

## A fitter future – change at ISD Scotland

### Key Points

- ISD is changing, to adapt to new demands and to deliver required reductions in baseline funding.
- The new National Information Strategy will ensure our services match national priorities.
- Customers will benefit from a more flexible and efficient service, with a better understanding of their needs.
- Our new structure and model should be in place by April 2012.

### Our organisational review

ISD is engaged in a comprehensive organisational review, designed to help the organisation adapt to meeting changing customer needs and to deliver required reductions in baseline funding. We are developing a more flexible structure and workforce model, which will provide customers with a service even more responsive to their needs.

### National Information Strategy

The Information Strategy brings changes to the way in which ISD works with external stakeholders to identify the key information requirements for health and social care. Currently in development, this will form the basis of a new commissioning model for those ISD resources which are funded by Scottish Government. The drafting of the Information Strategy is reaching its final stages. It is designed to:

- make sure that information develops in line with agreed priorities
- ensure that resources are focussed on national and local priorities
- provide predictability around when new pieces of information or data will be available (both nationally and locally), while maintaining flexibility to changing priorities; and
- inform the eHealth strategy for IT system developments.

At the same time ISD is developing improved access to bespoke specialist services and skills in response to increasing individual customer requirements.

We intend to develop a more flexible structure and workforce model, which will provide customers with a service even more responsive to their needs.

### Benefits to customers

- A clearer and more effective delivery and management model.
- A more flexible operational model to better respond to changing stakeholder demands.
- Access to cost-effective bespoke specialist information services and skills.
- A more efficient service based around more consistent process and practice. This includes streamlining of the current structure from 19 Work Programmes into 5 departments.
- A dedicated senior resource to enhance customer engagement and improve understanding of customer operating context and need

### Next Steps

We are now formally consulting with Trade Union partners and plan to have the new structure and operating model in place by April 2012. We will keep you up to date on progress, and more details are available on request. You can also talk to any of your usual ISD contacts about the proposed changes.

We hope that you will continue to support the new ISD in realising our vision; to be a valued partner in improving the health and wellbeing of the people of Scotland, by providing a high quality intelligence service.