

# Joint Digital Strategy – 2022 to 2027

(Reviewed in 2025)



**Northamptonshire**  
Police



**Northamptonshire**  
Police, Fire & Crime Commissioner



**Northamptonshire**  
Fire & Rescue Service

# 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, Data 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 the deliverables.*

The review in 2025 considers the new organisational strategies to ensure the Joint Digital Strategy continues to reflect how digital initiatives can help deliver those strategies.

# Organisations' Key Strategic Themes

**2025 - 2028**  
**Policing Plan**

NORTHAMPTONSHIRE  
**POLICE**  
Fighting Crime. Protecting People.

At the heart of this plan is a simple but vital principle: policing is built on trust, and trust is built through listening, understanding, and working together.

**Focus 1**  
Build and Maintain Trust and Confidence in Northamptonshire Police

**Focus 2**  
Quality of Investigation Standards

**Focus 3**  
Developing the workforce to close the skills gap across the force

NORTHAMPTONSHIRE  
**FIRE & RESCUE SERVICE**

**Our Vision** – Providing exceptional fire and rescue services for all  
**Our Mission** – Preventing, protecting and responding to keep communities safe  
**Our Values – (Ethical Principles)**

- Putting our communities first
- Integrity
- Dignity and respect
- Leadership
- Equality, diversity and inclusion

**Our Plan 2025 – 2030**

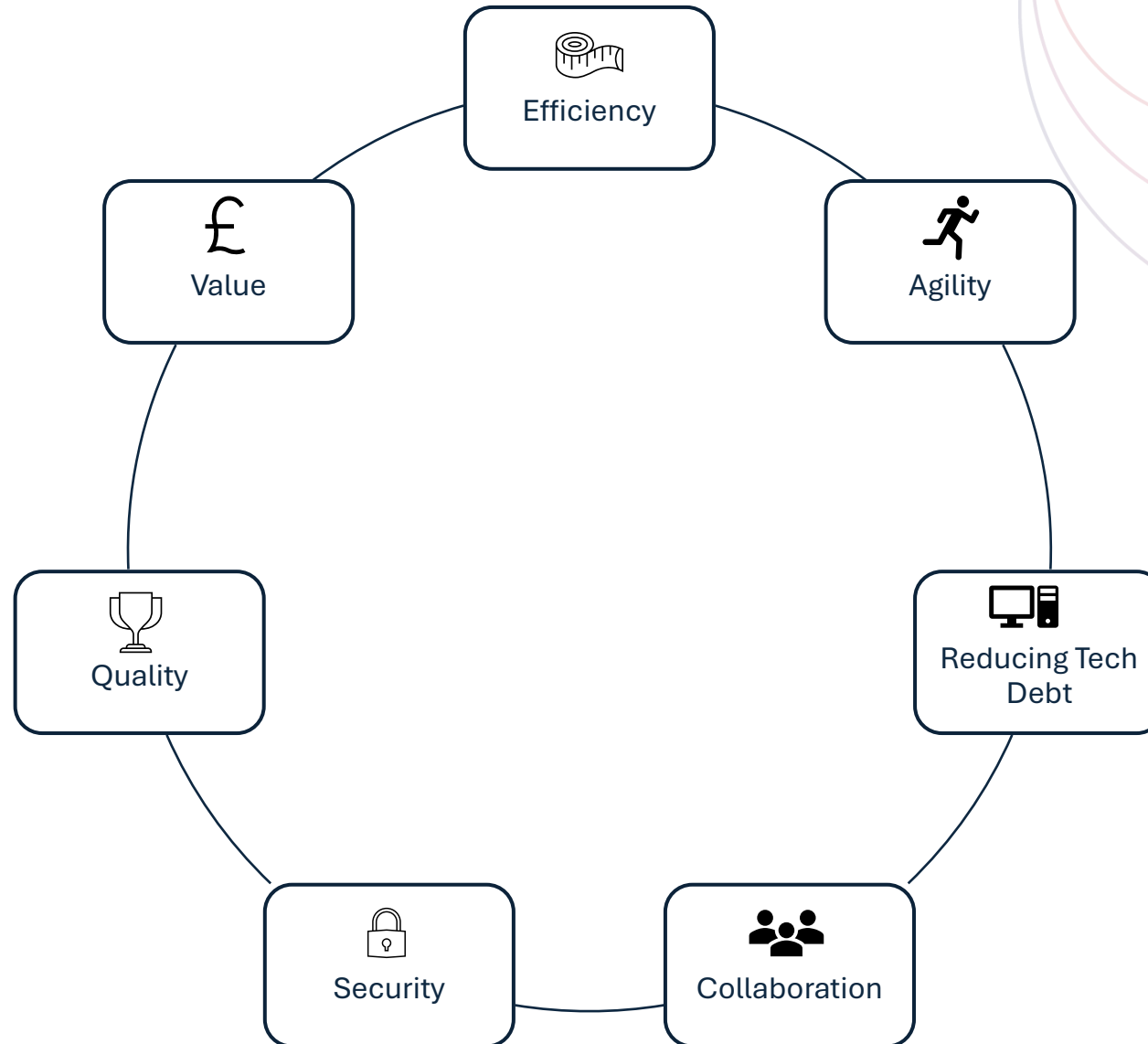
**Our strategic priorities:**

- **Prevention** - We will help people stay safe from fires and other emergencies.
- **Protection** - We will improve fire safety in the buildings people live and work.
- **Response** - We will respond immediately and effectively to emergency incidents.
- **People & culture** - We will continue to develop and support our workforce promoting an inclusive and high performing service.
- **Sustainability & resilience** - We will manage and invest in our service to be agile and fit for the future. Using our resources sustainably and productively while delivering the most value.

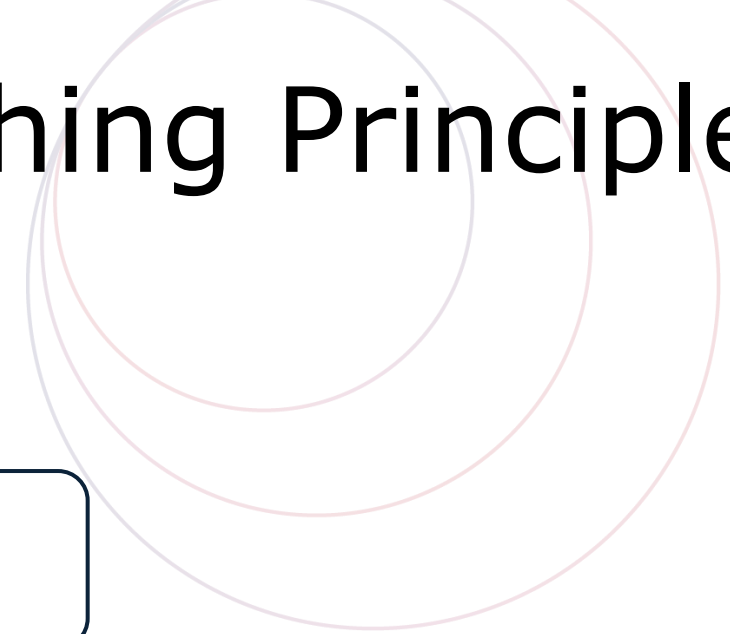
**Our organisational enablers** to help us provide an outstanding service to our communities:

- We will provide the right resources, that align with current and future demands across the service, making best use of data to inform need.
- We will be an integrated organisation that delivers modern services with the right estate, fleet, digital enablers and kit for officers and staff.
- We will embed a culture of organisational learning through everyday professional curiosity and continuous improvement, striving to be an outstanding service.
- We will provide value for money, deliver efficient joint Enabling Services, invest in innovation and increase productivity through effective financial and strategic planning.

# Digital Strategy - Overarching Principles



The principles cut through the whole digital strategy and its underlying strategies



# 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



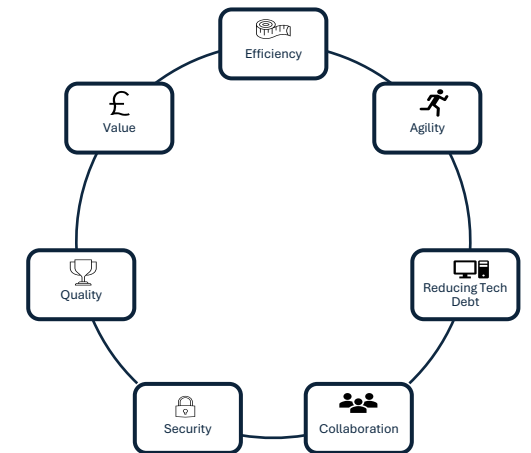
# Seamless Citizen Digital Experience



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

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



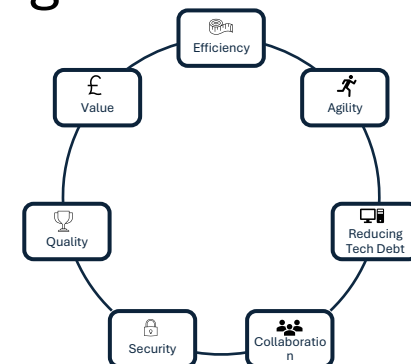
# Digitally Enabling Our Workforce



*Digital solutions should help our workforce do their job more efficiently*

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



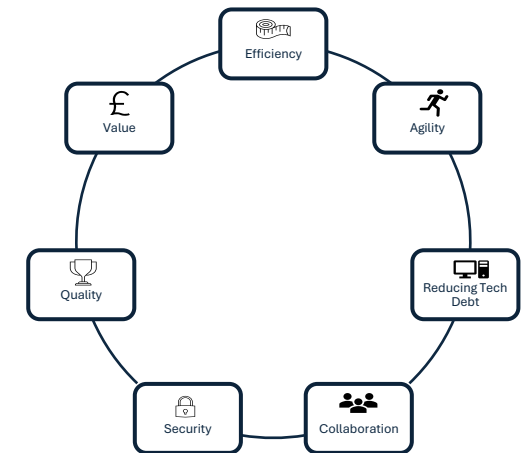
# Digital Culture & Ways of Working



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

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 to deliver the digital ambitions
- Setting up a Digital Academy 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



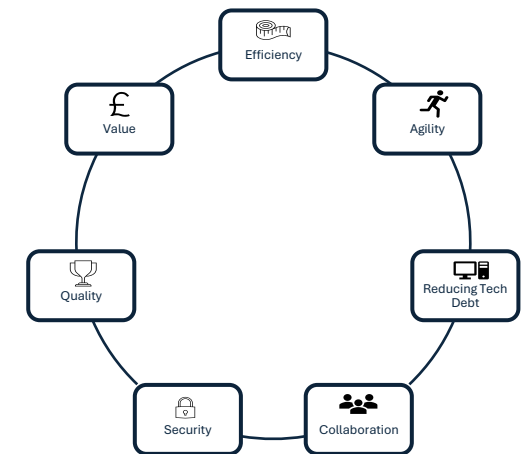
# Modern Digital Services & Platforms



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

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 to release time to support new initiatives
- Implementing a 'Cloud-Appropriate' strategy to ensure that the availability, supportability and security of data is prioritised
- Increasing agility in the provisioning of digital solutions, both current and new



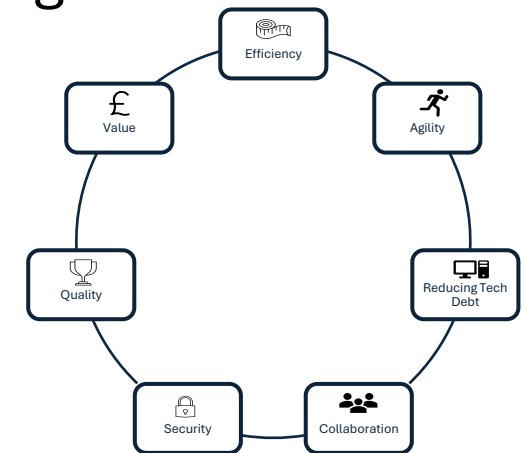
# Data Driven Decision Making



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

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



# One Page Digital Strategy



## 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 to deliver the digital ambitions



## Digitally Enabling Our Workforce



## Digital Culture & Ways of Working



## Modern Digital Services & Platforms



## Data-Driven Decision Making

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## DDaT Delivery strategies will detail HOW and WHEN

- Architecture Strategy
- Transformation and Change Strategy
- Technical Support Strategy
- DDaT Strategy, Performance and Governance Strategy
- Data and Analytics Strategy

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