



To: Simon Parr, Senior Responsible Owner for the Emergency Services Mobile Communications Programme (ESMCP)

From: Matthew Rycroft, Permanent Secretary of the Home Office; and

Nick Smallwood, Chief Executive Officer of the Infrastructure and Projects Authority

21 April 2023

Dear Simon,

APPOINTMENT AS SENIOR RESPONSIBLE OWNER FOR THE EMERGENCY SERVICES MOBILE COMMUNICATIONS PROGRAMME (ESMCP)

We are writing to confirm your appointment as Senior Responsible Owner (SRO) of the Emergency Services Mobile Communications Programme (ESMCP) with effect from the date of this letter. This letter sets out your responsibilities to, and the support you can expect from, the Home Office and the Infrastructure and Projects Authority (IPA).

As SRO, you are directly accountable to Jaee Samant, Director-General Public Safety Group, under the oversight of the Permanent Secretary as Accounting Officer for the Home Office, and the Secretary of State for the Home Office.

Your initiative forms part of the Home Office Portfolio, under the oversight of the Chair of the Finance and Investment Committee (F&IC) and is included in the Government Major Projects Portfolio (GMPP).

You have personal responsibility for the delivery of the programme and will be held accountable for the delivery of its objectives, with policy intent and outcomes expected. This encompasses securing and protecting its vision, ensuring that it is governed responsibly, reported on honestly, escalated appropriately and for influencing the context, culture, and operating environment of the initiative. You are also responsible for ensuring the ongoing viability of the initiative and recommending its pause or termination if appropriate. Where issues arise which, you are unable to resolve, you are responsible for escalating these to the Portfolio Delivery Board, F&IC, and/or other HO Governance bodies as appropriate to the resolution of those issues.

You remain accountable to Ministers, as set out in the Civil Service Code, and should deliver the project in accordance with the objectives and policy intent as set by Ministers.

In addition to your internal accountabilities, SROs for GMPP projects and programmes are personally accountable to Parliamentary Select Committees. This means that, from the date of this letter, you will be held personally accountable to and could be called by Select Committees to account for and explain the decisions and actions you have taken to deliver the initiative.

It is important to be clear that your accountability relates only to implementation, within the agreed terms in this letter; it will remain for the Minister to account for the relevant policy decisions and development.

More information on this is set out in [Giving Evidence to Select Committees - Guidance for Civil Servants](#), sometimes known as the Osmotherly Rules. Information on the roles and responsibilities of the SRO are summarised in the document at Annex 1, and detailed in the IPA's guidance on [the role of the senior responsible owner](#). You should also make yourself familiar with the [Government Functional Standard for Project Delivery](#), the requirements of the Government Project Delivery Framework, and the guidance and requirements for project delivery as set by Home Office Project Delivery Framework.

Key decisions on GMPP level projects and anything which is otherwise novel, contentious or commercially sensitive, or which Ministers have asked to see must be submitted in a timely manner to the Permanent Secretary and Ministers as appropriate.

Time commitment and tenure

You will carry out this role on a full time, permanent basis, dedicating 100% of your time to ESMCP to enable effective delivery of the role and execute your responsibilities in full.

You are required to undertake this role until achievement of programme close planned for end FY 2028/29 FY (including business adoption) – this date will be confirmed through the business case cycle. Progress towards this will be reflected in your personal objectives. Any changes to the agreed time commitment or tenure of the role, as set out above, will require both Home Office and IPA consent. Consent to leave the role early will not typically be withheld but where permission is given it may be accompanied by conditions relating to handover of your accountabilities. Should a need arise for you hand over to alternative SRO before closure of the programme, you are expected to take all proportionate steps to ensure a strong handover.

Please note that individuals are not normally permitted to act as SRO for more than one major programme at any one time. As such you should resist taking on any additional programmes during your tenure as SRO.

Objectives and performance criteria

The objectives and vision of the programme are to replace the mobile communications service used by the three emergency services (police, fire and ambulance Emergency Services – 3ES) and other public safety users in England, Scotland and Wales with an Emergency Services Network provided on a commercial mobile network enhanced to meet public safety requirements for coverage, functionality, availability and security. The programme has been running since 2015 and has an urgent need to meet the Major Projects Review Group conditions and PAR recommendations. Your objectives are to deliver the programme outcomes as defined below:

1. Programme Operational:

Summary scope:

- Business Case, Financial Model. Delivery Model and Commercial Strategy in place
- Programme Structure, Governance, People Plan (OD), End-to-End Plan implemented.

Key measurements:

- Business Case, Plan and Budget agreed
- Commercial Strategy agreed and executing.

2. Core solution validated:Summary scope:

- Delivery of the End-to-End Technology Solution and enabling services
- Complete Integrated Testing and end user Operational Validation – ready to deploy

Key measurements:

- Gate 5 – Exit Criteria met for all Suppliers
- Operational Validation Exit Criteria met

3. Service accepted and validated:Summary Scope:

- Completion of all Operational Evaluation, Pilots and Service Acceptance
- End-to-End solution deployment to first Users - through Assurance Partners

Key Measurements:

- Gate 6 – Op Evaluation Exit Criteria
- Service Acceptance and full Deployment

4. Fully deployed to users:Summary Scope:

- Live Services organisation operational, with ESN and Airwave jointly supported
- All User Orgs implement ESN Service – as aligned to Deployment and Coverage plan

Key Measurements:

- Network Coverage criteria met for all UOs
- ESN operating successfully with all UOs

5. Airwave shutdown:Summary Scope:

- ESN Live Service operating successfully, and dependency on Airwave removed
- Airwave contractual and commercial exit criteria accepted – Airwave redundant

Key Measurements:

- Gate 7 - Airwave can be Shutdown
- Operational Cost Savings can be realised

The policy intents supported by this programme are:

- Free up the police to fight crime more effectively and efficiently
- Protect our citizens from terrorism
- Decentralise power as far as possible
- Promote better healthcare outcomes, including national health outcome measures, patient reported outcome measures and patient experience measures
- Keep communities safe from fire and other emergencies through prevention, protection and response

- Cost reduction

Progress towards these will be reflected in your personal objectives.

Any proposed changes to scope which impact upon this intent, the spending objectives or exceed Home Office tolerances for the realisation of benefits must be authorised by F&IC and may be subject to further levels of approval.

You are expected to run your project in accordance with the [Government Functional Standard for Project Delivery](#), the other [Functional Standards](#) as applicable, and the requirements of the Government and Home Office Project Delivery Frameworks.

Performance Criteria: Timely delivery of the initiative, but also openness and pragmatism of response to risks and issues that threaten that.

Director-General Corporate & Delivery has asked the CPO to provide feedback on performance against these criteria.

Extent and limit of accountability

Finance and Controls

HM Treasury spending controls and the Treasury Approval Point process apply to this initiative, and the details of each approval process must be agreed with your HM Treasury spending team. You should consult Home Office Portfolio colleagues on how to go about this.

The overall estimated budget, resourcing requirements and tolerances for this initiative will be agreed as part of the approval process. You will be expected to deliver within these tolerances and report quarterly on these as part of GMPP reporting.

You should operate at all times within the rules set out in [Managing Public Money](#). In addition, you must be mindful of, and act in accordance with, the specific HM Treasury delegated limits and Cabinet Office controls relevant to this initiative. Information on these controls can be found here: [Cabinet Office controls](#).

In addition to the above points you will be expected to progress this initiative in line with HM Treasury and Home Office allocations, and investment stages as agreed by F&IC. F&IC investment authorisations will be confirmed separately and will be kept under review in the light of delivery progress.

Delegated authority

You are authorised to:

- Approve expenditure up to the limits granted by F&IC plus stage tolerances described by Home Office Portfolio Change Control. Appropriate authority must be sought for expenditure which breaches tolerances. The Chief Portfolio Officer (CPO) and the Corporate Finance Director should be involved in such discussions along with the D-GI Corporate & Delivery. Funding – especially underspends - must not be flexed within or between allocations without reference back to F&IC;
- Agree the rescheduling of delivery within the tolerances described by Home Office Portfolio Change Control. Exceeding these tolerances requires the agreement of F&IC and the CPO should be involved in discussions seeking such agreement; and
- Recommend to D-G Public Safety Group and F&IC the need to either pause or terminate the initiative where appropriate and in a timely manner.

These authority limits are subject to change and other conditions or tolerances may be set as part of the business case approval and ongoing monitoring processes which you should then operate within.

You must escalate to F&IC and Director General Corporate & Delivery:

- Proposed changes to the programme scope which impact on the intent or its expected benefits realisation, or which have wider impacts for other programmes or projects, or for Home Office transformation more generally
- Slippage or any proposed change which materially impacts on wider Home Office objectives, including ministerial objectives, or adversely affects completion of any of the programme stages or its funding
- Issues which you are unable to resolve, including the need to either pause or terminate the programme where necessary.

Your role as SRO is a corporate responsibility and you are expected to:

- Establish and progress the programme in line with the Home Office Project Delivery Framework, ensuring the effectiveness of its governance, assurance and programme management arrangements, including:
 - Appointing, chairing and setting priorities for the programme Board;
 - Ensuring the effectiveness and performance of the programme organisation; and
 - Ensuring appropriate first line assurance is in place backed up by the commissioning of timely assurance and audit reviews.
- Ensure that the programme is progressed according to the Home Secretary's agreed portfolio prioritisation, recognising that under some circumstances resource may need to be diverted to higher priority programmes and discussing with the CPO's team any factors which may change the priority of your programme.
- Submit the programme's business cases and other reports as appropriate to F&IC, the IPA and HM Treasury. In doing so, you will:
 - monitor the programme's status, its forecast timescales, costs and benefits and key risks and dependencies;
 - report issues openly and transparently; and
 - ensure that the programme's business cases make specific funding allocations for networks, infrastructure and cyber security, should your programme need work performed on any of these areas, base these allocations on estimates agreed with the appropriate leads in Enterprise Services, and provide the funds identified for these purposes to those leads to deliver on your behalf.
- Ensure that the programme's anticipated impacts upon business as usual operations are informing forecasts of those operations, including workforce planning and running costs.
- Lead the programme in a way which maximises delivery of shared corporate capabilities, for use across the Home Office and wider government.
- Ensure that Home Office data management principles are adopted in taking forward the programme to ensure that data is collected and stored in such a way as to enable sharing and reuse where appropriate, that it is protected in line with GDPR requirements.

- Take account of Home Office and wider government initiatives.
- Ensure that any legacy systems replaced by the programme are decommissioned as appropriate.

Appointments

You should appoint a full-time programme director to support you in the management of this programme and make other appointments as required for the control and delivery of initiative within your delegated authority.

Governance and assurance

As SRO, you must ensure that the programme secures business case approval from F&IC and HMT, together with all relevant spend control approvals from Cabinet Office. You should also ensure that the initiative remains within the strategic outcomes, costs, timescales, and benefits described by the latest approved business case as well as monitoring the context within which the programme is being delivered to ensure it remains valid.

Where a change impacts the scope, costs, benefits, or planned delivery milestones agreed as part of an agreed business case, you are accountable for following the Home Office Portfolio change request approval process and setting a new, approved, business case baseline.

You must ensure that an accounting officer assessment is completed no later than alongside the approval of the Outline Business Case and that this is published on GOV.UK as part of the government's transparency requirements on major projects. You are accountable for bringing to the attention of the accounting officer any material changes in the programme which could require a new accounting officer assessment to be completed and published. [Guidance on completing accounting officer assessments](#) for major projects is available from HM Treasury.

Although you are directly accountable for this programme, you are also expected to support delivery of the Home Office's overall strategic objectives. This means that you are expected to work collaboratively with other SROs and project directors in associated projects and programmes and with the CPO and Home Office Portfolio and Project Delivery Directorate (PPD) to manage dependencies, resources, schedules, and funding to support delivery of the overall change the Home Office needs to achieve its strategic objectives.

You must ensure that appropriate and proportionate assurance is in place and agree on the level and frequency of assurance reviews through the maintenance of an integrated assurance and approvals plan. You should develop this plan and its maintenance in collaboration with the Departmental Assurance Coordinator and the IPA.

Programme status, reporting and transparency requirements

The Programme Status at the date of your appointment is reflected in the most recent GMPP return quarterly (Q3 2022-23) on the programme to the Infrastructure and Projects Authority. This is the agreed position as you assume formal ownership of the programme.

You are responsible for ensuring the honest and timely reporting on the position of the programme to the IPA and PPD while it remains on the GMPP. Should it be relevant to the initiative, reporting should include carbon measurement, and other sustainable development goals in accordance with evolving government policy and standards. Information on the programme will be published annually by the IPA.

As part of the government's commitment to transparency on major infrastructure projects, alongside the aforementioned summary accounting officer assessment you are accountable for publishing on GOV.UK:

- A summary of the HM Treasury approved Full Business Case; and
- A close out report after the programme has completed.

Development and support

Recognising your previous experience in delivering large programmes and the fact that you have joined the Home Office following a career in policing, we would encourage you to undertake either Orchestrating Major programmes or the Major Projects Leadership Academy training. However, given the programme is at a critical stage and the fact that programme director is currently undertaking MPLA, you should work with the HO Chief Portfolio Officer to consider the appropriate time to undertake this training.

To widen experience and understanding of the role, SROs are also expected to become accredited assurance reviewers and to lead or participate in such reviews for other government departments, the wider public sector, and other areas of the Home Office as appropriate. Becoming an assurance reviewer and completing a review will form part of your time at the Major Projects Leadership Academy. To maintain your accreditation, you will be required to participate in a review at least once every 12 months.

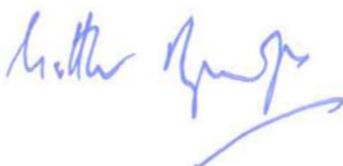
The Home Office will assist you in securing the necessary resources to support the programme, and sets via the Home Office Project Delivery Framework clear guidance, requirements and standards, which align to the [Government Functional Standard on Project Delivery](#), to enable good governance and effective delivery. You will be part of the Home Office's cohort of major project leaders who will be expected to support each other, share good practice and lessons learned and to collectively develop solutions. You should liaise with the Home Office CPO for project delivery to discuss the maintenance and development of your delivery and leadership skills.

The IPA will be available to you for support, advice, and assurance throughout the initiative's time on the GMPP.

Following approval of the business case and entry onto the Home Office Portfolio, the Portfolio Delivery Board will provide ongoing oversight and support and will take steps to help resolve and escalate risks, issues or constraints that are acting as a blocker to successful delivery.

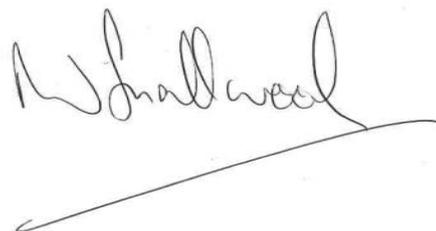
We would like to take this opportunity to wish you every success in your role as SRO.

Yours sincerely,



MATTHEW RYCROFT

Permanent Secretary, Home Office



NICK SMALLWOOD

Chief Executive Officer, Infrastructure and
Projects Authority

CONFIRMATION OF ACCEPTANCE OF APPOINTMENT

I confirm that I accept the appointment of Senior Responsible Owner for the Emergency Services Mobile Communications Programme (ESMCP), including my personal accountability for implementation, as set out in the letter above.

A handwritten signature in black ink, appearing to read "Simon Parr". The signature is fluid and cursive, with the first name "Simon" and the last name "Parr" clearly distinguishable.

SIMON PARR

21 April 2023

Annex 1 - SRO Role and Responsibilities

The Role of the Senior Responsible Owner

You are personally accountable for ensuring the ongoing delivery of your Programme. You are responsible for securing the resources necessary for the success of the Programme and for ensuring that the related implementation and transition activities realise the agreed objectives and benefits. You will be personally accountable to Parliamentary Select Committees and be expected to explain the decisions and actions you have taken. This could include where a Minister has intervened to change the Programme during the implementation phase in a way which has implications for the cost and/or timeline of implementation. You will be able to disclose your advice about any such changes.

You must ensure the effectiveness of the governance, assurance and programme management arrangements and maintain them throughout the life of the Programme. You should adopt best practice and be prepared to justify any deviation from it, in line with the Government Functional Standard for Project Delivery and other guidance published by the Cabinet Office.

An SRO will:

- Be a visible, engaged and active project leader, not a figurehead;
- Deliver the agreed outcomes and benefits;
- Create an open, honest and positive culture committed to delivering at pace;
- Challenge senior officers and Ministers when appropriate and escalate quickly;
- Provide appropriate support, steer and strategic focus to the Programme Director and ensure that they have a clear and current letter of appointment; and
- Have sufficient time, experience and the right skills to carry the full responsibilities of the role.

Specific SRO accountabilities:

Ensure that the Programme is set up for success

- Ensure that the Programme is set-up to make an unambiguous and demonstrable link to strategic policy;
- Translate this policy intent into clear deliverables which are established and agreed with senior stakeholders;
- Carry out a robust and commercially viable options appraisal, which balances risk with opportunity, as part of initial programme feasibility;
- Establish a firm business case for the Programme during the initiation/definition phase and ensure that any planned change continues to be aligned with the business;
- Identify and secure the necessary investment for the Programme's business case (this includes both budget and operational resource);
- Design and implement robust, appropriate and transparent programme governance; and
- Build strong and effective relationships with key stakeholders, justifying their trust and retaining their confidence, and obtain their commitment to benefits realisation.

Ensure that the Programme meets its objectives and delivers the projected benefits

- Gain agreement to the programme objectives and benefits amongst stakeholders, including ministers where appropriate;
- Ensure that the Programme's anticipated impacts upon business as usual operations are informing forecasts of those operations, including workforce planning and running costs.
- Understand the broader government perspective and its impact on the Programme;
- Ensure the strategic fit of the programme objectives and benefits;
- Agree a clear and simple approach to performance management and monitor delivery of the objectives and benefits, taking appropriate action where necessary to ensure their successful delivery;

- Develop the programme organisation structure and plan;
- Ensure that there is a coherent organisation structure and appropriately detailed programme plan;
- Build the right team, securing necessary resources and skills and providing clear lines of accountability; and
- Provide appropriate support, steer and strategic focus to the Programme Director.

Monitor and take control of progress

- Monitor and control the progress of the Programme at a strategic level, being honest and frank about its progress, risks and issues;
- Ensure that any changes to agreed programme benefits are flagged appropriately within programme governance and that the business case is updated accordingly (throughout programme life-cycle);
- Ensure that the integrity of the Programme is maintained and speak truth to power – including to Parliamentary Select Committees; and
- Communicate effectively with senior stakeholders regarding programme progress and provide clear, appropriate and delivery-focused decisions and advice to the Programme Director.

Ensure problem resolution and referral processes are appropriate and effective

- Identify, understand and drive the successful mitigation of programme risks;
- Escalate serious issues quickly and with confidence to senior management and/or Ministers;
- Develop strong and effective engagement between the programme team and its stakeholders and sponsors;
- Ensure that communication processes are effective and that the Programme's objectives and deliverables continue to be consistent with the organisation's strategic direction;
- Ensure that the Programme is subject to suitable assurance arrangements, including reviews at appropriate stages, and that these are captured in an Integrated Assurance and Approval Plan (IAAP) that includes commercial, technical, financial and other assurance;
- Recognise the value of robust programme review and ensure it occurs at key points in the programme lifecycle, particularly at the pre-initiation (feasibility) and initiation stages;
- Make certain that any recommendations or concerns from reviews are met or addressed in a timely manner; and
- In the event of a 'red' or 'amber-red' review or a 'red' or 'amber-red' quarterly GMPP review rating, ensure that the Permanent Secretary (copying in the Chief Portfolio Officer) has been made aware of the situation and has been briefed accordingly.

Manage formal programme closure

- Formally close the Programme and ensure that the lessons learned are documented within the final evaluation report and disseminated to key stakeholders;
- Ensure that the post implementation review takes place and that the output is communicated to appropriate stakeholders;
- Ensure that arrangements for a return on investment report, including benefits realisation plans are agreed with the Portfolio and Project Delivery Directorate (PPD); and
- Ensure a plan for both long term benefits realisation and on-going sustainability is agreed with key stakeholders as part of the process of transitioning the Programme to "business as usual".