

# Mobile Data Purchasing

## Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Sally Edwards on 01743 260216.

### 1 Purpose of Report

This report seeks approval to change the means of purchasing mobile data by moving to up-front payment for a bundle (known as a 'super bundle') to support the wider introduction of mobile working within the Service.

### 2 Recommendations

The Fire Authority is asked to:

- a) Approve changing the payment profile for mobile data from an annual revenue cost to a capital purchase;
- b) Approve the purchase of a 25TB data super bundle as outlined within this report; and
- c) Delegate authority to the Chief Fire Officer to sign all documentation required to give effect to any agreement reached pursuant to b) above.

### 3 Background

The Service's Information, Communication and Technology Strategy 2015-2020 includes a commitment to enable access to information at any time, from anywhere. In order to achieve this, the Service Transformation Programme is delivering projects for introducing and supporting mobile working for all employees. This includes the imminent distribution of 160 tablets to all fire stations that will be used for capturing information while on the move. The introduction of the tablets will result in a dramatic increase of data consumption although it is very hard to predict data volumes over the next few years while the Service is undergoing transformational change.

The super bundle has been developed in response to corporate and public sector organisations' need to flexibly manage their mobile data. It provides the combination of both flexibility and zero wastage.

The current contracts have a monthly data allowance for each mobile phone device and the Service is charged for the total allowance regardless of how much data is actually used. The super bundle approach has 100% utilisation because it accounts for the data as it is used taking it from the total bundle that is purchased.

Purchasing data in a super bundle also removes a significant management overhead because the administrative effort of monitoring the mobile estate is minimal. It also offers greater flexibility for adding and removing users and devices rather than being tied to two-year contract terms.

The super bundle does not expire and can be topped up at any time enabling the Service to secure its data costs for the next 4-5 years. Notification is given when the data reaches a specified minimum level allowing time to arrange for a top up to be purchased to ensure there is no loss of data service.

The Appendix to the report is a case study for Cumbria Constabulary demonstrating why and how they are using the data super bundle as part of their digital transformation to achieve operational efficiency.

## **4 Cost analysis**

The following illustrates how the current arrangement for mobile devices compares with the purchase of a super bundle of 25Tb.

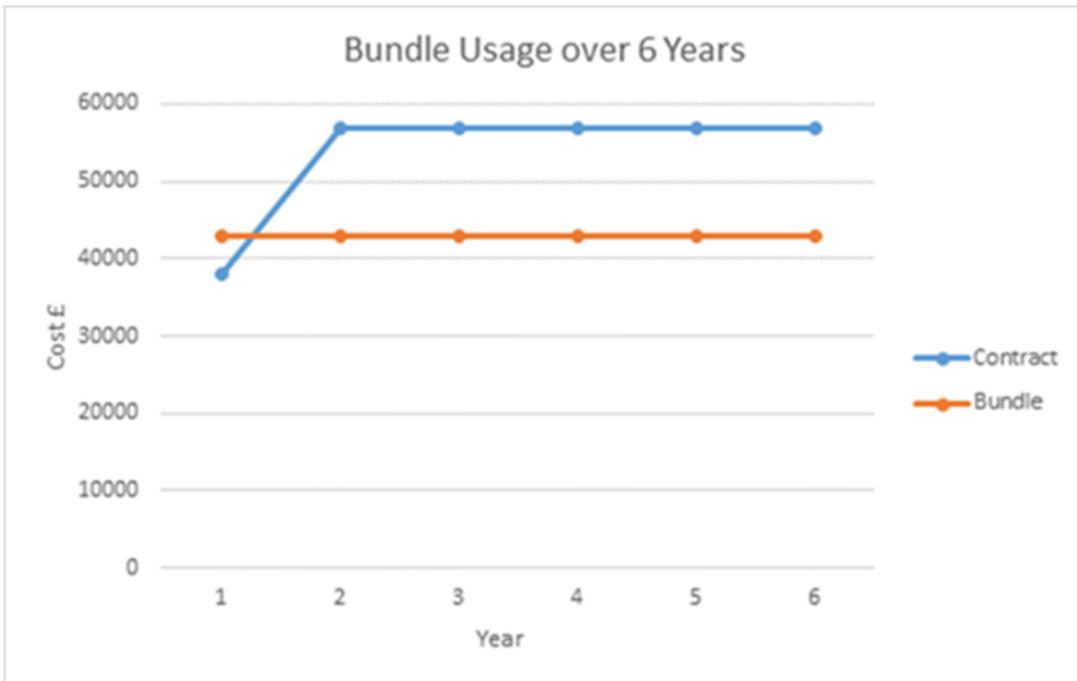
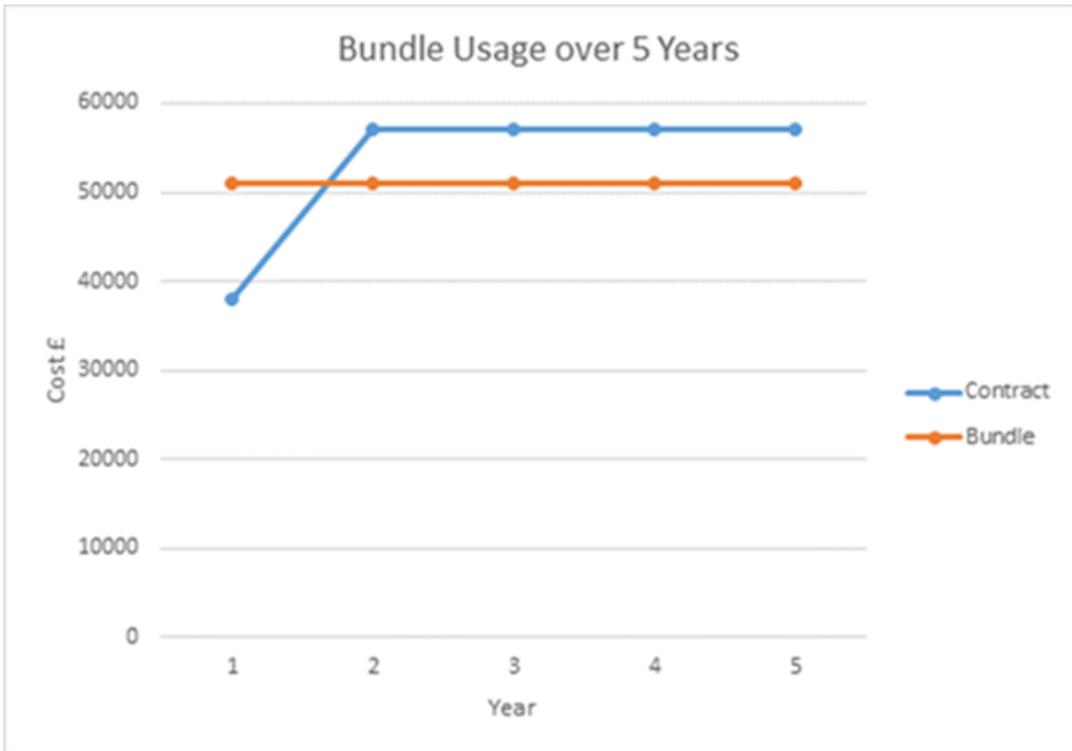
### **Current Arrangement**

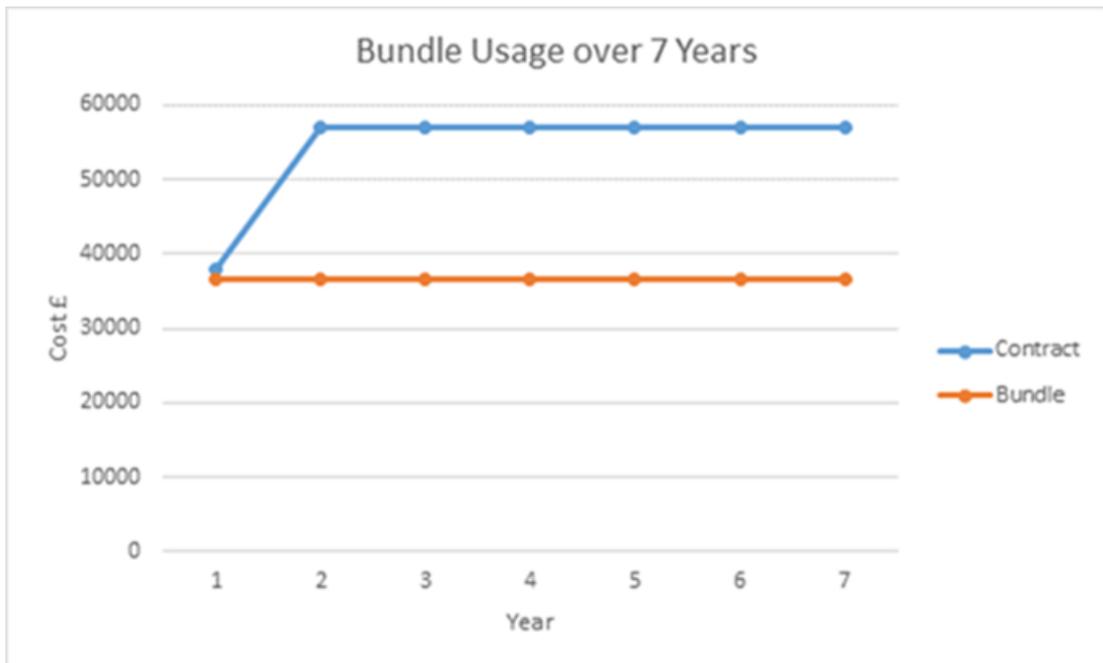
The Service currently pays 177 contracts at a cost of £19,000 per year; these each have a monthly allowance of 2Gb and if this monthly allowance is not fully utilised, the unused data is lost. In this period of strategic technological change, the number of mobile devices held is likely to triple in the next two years, increasing the annual cost to £57,000.

### **Super Bundle**

The cost of a 25Tb super bundle is quoted at £256,000; this is paid up at the beginning of the arrangement but the cost would be spread across the time period that the bundle was used. The bundle would reduce as data is used by each mobile device, thereby avoiding the loss of unused data at the end of each month and avoiding the need to enter into a new contract per device (160 new devices are due to come on-stream within months).

The following graphs compare the two options, modelling the data bundle being used over 5, 6 and 7 years





## 5 Competition

The monetary spend is a key issue in demonstrating value for money but safety and reliability are also significant factors when using cellular networks. EE's current coverage in the County of Shropshire is better than any of its competitors so opting for a cheaper tariff could compromise public safety through reduced coverage.

Significantly, EE won the contract to deliver the Emergency Service Network (ESN) on behalf of Government and this will replace the Airwave critical voice services for police, fire and rescue, and ambulance services. EE's 4G network is already the largest and fastest 4G mobile network in Great Britain, and is being expanded between now and when ESN goes live.

The link below was published on the 1 September 2016 that clearly demonstrates how EE compare with their competitors:

<http://www.rootmetrics.com/en-GB/content/mobile-network-performance-in-the-uk>

## 6 Financial Implications

The purchase of the super bundle requires an upfront payment rather than an on-going annual cost. This secures the mobility costs for the next 4 to 5 years (or possibly longer) to enable the Service to continue delivering its mobile strategy even if budget restrictions continue.

The other financial incentives of the super bundle are:

- Voice tariffs are completely free for the first 3 years with an extension for 24 months if required.
- A £60,000 tech fund to offset any future capital spending on hardware devices so that the estate can be refreshed at least three times over the length of the term.
- There will be zero on-going revenue to pay.

In terms of the proposed accounting treatment, cash funds would be used to make the initial purchase, and any unused data at the end of 2016/17 would be transferred into balance sheet as stock; it would then be dealt with each year in the same way as other stock items. This approach is being discussed with the Authority's external auditors, Grant Thornton.

## **7 Legal Comment**

Under the Standing Orders Relating to Contracts (Section E – Consortium Purchasing and Collaborative Arrangements refers) as the proposed contract is one to which the Authority will be a party in common with other fire or public authorities as part of a Framework then standing orders relating to tendering procedures do not apply.

As the Networks Services Agreement has been procured by the Crown Commercial Service under an OJEU procurement the Authority can be satisfied that the Framework procurement is compliant with all statutory and EU requirements.

Also being a Framework agreement the Authority will be able to make a direct award to the chosen contractor by following the frameworks call off procedures and applying the frameworks direct award criteria. Further legal advice and assistance will be provided as necessary in respect of call off and contracting for the provision of data services.

## **8 Initial Impact Assessment**

An Initial Impact Assessment has been completed.

## **9 Equality Impact Assessment**

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

## **10 Appendix**

Cumbria Constabulary Case Study

## **11 Background Papers**

There are no background papers associated with this report.

# CUMBRIA CONSTABULARY – CONNECTED POLICING CASE STUDY

**Appendix** to report on  
Mobile Data Purchasing  
Shropshire and Wrekin Fire and Rescue Authority  
5 October 2016



## Customer's challenge

Driving public satisfaction up and crime down – and doing that with fewer staff – is today's hallmark of success in law and order. Policing a smallish population over one of the largest English counties, Cumbria Constabulary also faces challenging terrain like the Lake District.

In seeking new ways of working, it launched a major change programme. Its goals were bold and clear. "We had to make officers more mobile and visible by reducing time-consuming paperwork and repeat trips to and from the office," says Steve Johnson, Chief Superintendent. "That meant smarter policing on real time, digital processes."

## Our solution

This digital transformation is enabled by the Samsung Galaxy Note 4 smartphones running on one of the EE data network key elements, Super Bundles. Designed for data-intensive organisations, the solution gives Cumbria Constabulary the best connectivity experience and most flexible package for expanding its mobile data fleet.

Following successful trials the Constabulary has equipped 1,200 officers with 4GEE Samsung Galaxy smartphones. They're able to share 50 terabytes of data every month – the equivalent of 50,000 hours of video or over 15 million images.

"EE had the best mobile capability when it came to 4G speeds and coverage. That's proven to be the case, with strong signal strength up hill and down dale. With EE Super Bundles our officers have more freedom to fully use the tools and resources at their disposal and the force has a predictable, upfront expense that makes it easier to manage budgets." *Carinne Lawson, Programme Manager, Cumbria Constabulary.*

## Complete mobility with greater freedom and cost control

The mobile strategy is enabling a sea-change in operational efficiency.

Despite having to bear a headcount reduction, different ways of working and efficiency gains mean Cumbria Constabulary can put more officers on the beat. And having an increased police presence makes citizens feel safer.

In addition, frontline first responders react faster to incidents and have better situational awareness through the 4GEE-powered ability to view images and review information, for example. "Every second counts," says Steve. "Recently an officer was able to send a picture of a suspect device to the control room, who shared the image with bomb disposal experts for an on-the-spot risk assessment."

Samsung Galaxy Note 4 smartphones have cut down on admin and journeys, saving money and petrol. Once, officers attending a road traffic accident had to draw pictures and write up reports on paper. Now, they simply use their mobile device to capture and upload live pictures from the scene, relaying the information straight back to the control room in real time.

"Overall the project cost £1.8 million to deliver and we expect to see a return of the equivalent of £3.3 million per annum on that investment," *Steve Johnson, Chief Superintendent, Cumbria Constabulary.*

Duplication of effort is cut in a stroke. And there are lots more daily examples. Take stop and search. Before, when an officer conducted a check on a person or their vehicle, they would have to rely solely on their walkie-talkie. A form would have to be completed and submitted to a supervisor, who would check and re-enter the information in a spreadsheet, before passing the form to a separate department to file.

Now, the officer enters the information straight onto their device, creating a permanent time-logged record of the incident, which can be quickly recalled and scrutinised if required.

Feedback from users is equally positive. Officers say the Samsung Galaxy Note 4 smartphones perform well, both at work and at home. Steve Johnson summarises:

# CUMBRIA CONSTABULARY – CONNECTED POLICING CASE STUDY CONTINUED

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“EE is enabling this new digitised service so Cumbria Constabulary can make these improvements – keeping people alive and safe and reducing crime – while still meeting tough budget challenges.” *Steve Johnson, Chief Superintendent, Cumbria Constabulary.*

## Get in touch

For more information on 4GEE from EE visit:

<http://ee.co.uk/business>

To learn more about Cumbria Constabulary, go to:<http://www.cumbria.police.uk>

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