

Lancashire Combined Fire Authority

Resources Committee

Meeting to be held on 30 March 2022

Digital Strategy

(Appendix 1 refers)

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Executive summary and recommendations

Executive Summary

The Digital Strategy (attached as appendix 1) sets out a framework of how we will seek to exploit emerging technology across the service to improve our communication and process efficiency and underpin the business strategies that form the Community Risk Management Plan (CRMP) 2022-27.

These include active engagement in digital and data workstreams that are underway in the National Fire Chiefs Council (NFCC) and which are attempting to standardise data and technology approaches within FRS across the country.

In addition, we will consider best practice guidelines from central Government together with other partner agency collaborations wherever possible.

The underpinning focus throughout the digital strategy is on the use of modern technology to maximise the effectiveness and efficiency of our workforce, to ensure the best possible service and levels of engagement for our communities.

Recommendation(s)

Members are asked to note and endorse the Digital Strategy that will help to enable delivery of elements of the 5 key strategies that underpin the CRMP 2022-2027.

Information

Through key objectives set within the digital strategy, we aim to support the creation of a positive, inclusive culture that encourages innovation and continuous improvement.

Achieving the right culture will enable us to deliver the best services and be an outstanding fire and rescue service for our communities and visitors.

The digital strategy has been crafted to underpin critical elements of the business strategies that form the CRMP and will be an enabler for many of the key objectives set out within each.

To help achieve this, the focus will be on ensuring that:

- Our workforce can make effective use of technology to communicate, safely store and share information
- Our workforce can work effectively from anywhere using the most appropriate device for their role, intrinsically increasing our efficiency
- Our workforce has easy access to data and intelligence relevant to their role and that the information is current to help increase safety and reduce risk
- Our workforce is digitally engaged in the organisation and champion a digital first culture
- We strive to reduce paper, printing and increase our process efficiency through digitisation and automation
- Our digital solutions focus on the needs of our communities and that they are able to engage with us in a more digitally enabled way

Business risk

Delivery of key elements of the digital strategy are critical enablers for many of the objectives set out in the business strategies that underpin the CRMP, which is produced in line with National Framework guidance issued by central government.

Environmental impact

One of the key objectives of the digital strategy is to minimise process and maximise efficiency across the organisation and to reduce printing and paper consumption wherever possible. Digital solutions will be delivered through devices and equipment either currently in use or will augment equipment already planned for rollout through other initiatives, further increasing their effective use. In line with government directives digital solutions will be hosted in the cloud where possible, minimising the potential for increased carbon footprint and helping to reduce energy consumption of the life of the strategy.

Equality and diversity implications

The nature of the strategy allows for accommodating digital products that are accessible to all employees and the wider community in line with government accessibility standards. Equality Impact Assessments will be undertaken where appropriate to ensure that any solutions intrinsically consider all users.

HR implications

Any potential for temporary increases to establishment in order to enable or accelerate critical elements of the strategy will be undertaken within guidance and policy frameworks. Any significant implications will be brought before Resources Committee for full disclosure and proper consideration.

Financial implications

No abnormal expenditure is anticipated to fall outside of capital programme plans or existing departmental budgets.

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

Reason for inclusion in Part 2 if appropriate: