



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Policy and Strategy Committee

EMERGENCY SERVICES NETWORK (ESN) PROJECT UPDATE

Report of the Chief Fire Officer

Date: 08 July 2016

Purpose of Report:

This report provides an update on progress with the Emergency Services Network (ESN) programme and the inter-related developments for the achievement of Public Sector Network (PSN) accreditation for Nottinghamshire Fire and Rescue Service.

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1. BACKGROUND

EMERGENCY SERVICES NETWORK (ESN)

- 1.1 Nottinghamshire Fire and Rescue Service (NFRS) formally signed up to the Emergency Services Network (ESN) solution and implementation programme on 29 January 2016, following approval at Policy and Strategy Committee.
- 1.2 Following 18 months of discussions and negotiation with the ESN programme team and the Home Office, it has been concluded that Public Sector Network (PSN) will be the connection method between control rooms and the ESN.
- 1.3 Discussions are taking place within the ESN programme around the specifics of the contract signing process with an approved PSN provider, to facilitate this network connection into the Tri-Service Control Room.
- 1.4 The deadline for the Tri-Service Control Room Network to successfully complete a PSN Code of Connection (CoCo) application and achieve PSN customer compliance is 31 March 2017. This deadline has been imposed by the ESN programme to ensure that the overall project remains on course.

PUBLIC SERVICES NETWORK (PSN)

- 1.5 The PSN is made up of a series of secure network links and gateways that can be envisaged to be the roads and walls of a digital city. A 'PSN Service' is any service which runs on those roads, or is part of the walls.
- 1.6 To be able to utilise PSN services NFRS needs to demonstrate that it operates in a safe and secure manner through the following actions:
 - Procure an accredited PSN network connection, and;
 - Achieve PSN customer compliance by completing a Code of Connection (CoCo) application.
- 1.7 NFRS has already implemented a 'PSN ready' network connection, but it is yet to achieve PSN customer compliance.

PROGRESS TO DATE

- 1.8 Since 2013, NFRS has been aligning its ICT infrastructure, policies and procedures to PSN requirements, most notably by the implementation of the 'PSN-ready' corporate Wide Area Network (WAN).
- 1.9 In order to ascertain the remediation activities that would be required to complete a PSN CoCo application, NFRS instructed consultants undertake an informal PSN Network Penetration Test and Internal IT Health Check (ITHC) in November 2015. The results of this inspection allow the ICT Department sufficient time to resolve any issues found.

- 1.10 In February 2016 the ESN programme selected the Tri-Service Control solution (NFRS, Leicestershire Fire and Rescue Service and Derbyshire Fire and Rescue Service) to undertake an official PSN IT Health Check (ITHC), to enable a greater understanding of the costs and actions required to achieve a PSN connection into the Systel solution. The results of this inspection have been shared with Government Digital Services and will be used as a benchmark for any future application for PSN Code of Connection status.
- 1.11 The ESN programme and Home Office have requested that Tri-Service Control provide a summarised estimation of the expected costs and timescales for all three fire and rescue services to achieve PSN CoCo status by 24 June 2016. This information will then be used to determine the next steps in terms of funding and the impact to the overall success of the ESN project.

2. REPORT

- 2.1 In order to obtain PSN customer compliance, NFRS will need to have a plan in place to either remove or mitigate the vulnerabilities categorised as a 'critical', 'high' or 'medium' risk that have been identified through the second IT health check. A working group has been established within the ICT Department to review the vulnerabilities and create an official PSN Remediation Action Plan (RAP).
- 2.2 A dedicated project team is currently being recruited on an initial 12-month fixed term basis using the existing £200k earmarked reserve. This team will report directly into the Head of ICT and will be focussed on delivering a successful PSN CoCo application before March 2017.
- 2.3 The NFRS Head of ICT is working closely with Tri-Service colleagues and the regional ESN Programme Manager to provide a summarised estimation of the expected costs and timescales for all three fire and rescue services to achieve PSN CoCo.
- 2.4 Discussions are on-going between the Tri-Service FRS around the formation of a dedicated ESN Project Team who will be tasked with delivering the ESN project within the Tri-Service region. The ESN programme and Home Office have already agreed to fund this by means of a Section 31 grant.

3. FINANCIAL IMPLICATIONS

- 3.1 The IT Health Check (ITHC) required by the ESN programme came to a total of £42k for all three fire and rescue services in the Tri-Service control network. The Home Office agreed to fund this by means of a Section 31 grant.
- 3.2 The estimated budget required by NFRS to achieve PSN CoCo is approximately £533k, with a projected timeframe of 18-24 months. The ESN Regional Programme Manager and the Assistant Chief Fire Officer are

negotiating with the ESN Programme and Home Office around the provision of additional funding to complete this activity.

- 3.3 In anticipation of the impact of the programme, an earmarked reserve of £200k was approved in 2014/15 to support the local transition to a new communications platform. This is currently being utilised to finance the recruitment of a dedicated PSN Project Team within NFRS, at an estimated cost of £100k for the first 12 months.
- 3.4 Members should be aware that the earmarked reserve may need to be increased as costs and resources become more apparent during the course of the next 12 months. This will identify which costs are to be provided via government grant and which will need to be borne by the Fire Authority.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

Current implications relate to the employment of a local PSN project team and there are no other human resources and learning and development implications arising directly from this report. However, further updates will be provided to the Fire Authority throughout the project and include any such implications.

5. EQUALITY IMPACT ASSESSMENT

An equality impact assessment has not been undertaken as this does not represent a change to policy or service delivery.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising directly from this report.

8. RISK MANAGEMENT IMPLICATIONS

- 8.1 The emergent requirements for PSN accreditation will undoubtedly place a strain on the Service to meet them in such a compressed timeframe. This has been included within the corporate risk register and assessed against ICT workloads and projects for 2016-2017.
- 8.2 The proposals detailed in this report will also be an enabler for the Service to manage risk that will be presented from the transformation and development of the organisation as it seeks to operate within its financial context and continue to deliver its Integrated Risk Management Plan.

9. RECOMMENDATIONS

That Members note the contents of this report and agree to receive further updates as the programme progresses.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

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CHIEF FIRE OFFICER