



## **Skills for Care Innovation Fund project**

### **Supporting Individual Employers of Personal Assistants to develop safe and secure digital working practice**

#### **Digital Technology Consultant Brief**

##### **Background**

In an increasingly digitalised world how do people who receive a direct payment from social services or health and use it to employ a personal assistant ensure that their working practices as employers and the working practices of people they employ is safe and secure?

Disability Sheffield on behalf of the Sheffield Individual Employer & Personal Assistant development group and Sheffield City Council have secured some funding from Skills for Care to look at how the PA workforce is skilled up and develops knowledge to ensure that digital working practices including information sharing are undertaken securely, confidentially and within legal frameworks.

This could include a range of working practices including:

- Individual Employers sharing employee personal details with managed bank account providers
- Individual Employers organising shift patterns and sharing employee personal contact details between employees to enable this to happen
- Individual employers providing financial information digitally to the Local Authority
- PAs supporting individual employers in accessing and responding to email correspondence which may include confidential information
- PAs supporting individual employers to manage their financial affairs, this could include having access to on-line bank account details for example
- Organisations such as local authorities and managed bank account providers sending sensitive information to individuals regarding their support and finances

The project will also look at how the knowledge, training and resource available to Sheffield City Council can be used to meet the needs of individual employers for example LA training on information security and confidentiality, advice on the use of password protection and

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access restriction, factoring in the replacement of the Data Protection Act through the General Data Protection Regulation.

### **Project Aims**

- Identifying what the key areas of risk are for IEs & PAs within current practice
- Exploring existing technology for managing the workforce for example timesheets & rotas which may support IEs to manage their PAs in a digitally secure way
- Developing a film for IEs & PAs which highlights areas of information sharing & cyber security including legal compliance in areas such as data protection act, confidentiality which people should be aware of including the potential impact of proposed Data Protection Bill.

### **Project Outcomes**

- Individual employers are able to use improved and secure digital systems for managing their PAs and sharing information with organisations.
- Individual employers have more control over ensuring that their home IT systems are suitable for managing their workforce and direct payment.
- PAs have safer digital systems for communication between each other allowing for more efficient and autonomous team work, for example sorting out rotas and holiday cover between staff, communicating as part of shift hand-overs.
- LA staff and other organisations are able to ensure that they share information and data with individual employers in a secure and safe way

## **Digital Technology Consultant Brief**

We are looking for someone with an understanding of digital technology & data-sharing to deliver this project on behalf of the Individual Employer and PA development group.

This will be undertaken in a number of ways including:

- Running 3 workshops with Individual Employers, PAs and Local Authority colleagues:
  - Session to consider the existing use of digital technology, where it could be used, existing practice, employee access to personal technology, existing policies & procedures
  - Session looking at legislation, exploring how existing practice identified in workshop 1 can be made safer & more secure.
  - Session to explore areas of data & information sharing between LA, other key organisations and Individual Employers, current practice & areas of potential risk.

- Desk based research identifying existing digital technology that would enable IEs to manage their workforce in a safe, secure & efficient way
- Using the knowledge gained from the workshops and desk based research work alongside Flycheese production to develop a 'creature comfort' style film animation highlighting safe practice in the use of digital technology and data-sharing
- Development of a workshop-style resource to enable individual employers to explore in more detail the options for managing their workforce through digital technology.

Please see below the work plan and outcomes which have been agreed with Skills for Care which outline the parameters and timescales you will need to be working within.

### **Expressions of interest**

Please outline in no more than 6 sides of A4:

- How you would approach this piece of work
- Your suitability for the role
- Your relevant experience
- Number of days to undertake this piece of work
- Yours costs including breakdown

We will accept any supporting documentation which evidences any relevant experience and expertise.

Please submit your response to [emily.morton@disabilitysheffield.org.uk](mailto:emily.morton@disabilitysheffield.org.uk) by 9am on Thursday 28th Sept 2017. Interviews will take place on Monday 2<sup>nd</sup> October. Due to the short timescales you would need to be available to start the work immediately. The work needs to be delivered by the end of March 2018.

Up to £7800 (including VAT) is available for this piece of work.

For more information and a chat about the project please contact Emily Morton [emily.morton@disabilitysheffield.org.uk](mailto:emily.morton@disabilitysheffield.org.uk) tel:0114 2536747

<b>SfC Innovation Fund 2017-18</b>			
<b>OUTPUTS</b>	<b>ACTIONS</b>	<b>UPDATE</b>	<b>TIMESCALE</b>
<b>Accountability</b>			
Project Plan	<ul style="list-style-type: none"> <li>• Work plan produced</li> <li>• Meet with Zoe Thomas, SfC lead</li> </ul>		Sept 2017
Regular meeting of core group to oversee project	<ul style="list-style-type: none"> <li>• Recruit &amp; meet regularly throughout project</li> </ul>		Sept 2017
Progress and Evaluation reports	<ul style="list-style-type: none"> <li>• Oct Progress Report</li> <li>• January Progress Report</li> <li>• End of project Evaluation Report</li> </ul>		Oct 2017 Jan 2018 March 2018
Expert consultant appointed with an understanding of digital technology & data-sharing to deliver the project	<ul style="list-style-type: none"> <li>• Expressions of interest sought for</li> <li>• Expert consultant commissioned</li> </ul>		Sept 2017
<b>Develop a 'creature comfort' style animation film to be used outlining areas of digital data and information sharing with guidance on how to stay safe and secure.</b>			

Workshop 1 with IE & PAs considering existing use of digital technology, where it could be used, existing practice, employee access to personal technology, existing policies & procedures	<ul style="list-style-type: none"> <li>• Contents agreed</li> <li>• Workshop date arranged, invites sent</li> <li>• Discussions written up</li> </ul>		Oct 2017
Workshop 2 with IE & PAs looking at legislation, explore how existing practice identified in workshop 1 can be made safer & more secure.	<ul style="list-style-type: none"> <li>• Contents agreed</li> <li>• Workshop dates arranged, invites sent</li> <li>• Discussions written up</li> </ul>		Nov 2017
Workshop 3 with LA colleagues to explore areas of data & information sharing, current practice & areas of potential risk  (these workshops may turn into 3 workshops with LA colleagues, IE and PAs to be discussed)	<ul style="list-style-type: none"> <li>• Contents agreed</li> <li>• Workshop dates arranged, invites sent</li> <li>• Discussions written up</li> </ul>		Nov 2017
Workshop information used to inform contents of film animation	<ul style="list-style-type: none"> <li>• Meeting with Flycheese to agree approach, timescales for completion of animation</li> <li>• Meeting with steering group, digital consultant and Flycheese animators</li> <li>• Script developed alongside workshops</li> </ul>		Sept 2017  Oct 2017  16 <sup>th</sup> Dec 2017

	<ul style="list-style-type: none"> <li>• Contents agreed with group</li> <li>• Contents agreed with SfC</li> <li>• Individuals recruited to provide voice cover</li> <li>• Draft animation produced</li> <li>• Animation edited and finalised</li> </ul>		<p>12<sup>th</sup> Jan 2018</p> <p>March 2018</p>
<b>Create knowledge and guidance resource on options for managing the PA workforce through digital technology.</b>			
Workshop-style resource developed to enable individual employers to explore in more detail the options for managing their workforce through digital technology.	<ul style="list-style-type: none"> <li>• Research carried out into existing technology</li> <li>• Discussion at workshops used to inform contents including use of existing home IT systems, software solutions, good practice</li> <li>• Develop list of identified gaps in existing digital technology to meet needs identified within this work to be fed back to software developers.</li> </ul>		Jan 2018
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<b>Evaluation of the project ensuring that the outputs align to local work, contracts, roles and responsibilities, legislation, security.</b>			
Trading arm of the Information and Knowledge Management Service, SCC	<ul style="list-style-type: none"> <li>• Brief developed with trading arm SCC</li> <li>• Meeting held and approach agreed with</li> </ul>		March 2018

<p>commissioned to carry out evaluation</p>	<p>consultants</p> <ul style="list-style-type: none"> <li>External evaluation produced which looks at how the project aligns with wider work in this area</li> </ul>		
<p><b>OUTCOMES</b></p>			
<p>➤ Individual employers are able to use improved and secure digital systems for managing their PAs and sharing information with organisations.</p>			
<p>➤ Individual employers have more control over ensuring that their home IT systems are suitable for managing their workforce and direct payment.</p>			
<p>➤ PAs have safer digital systems for communication between each other allowing for more efficient and autonomous team work, for example sorting out rotas and holiday cover between staff, communicating as part of shift hand-overs.</p>			
<p>➤ LA staff and other organisations are able to ensure that they share information and data with individual employers in a secure and safe way</p>			