

# West Midlands Fire Service Digital and Innovation Strategy 2019 – 2022

## Effective delivery through collaboration

Using our resources effectively and efficiently is important to us. Technology plays a massive part in helping us to make the West Midlands safer, stronger and healthier.

Our emergency 999 systems help our staff in fire control send the appropriate response to an incident, while satellite mapping lets us see the precise location of our fire engines. We position our resources based on real-time risk, to support our five-minute attendance standard. If we're experiencing high demand during a major incident, we can re-distribute our remaining vehicles and crews to ensure the greatest levels of emergency cover across the West Midlands.

Our radio and communications network let us share vital information with our firefighters as they're on their way to an incident. When they arrive, technology helps to keep them safe. As our workforce becomes more mobile and spends as much time as possible in the community, they need to be able to access accurate and useful information when they need it. This is key to working with the most vulnerable people in our communities as well as collaborating with other agencies in delivering joined-up services.

We will continually explore opportunities to enhance and transform services to our communities that are underpinned by innovative and digital solutions:

## Organisational Statement

- with a **commitment to research and development** enabling assertive, effective and safe firefighting
- in a culture where **digital as an enabler will help people**, systems and processes become more **efficient and effective**
- by providing **assurance and intelligence** for **evidence-based decisions** with **accurate, useful and timely information** that will reduce community risk through our **mobile workforce**
- enabling the **secure and reliable sharing of data** with our partners and the **cost-effective, joined-up** delivery of services **to the most vulnerable people in our communities**.