

To: Policy and Resources Committee  
From: Head of ICT and Occupational Health Unit (OHU) - John Fagg  
Presenting officer(s): Head of ICT and OHU - John Fagg  
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## Digital Strategy 2022 to 2025

### 1. Purpose

- 1.1 The purpose of this report is to provide the Policy and Resources Committee with visibility of the revised Digital Strategy for 2022 to 2025.

### 2. Recommendation

- 2.1 The Committee is asked to approve the revised Digital Strategy for 2022 to 2025 attached at Appendix 1.

### 3. Risk Assessment

- 3.1 **Political** – with a number of public sector organisations experiencing cyber-attacks, the Home Office pays close attention to the activities being undertaken by them to ensure that critical infrastructure remains current and is able to robustly support, in our case, the activities of an emergency service. A recent audit has been undertaken by the Home Office and gives confidence that our technology is fit for purpose and secure.
- 3.2 **Economic** – the cost of technology is ever increasing, with economic pressures inflating prices further. The strategy is an enabler to allow forward planning of digital projects to ensure that they remain affordable in line with budget constraints.
- 3.3 **Social** – the new ways of working post pandemic have required that technology adapts to accommodate this. Without continual investment, the social improvements driven from the pandemic will not be maintained. Additionally, the lessons learnt during the pandemic should be further utilised to improve service provision to front line services.
- 3.4 **Technological** – technology continues to be a high-risk area, with constant cyber threats to the Service. As stated above, there is a requirement to continuously improve our technology infrastructure and applications to ensure that we are well placed to deal with these threats.

- 3.5 **Legal** – there is a legal requirement under the Data Protection Act to protect sensitive and personal data. This is a key consideration when implementing or upgrading systems.
- 3.6 **Environmental** – technology projects continue to have an environmental impact. This impact is now being more closely considered as part of projects, with investment in training so that this can be better understood.
4. The Digital Strategy 2022 to 2025
- 4.1 Much was achieved within the period of the previous strategy despite the challenges of improving technology during the pandemic. Work continued at pace during this period and many advancements were successfully implemented.
- 4.2 The revised strategy builds upon the previous successes, continuing the themes of:
- maximising value for money in the provision of digital services
  - technology management
  - intelligent data gathering and reporting
  - excellence in communication
  - working with partners
- 4.3 Where feasible, work is closely aligned to that also being undertaken by Bedfordshire Fire and Rescue Service to ensure the use of common technologies and platforms. This ensures consistency in support provision from the ICT Shared Service.
- 4.4 Much work has already been progressed under the new strategy which was endorsed by the Digital Strategy Board in January 2023, prior to the start of the last His Majesty's Inspectorate of Constabulary and Fire and Rescue Services inspection.

## Source Documents

Fire Authority Committee Reports and Minutes - various

## Location

Fire Service HQ  
Hinchingsbrooke Cottage  
Huntingdon

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