Business Insight and Data
23rd March 2023

NORTH YORKSHIRE
FIRE & RESCUE SERVICE
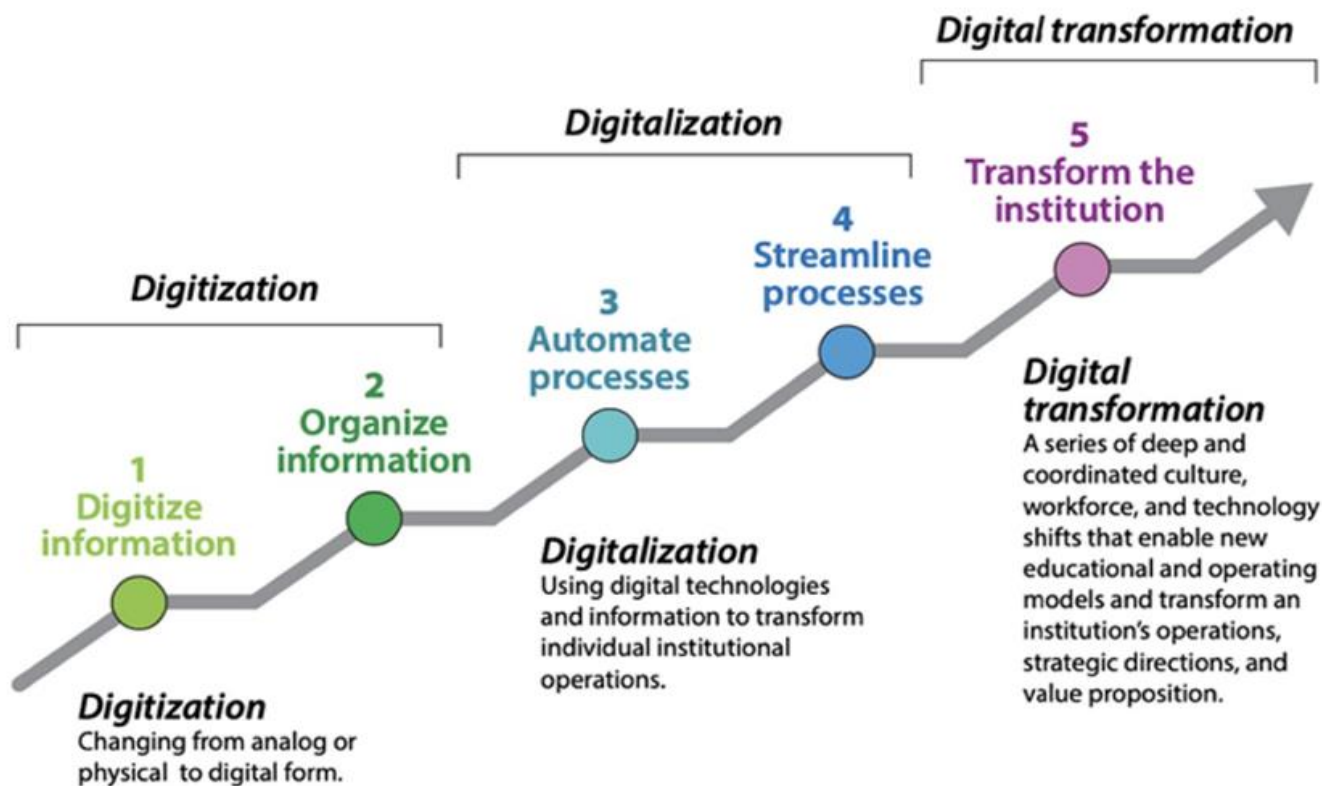

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Becoming a data-led service

Digital transformation

Digitalization

5
Transform the institution

Digitization

4
Streamline processes

3
Automate processes

2
Organize information

1
Digitize information

Digitalization
Using digital technologies and information to transform individual institutional operations.

Digital transformation
A series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution's operations, strategic directions, and value proposition.

Digitization
Changing from analog or physical to digital form.

Digital Transformation

Digital transformation requires us to re-examine how we do things, how we operate, how we behave; working out what can be done better and what can be changed to improve the outcomes that we want to see for our workforce and the wider public
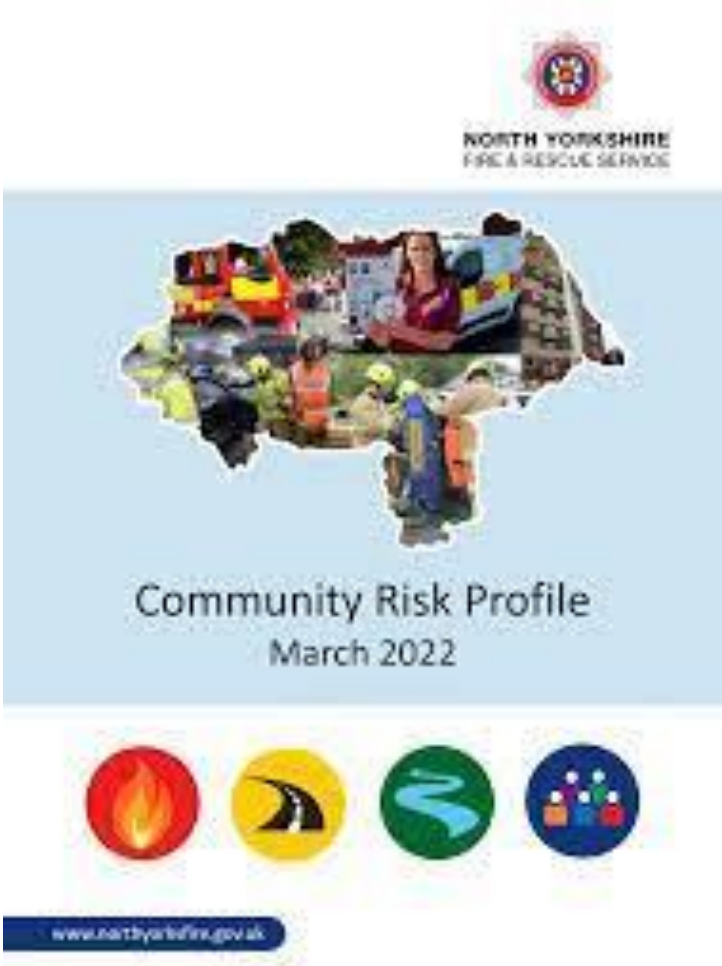
The Current Position

Within our last report we had several comments referring to our data and performance management

Community Risk Profile

Community Risk Profile
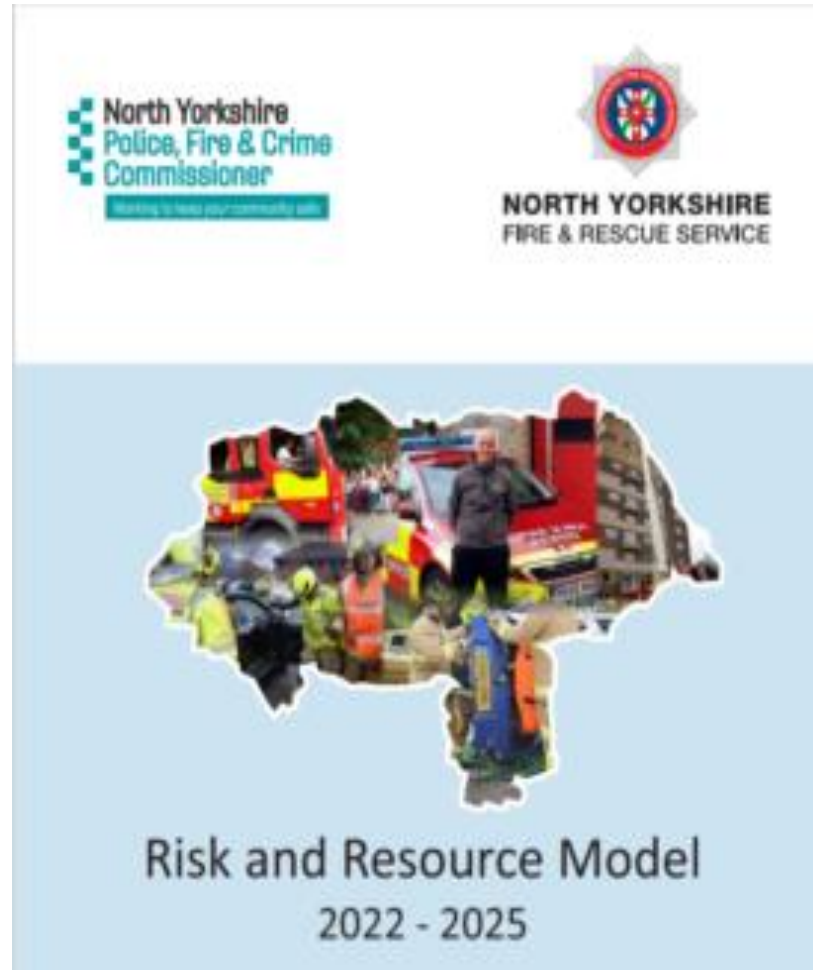March 2022

Risk and Resource Model (RRM)

Performance management and Scrutiny

- We have access to performance data which is reviewed at service delivery, senior leadership team and public accountability meetings

Assurance Strategy

- Our upcoming assurance strategy which will focus upon providing assurance through data and metrics

- We will endeavour to make performance data easy to understand, clear and informative

- Further assurance will be provided through "reality checks" and qualitative reports

- We will look to benchmark our performance against recognised standards and sector best practice

Using data to tell our story

**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

Data literacy is key to ensuring our local context is explained accurately

Performance vs Experience

Data and digital solutions do not only promote greater emphasis on performance but can enhance the experience of end users

Looking Forward

The solutions we provide need to "start with the end in mind"