



Emergency Services Mobile Communications Programme

Fire Authority Update

February 2016

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1. Purpose

Fire Authority members were last provided with an update regarding the Emergency Services Mobile Communications Programme (ESMCP) at their meeting held on 10 June 2015. The purpose of the Programme is to replace the Airwave critical voice services with a voice and data service based on an enhanced commercial mobile network. Since the last briefing, considerable progress has been made and further financial information was released just prior to Christmas 2015, necessitating a further update to Members.

2. Background

ESMCP is a cross-government programme to replace the existing mobile communications service for the three emergency services (Firelink for the FRS) with a new commercial system based on 4G.

Overall the objectives of ESMCP are to be:

- **Better** with integrated broadband data services, public service functionality, national coverage and high availability;
- **Smarter** to be more flexible, to evolve and improve over time, pay only for features required by users;
- **Cheaper** to address budget pressures, re-competed regularly to leverage market forces.

There are three strategic drivers that are influencing the scope and timing of ESMCP's development. These are that:

- Current contracts for the three services (provided by Airwave) expire between 2016 and 2020 and cannot readily be extended. As such there will be no Airwave Firelink service from 2020 meaning that now is a good time to procure an alternative system;
- The current Airwave Firelink service is already significantly more expensive than similar public safety systems in Europe and price trends for publically available mobile telephony.

Users within the three emergency services are increasingly requiring broadband data (not just voice communications) to support operational transformation. This cannot be met by current Airwave technologies.

FRS transition on to the new Emergency Services Network (ESN) is due to begin with the mobilisation phase in 2016 and will be complete by January 2020 by which time all FRSs will be in a steady state. The steady state will last until the end of the financial year 2032 by which point a retendering of the contracts will have taken place.

Further information regarding the background of the Programme can be found at Appendix A to this document.

3. Programme Update

a. Full Business Case

Members will recall from the last Briefing Note, that the Full Business Case (FBC) was being drafted for the three Government Departments to sign off prior to the contract award and the start of the implementation phase of the Programme.

The FBC has now been signed off by all three departments and was subject to a review by the Joint Cabinet Office and HM Treasury's Major Projects Review Group. A joint Memorandum of Understanding between the Home Office and the Department of Health / Communities and Local Government / Scottish and Welsh Governments (known as Founding Sponsor Bodies or FSBs) has been drafted and is currently being reviewed. This commits parties to a previously agreed basis for sharing the costs of the new ESN. All FSBs are anticipated to have signed up to this MoU during the New Year.

b. Award of Contracts

Contracts have now been awarded and were signed in December 2015 as follows:

Lot 1 – Delivery Partner: **KBR (formerly Kellogg, Brown and Root)** – will oversee the build out of the network, programme manage the transition programme, provide cross-Lot integration, training support services, manage vehicle installation design and assurance, and provide delivery support;

Lot 2 – User Services: **Motorola** – will provide end to end systems integration, public safety functionality; account management; network and IT infrastructure, technical interfaces to all other lots and services; user device management, application hosting, customer support and service management

Lot 3 – Mobile Services: **EE** – will provide an enhanced radio access service with highly available full national coverage to a minimum of the standard provided by Airwave.

The signing of these contracts means that the effective date for the ESMCP was the 9 December 2015, so the Programme has now entered the 'mobilisation' phase. The first key deliverable of this phase is 30 days after the contract was signed.

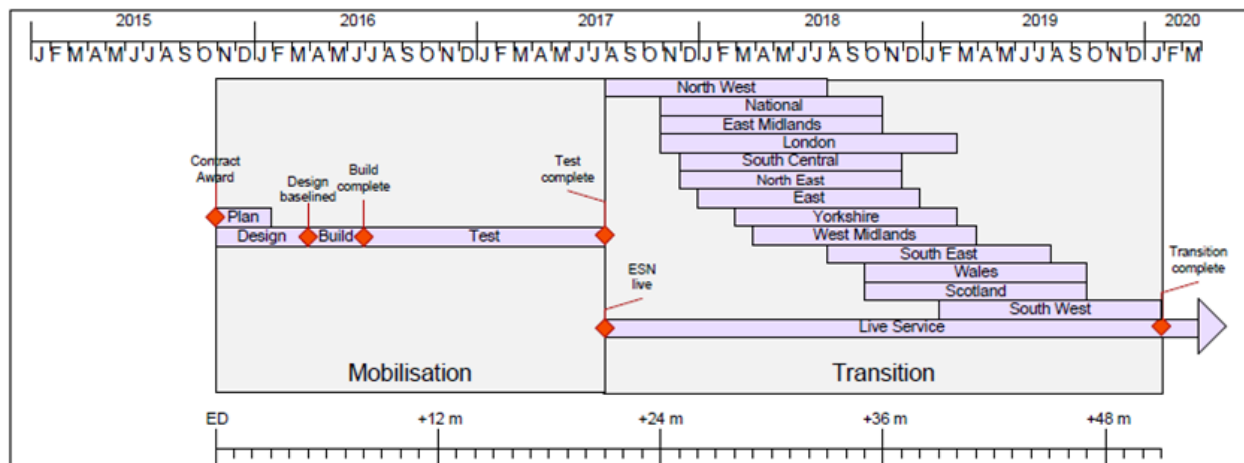
c. Implementation: Mobilisation and Transition phases

The Mobilisation Phase will take twenty one months to design, build, test and assure the ESN. This phase will run from December 2015 until September 2017.

The Transition phase will take thirty months to convert users to the ESN. Transition will be completed in twelve Regional Transition Groups and one National Transition Group. This phase will run from mid-2017 to the beginning of 2020.

Preparation for the Transition Phase will need to start now – particularly for those organisations due to Transition first.

A high level view of the Mobilisation and Transition phases is shown below:



d. Control Room Upgrades

Baseline data has been gathered from User Organisations regarding current systems in use in control rooms and existing contracts for control room systems. This is being used to develop interface specifications for suppliers and will be followed with engagement with the wider user community to prepare the way for the procurement of local upgrades to existing systems so that they are able to interface with the ESN. There will be a period of 'Inter-working' as organisations transition onto the ESN and have to manage a mixed fleet of partially transitioned vehicles and devices.

e. Devices

Devices will enable voice and data services and will need to be approved for use on ESN by the User Services Supplier (Motorola) and type approved (if not already) by the Mobile Services Supplier (EE). In order to ensure the supply can meet the demand of the 3ES User Organisations during the transition period, a capacity plan will be produced, working with 3ES users and suppliers

The Devices Project will work with Crown Commercial Services (CCS) to seek to deliver a framework for an online catalogue that will enable:

- User organisations to procure ESN approved devices and accessories direct from suppliers and resellers;
- The provision of managed services by suppliers.

The testing of devices with 3ES users will be carried out to allow users to ensure that they meet with their business requirements (using Service Delivery and Assurance Team).

To date, High Level User Requirements have been turned into Device Specifications working with suppliers and representatives from the Emergency Services. These will be developed to form User Device Detailed Specifications (UDDS) which will include:

- Handheld devices that are commercial off-the-shelf phones, that will be 'ruggedised' or standard;
- Remote Speaker Units;

- Tablets large and small;
- Vehicle mounted devices;
- Gateways;
- Managed Services.

This Service may wish to consider the rationalisation of mobile devices going forward to bring current mobile phone provision provided outside of Airwave on to the ESN in future years, providing an opportunity to reduce service costs in an area that has not formed part of the ESMCP business case to date.

f. Network Coverage

A number of coverage requirements were detailed in line with the current Airwave contract:

- Major and Minor Roads
- Hand portable coverage to roads
- Hand portable coverage at specific key out door locations
- Hand portable coverage at specific key in-building locations
- Hand portable coverage at specific key road and rail tunnels
- Air to ground coverage to 500ft
- Marine coverage requirements out to 12nm limit

It should be noted that the requirements set for ESN mean that aspects such as coverage, availability and resilience are required to at least match that currently enjoyed by services through the Firelink contract. Coverage maps are in the process of being released to users and the early indications are that ESN will meet service wide area communications requirements going forward.

The development of a site visibility tool has been included as a deliverable of the programme and users will not be expected to pay the extra cost as they currently have to under the Firelink contract.

4. Funding

The Emergency Services Mobile communications Project is a cross government Programme and does not have any monies allocated to it. It will rely on funding contributions from each of the three Emergency Service sponsor departments. DCLG are considering proposals for grant funding of one-off transition costs subject to further consultation with the English Fire and Rescue Authorities in early 2016.

The costs of the ESMCP are divided into Core and Non-Core as follows:

CORE

- **The cost of setting up and operating the network;** would be incurred even if there was only one 3ES user with one device connected to it;
- Includes the Main Lot contracts (Delivery Partner, User Services (US), Mobile Services(MS)) and Related Projects (Extended Area, Air to Ground, London Underground) and EMT (Client);
- Core costs are initially paid by the Home Office as Lead Department, before being shared out across the FSBs, and to other ESN users, on the basis of the number of active connections (per the MoU).

NON-CORE

- **The cost of connecting to the network, and using it;** the extent of these costs are wholly under the control and determination of individual user organisations;
- Includes the one-off costs of buying devices, installing in vehicles etc., converting control rooms, as well as a monthly connection fee (per SIM) and data charge per Gigabyte, including most voice;
- Non-core costs will fall mainly to the user organisation depending upon the service approach.

DCLG has committed to provide all reasonable transition funding for FRAs moving on to ESN. This process will begin with the mobilisation phase in spring 2016. As such, before significant funding is provided to FRAs, DCLG requires Chief Fire Officers (or appropriate individuals) to provide them with a signed commitment that they would like to take up the new service (see Annex A).

5. South Central Transition Group

Collaborative Approach

Members will recall from the last update that a Regional Transition Group (the SCTG) has been established in order to review Programme progress, to provide feedback to Senior Management Teams and to respond to requests for information from the National Team. The SCTG comprises senior officers from the Fire Services of Oxfordshire, Buckinghamshire, Royal Berkshire, Hampshire and the Isle of Wight. It also has representation from Thames Valley Police and South Central Ambulance Trust. This Group is chaired by ACFO Simon Furlong of Oxfordshire Fire and Rescue Service.

Work is currently underway to develop a delivery structure for the SCTG regional work stream. This will be discussed at the next meeting of this group so that once approved, recruitment into posts or temporary secondments can take place. This structure will mean treating all the DCLG grant for the South Central FRSs as a regional resource and therefore encourage collaborative working and therefore best use of the funding.

A Regional Implementation Manager will be funded for each Region and they will be required to co-ordinate the transition of the Fire and Rescue Services and will be responsible for monitoring and ensuring the core elements of the National Programme are delivered locally.

The delivery of ESMCP within this Service is the responsibility of AM Julian Parson, Marie Crothers – Programme Manager and Dave Thexton – IT Manager.