

Fife Council

Information Sharing



What our client wanted

The Joint Future Agenda was well advanced in Fife but significant effort was required to deliver the Single Shared Assessment in electronic form. Designed to address information sharing, it involved major change to the working arrangements for health and social work authorities. Fife Council and NHS Fife needed an audit and evaluation of their current position on these two projects to understand their readiness for implementation.

What Frontline did

Frontline worked in partnership with Hanon Solutions, an IT company, to provide an approach that was flexible and adapted to meet the needs of the individuals and organisations involved. The process was assisted by:

- clarifying requirements
- auditing systems and processes
- evaluating the readiness of the people, the systems and the IT

Our aim was to make recommendations that were resourced, robust and achievable, and that would gain demonstrable 'buy-in' from all stakeholders. Recommendations were produced to address problems with processes, cultures and IT.

What difference we made

A readiness chart was developed to outline the main activities required to achieve full implementation of an electronic Single Shared Assessment, and was used to track and monitor progress toward implementation. Stakeholders also became significantly more aware of the culture change issues required both within and across organisations to deliver the technological change.