

To: Cambridgeshire and Peterborough Fire Authority

From: Head of Service Transformation – Tamsin Mirfin

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System Mobilising and Integrated Communication Control System (ICCS) Replacement Project - Update

1. Purpose

- 1.1 The purpose of this report is to provide the Fire Authority with an update on the progress of the mobilising system and integrated communication control system (ICCS) replacement project.

2. Recommendation

- 2.1 The Fire Authority is asked to note the contents of this report.

3. Risk Assessment

- 3.1 **Political** - this is a critical system enabling the taking of emergency calls, dispatching appropriate resources and communications and coordination activities. There may be interest in the progress of this project and particularly in our readiness for 'go live,' our projected 'go live' date and the impact(s) on our partner organisation.
- 3.2 **Economic** – the project has been impacted by the financial situation of Systel. The financial sustainability of our supplier is important to the Service due to the critical nature of the system that is being provided and supported.
- 3.3 **Social** – this is a critical system; the public perception may be impacted should we experience any disruptions to our service delivery.
- 3.4 **Technological** – this is a technically complex project with multiple interfaces to other systems. Ensuring that we have the right skills and knowledge to support the project is important.

4. Equality Impact Assessment

- 4.1 The systems in place have had equality impact assessments conducted and these are regularly reviewed.

5. Systel Position

- 5.1 In November 2022, Systel entered a process called the 'redressement judiciaire' and began an observation period. Systel has worked with its banks and its suppliers to reduce their liabilities and put in place payment plans. Systel have renegotiated contracts and have proved themselves to be in a profitable position. On 6 October 2023, the continuation plan presented by Systel to the Commercial Courts of La Rochelle was accepted and they exited the 'redressement judiciaire'.
- 5.2 During this process, Systel has put in place a new management and ownership structure to move the company forward.
- 5.3 Systel not only supply UK customers; half of the fire and rescue services in France use the Systel solution and they also supply customers in Switzerland, Belgium, Ireland and Monaco.

6. Project Progress and Plans for 'Go Live'

- 6.1 The joint project team has been working hard to move the project towards 'go-live' and noteworthy progress has been made.
- 6.2 In July 2023 Combined Fire Control (CFC) was the first UK fire and rescue service to 'go live' with the new dispatch communications service (DCS). This service is the connector between our radios and the Airwave network. It is crucial that we can operate on this network to provide secure and resilient communications. To enable this, we have 'gone live' with the Systel ICCS for voice over radio. This means that our (both Cambridgeshire and Suffolk) voice communications from CFC to crews Airwave radios are now via the Systel ICCS and DCS connection. All other fire and rescue services in the UK will also be transitioning to DCS.
- 6.3 Also in July 2023 we successfully completed site acceptance testing. Work has been ongoing to test the system functionality, upload data and configure the system to function with our ways of working.
- 6.4 The training roll out has commenced to CFC colleagues all of whom have now received the first two training modules. Four further training days will be delivered in the new year. We are extremely pleased with the training delivery and the positive reactions of CFC colleagues to the system.
- 6.5 Work is progressing on our detailed transition plans; these outline how we will move from our current mobilising system to our new system while minimising disruption to our live service delivery. We intend to commence our transition process in February 2024 and complete in March 2024.

Source Documents:

None