

Joint Digital Strategy 2022-2027

Northamptonshire Police

Northamptonshire Fire and Rescue Service

Northamptonshire Police, Fire and Crime Commissioner



Introduction

The following digital strategy is for Northamptonshire Police and Northamptonshire Fire & Rescue Services.

An organisation's digital strategy is a business led strategy – how digital initiatives deliver the organisation's strategies. It is not a technology strategy.

The 2 organisational strategies have been distilled into how digital can help deliver those strategies; a direction of travel.

The Digital and Technology functions have underlying strategies which detail the plans and specifics of what will be done.

Page 1 highlights the themes from the organisations' strategies which are then used as a basis to form the digital strategy.

Page 2 details the overarching principles of the digital strategy; the cross-cutting concepts that will apply throughout the strategy.

Page 3 highlights the key themes of the digital strategy, and the remaining pages clarify the detail of each theme. The themes link together and because of this there are deliverables in each that equally apply in other theme areas. The final page of the strategy links the themes together to show, on one page, all of the deliverables.

Organisations' Strategic Themes

Northamptonshire Police

"Fighting Crime, Protecting People"

Northamptonshire Police will provide an outstanding policing service, putting the public first in all that we do, and in doing so will support stringer, safer and sustainable communities.

A five-year plan for Northamptonshire Police that;

- Our communities across Northamptonshire are safer and better protected
- Victims and service users consistently report high satisfaction levels with our service
- We inspire public confidence



Quality of Service



Prevention and Intervention



Effective Partnerships



Release Capacity



Healthy Culture

Northamptonshire Fire and Rescue Service

"Make Northamptonshire Safer"

The vision for Northamptonshire Fire and Rescue Service is to "Make Northamptonshire Safer": to achieve this, in 2025 NFRS will be a resilient, financially secure, flexible, outward facing organisation focused on delivering high quality services to the public. To do this we will require well trained, well-resourced, highly motivated staff who are focused on delivering a holistic service in line with both political and public expectation.

We will do this in a way that makes the best use of our resources and delivers "best value" to the public of Northamptonshire.



Fast, effective high quality response



Prevention that educates, makes people safer



Protection advice and enforcement



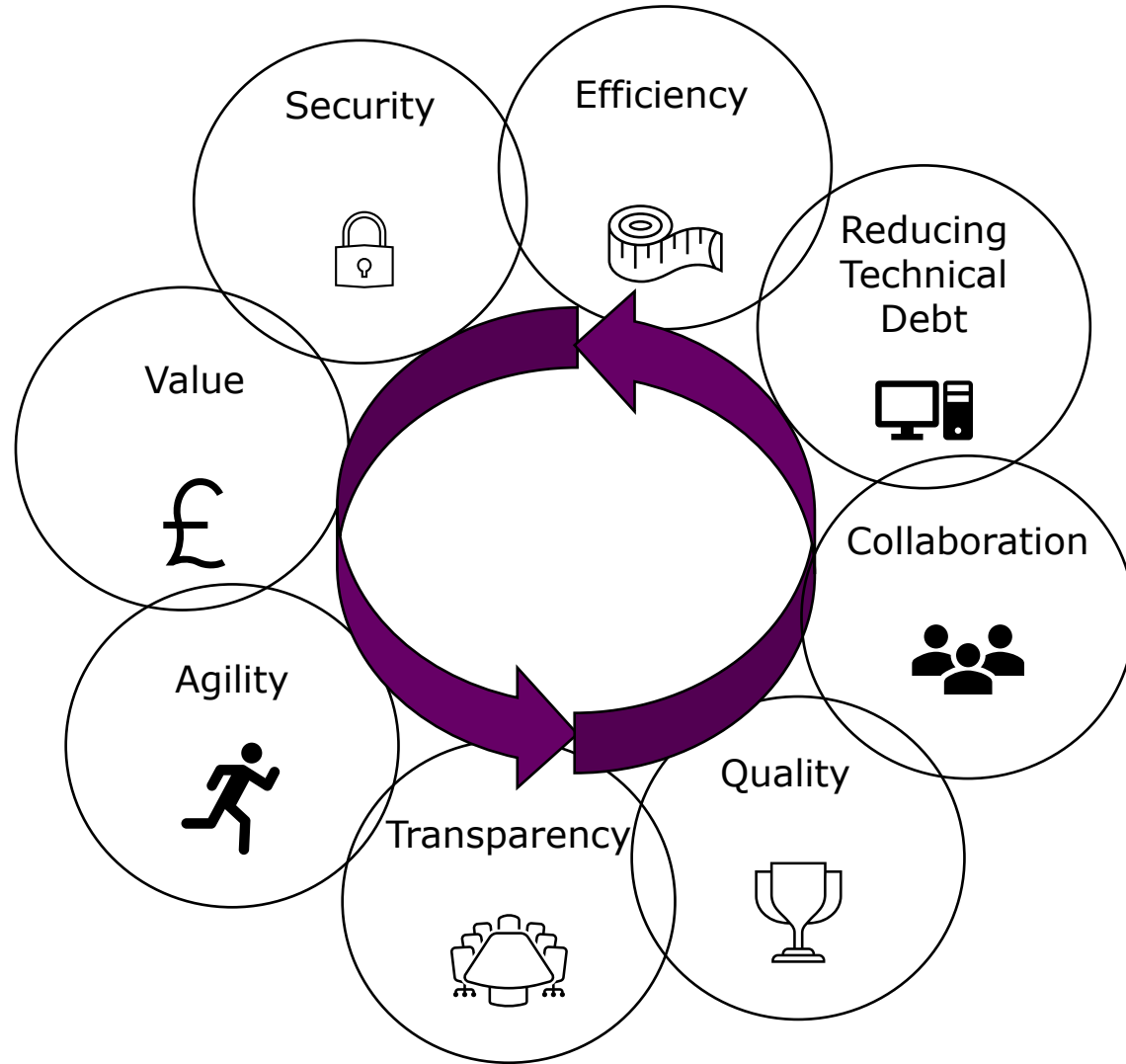
Resilience by assisting with risks & issues



Public Assurance of a good Fire and Rescue Service



Digital Strategy - Overarching Principles



These principles cut through the whole digital strategy and its underlying strategies and delivery



Digital Strategy - Key Themes



Seamless Citizen Digital Experience



Digitally Enabling Our Workforce



Digital Culture & Ways of Working



Modern Digital Services & Platforms



Data-Driven Decision Making

The key themes of the digital strategy are the links between organisational strategies and how digital initiatives will deliver business strategies



Seamless Citizen Digital Experience



No matter how a member of the public chooses to communicate with Fire or Police, their experience will be unified

Reducing Technical Debt

Collaboration

Transparency

We will focus on providing a seamless citizen digital experience by

- Working in partnership with national programmes to improve the digital experience for the public of Northamptonshire
- Modernising the organisations' control room infrastructure and systems
- Detailing organisational processes and using these to create more efficient ways of working
- Simplifying solutions to increase agility of delivery and visibility of the service provided to the public of Northamptonshire

Efficiency

Quality

Security

Agility

Value



Digitally Enabling Our Workforce



Reducing Technical Debt



Collaboration

Transparency

We will focus on digitally enabling our workforce by

- Collaborating with our workforce, ensuring the organisations are delivering what they need to do their roles
- Focusing on the problem that needs to be solved, not on the system(s)
- Detailing organisational processes and using these to create more efficient ways of working
- Getting the full benefit from digital solutions already invested in, rather than buying new, to deliver true value
- Enabling our workforce to operate efficiently by introducing digital solutions to help them perform their roles, not hinder them

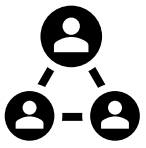
Efficiency

Quality

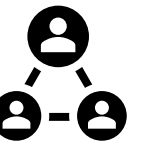
Security

Agility

Value



Digital Culture & Ways of Working



Without a culture that supports digital ways of working, the organisational strategies have less chance of succeeding

Reducing Technical Debt

Collaboration

Transparency

We will focus on increasing the digital culture and ways of working by

- Benchmarking the digital culture of the Police and Fire
- Creating a plan to improve digital culture in order to deliver the digital ambitions
- Setting up a Digital Academy in order to widen the digital culture in our organisations
- Collaborating with our workforce, ensuring that they have the digital solutions needed to do their roles
- Collaborating with other organisations to share potential solutions

A Digital Academy will be formed of representatives from the organisations in order to shape/share/implement digital initiatives and ways of working

Efficiency

Quality

Security

Agility

Value



Modern Digital Services & Platforms



Reducing Technical Debt

Modern solutions are key to ensuring that digital culture is increased and initiatives are delivered

Collaboration

Transparency

We will focus on providing modern digital services and platforms by

- Ensuring digital solutions are fit for purpose and supported appropriately
- Reducing the technical debt in order to release time to support new initiatives
- Implementing a 'Cloud-Appropriate' strategy in order to ensure that the availability, supportability and security of data is prioritised
- Increasing agility in the provisioning of digital solutions, both current and new

Efficiency

Quality

Security

Agility

Value



Data Driven Decision Making



Reducing Technical Debt

The data collected across the organisations should be accurate, reliable and accessible

Collaboration

Transparency

We will focus on data driven decision making by ensuring the information we use is correct, up to date and accessible

- Enabling 'one version of the truth' analytics, linking common organisational questions to available data sets
- Creating a data repository containing the common data sets used for decision making
- Decreasing the number of places that the same data is collected for different reasons
- Improving the quality of the data that is used for decision making

Efficiency

Quality

Security

Agility

Value



One Page Digital Strategy



Reducing Technical Debt

Collaboration

Transparency



Seamless Citizen Digital Experience

- Working in partnership with national programmes to improve the digital experience for the public of Northamptonshire
- Modernising our control rooms' infrastructure and systems
- Detailing organisational processes and using these to create more efficient ways of working
- Simplifying solutions to increase agility of delivery and visibility of the service provided to the public of Northamptonshire
- Collaborating with our workforce, ensuring the organisations are delivering what they need to do their roles
- Focusing on the problem that needs to be solved, not on the system(s)
- Detailing organisational processes and using these to create more efficient ways of working
- Getting the full benefit from digital solutions already invested in, rather than buying new, to deliver true value
- Enabling our workforce to operate efficiently by introducing digital solutions to help them perform their roles, not hinder them
- Benchmarking the digital culture of the Police and Fire
- Creating a plan to improve digital culture in order to deliver the digital ambitions

- Setting up a Digital Academy in order to widen the digital culture in our organisations
- Collaborating with our workforce, ensuring that they have the digital solutions needed to do their roles
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Digitally Enabling Our Workforce



Digital Culture & Ways of Working



Modern Digital Services & Platforms



Data-Driven Decision Making

Delivery strategies will detail HOW and WHEN

- Digital Architecture Strategy
- Digital Portfolio Strategy
- Digital Service Delivery Strategy
- Digital Commercial Strategy
- Digital Design & Delivery Strategy

These will be published, approved and managed within the Digital Governance structure

Security

Agility

Value

Efficiency

Quality