

Minutes of the Collaboration and Transformation Committee

27 January 2020

Present: Councillor Edwards/Iqbal/Miller/Young
Prof. Simon Brake

01/20 **Apologies**

Apologies were received from Cllrs Dehar, Barlow and Walsh.

02/20 **Declarations of Interest**

There were no declarations of interest.

03/20 **Minutes of the Collaboration and Transformation Committee held on 11 November 2019**

The minutes of the Collaboration and Transformation Committee held on 11 November 2019 were approved.

04/20 **Collaboration and Transformation – Digital Transformation**

The Committee received a report setting out awareness of the progress already made and the commitment to continual digital transformation and collaboration aligned to the Digital Declaration made by West Midlands Fire Service (WMFS).

Jason Danbury, Strategic Enabler for Information Technology, appraised Members that digital transformation is the integration of digital technology into all areas of a business resulting in fundamental changes to how businesses operate and how they deliver value to stakeholders.

Regarding WMFS, it is ensuring that the increased use of technology improves the user experience through better, modern ways of working for staff, partners

and communities. It is also part of a wider cultural change that requires the Service to continually challenge, adapt and enhance its services and ways of working.

Ongoing digital transformation is now embedded within the Service and it is important that staff are engaged on this journey, developing and enhancing digital tools as well as their digital skills.

Given the investment required in this area, it is important the Service works collaboratively to ensure it is doing the correct things and sharing its experiences and benefits with other public sector organisations.

WMFS signed up to the Local Digital Declaration in October 2018 as a collective ambition for local public services that commits the Service to:

- design services that best meet the needs of citizens (our communities).
- challenge the technology market to offer the flexible tools and services we need.
- protect citizens' privacy and security.
- deliver better value for money.

The ambition of the Digital Declaration requires both a culture shift and a technology shift built on five principles:

1. Redesign services around the needs of the people using them.
2. Remove any dependence on inflexible and expensive technology.
3. Design safe, secure and useful ways of sharing information.
4. Demonstrate digital leadership.
5. Embed an open culture that values, incentivises and expects digital ways of working from our workforce.

Members received examples of the Service being in the forefront of application of digital systems, skills development

and data driven decision making. These ranged from service wide application to specialist systems; Microsoft O365, Tymly, RIDGE, SSRI and Vision 4 were specifically cited as improving efficiency and effectiveness of connectivity, productivity and value for money. The security infrastructure and adoption of General Data Protection Regulations were embedded into the operation of the Service.

Members endorsed the investment and commitment being made to enable WMFS to fulfil its responsibilities to communities and staff. A specific observation was raised that with a varied age range in WMFS, all staff were afforded the opportunity to truly understand the application of digital transformation.

Digital transformation was acknowledged as a fast-changing environment with challenges to ensuring value for money and alignment of strategic and operational purpose; Members stated their assurance from the presentation and content of the report.

Members **noted** the report recommendation of good work to date set out within the report and supported the ongoing digital transformation and collaboration work.

The meeting finished at 12.15 hours.

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