, and consider Digital Inclusion as an aspect of this workstream.

Should resources and capacity allow, the portfolio could include follow up on the **ODART Horizon Scanning** research report to update industry knowledge.

Workstream 3. Digital Integration

The programme will conduct mapping and exploratory conversations to discover whether there is an appetite in any already developed or developing integrated services to consider what a digitally integrated service might look like.

Delivery partners in both Digital Inclusion and Digital Products and Services will work together on this workstream and shape a proposal and identify funding requirements and sources.

Workstream 4. Benefits Realisation and Evaluation

This workstream will be led by DHI as Delivery partner on the following activities:

- Develop benefits realisation plans for each strand of the portfolio with Delivery Partners
- Agree overarching framework for next stage informed by DRNS evaluation and the PHS evaluation of Drugs Mission

Workstream 5. Communications and Engagement

The programme team needs to identify the required resources to deliver:

- An updated stakeholder map, communications and engagement plan.
- Active management of the website.
- Development of compelling and succinct materials including user stories, which demonstrate the impact of the programme to date and the potential for further digital inclusion and service development and integration.
- An implementation plan, including timeline and impact measurement.

Workstream 6. Workforce

The programme will:

- Integrate workforce awareness, skills and confidence into each workstream of the programme
- Enhance programme communications with targeted awareness for staff and workforce organisations
- Work with existing workforce streams connected to Drug Mission to integrate digital into workforce development plans
- Work with existing digital workforce skills programmes to integrate digital lifelines awareness raising – e.g. The Alliance, SCVO, Digital Health and Care, NES