



Home Office

Emergency Services Mobile Communications Programme (ESMCP)

Public consultation on additional
telecommunications coverage to be
provided for the Emergency Services
Network (ESN)

Engagement and Consultation

Purpose

Engagement and consultation should help make our overall strategy and performance more effective. We will do this by consulting about our intentions and others' views. We will gather feedback and analyse the results of the consultation, report on the results, and use this to inform our planning and priority setting.

Principles

The following principles will underpin all engagement activity. Engagement activity will:

- be **proportionate** both for the group being consulted and to the purpose of the engagement
- be **open, transparent and focused**, being clear how their views will be used and what they may influence
- be **consistent and joined up** ensuring no group has undue influence or access, but that engagement is tailored to the commitments and interests of the audience
- **support and promote improvement** by sharing findings with the European Commission, partners, colleagues and other Government departments
- be **accountable and cost effective**, using the necessary resources and time to make a difference, and properly evaluate findings

Levels of engagement

We will engage with interested parties at the appropriate level, in appropriate ways and at appropriate times. The ways we engage with users, stakeholders and interested parties will depend on what we are trying to achieve. Engagement will operate at a number of levels:

- **information** – providing information about the service (including information about how to engage with services locally) and future changes to the way the service operates
- **consultation** – seeking opinions about areas of our work and about the services we provide
- **involvement** – engaging customers and corporate partners in becoming part of the solution by listening to their views and supporting them to bring about improvement

In all of our engagement with users, stakeholders and interested parties, we will be clear about what we want to achieve and ensure that the means of engagement is designed to achieve that objective. We will tailor our engagement activities and use appropriate methods, and will be mindful of the context from the external perspective.

Purpose of this consultation

The Emergency Services need a communications system which works where they need it, when they need it and how they need it. To deliver the ESN, additional infrastructure is needed in specific target areas.

ESMCP is looking to provide additional coverage in a variety of ways, with the provision of large, traditional mobile (macro) sites or to fill smaller areas through the use of smaller (micro or pico) sites which may even be fitted to street furniture or buildings.

The target areas in which ESMCP needs to provide infrastructure to meet the needs of the Emergency Services are shown in the attached maps.

We will be delivering infrastructure in one of two ways: through the Mobile Services Supplier, who will build additional (ESN Specific Sites) as part of their network provision; or, in other areas, the Government will either build or acquire additional infrastructure.

Security marking

In both approaches, we are keen to hear from those who may be in a position to support the provision of this network infrastructure in the target areas. This could be through ownership of specific telecommunications infrastructure or have plans to build such infrastructure.

An additional purpose for this consultation is to meet the requirements of the European Commission's Broadband Guidelines. These are EU Guidelines as to how governments should apply the European Commission's State aid rules in relation to the deployment of broadband networks. For these purposes, 4G LTE is classified as a broadband service.

In accordance with this requirement, ESMCP is holding a public consultation; we are publishing a public consultation document on the Home Office Website; and we will publish the results of the consultation within 20 days of the consultation period ending.

Timescale

This consultation will run for 4 weeks from 1 September 2015 to 29 September 2015.

Monitoring and evaluation

The success of our approach to consultation and engagement will be measured by:

- i) a survey, available online for all interested parties at all times and will be used to gather qualitative and quantitative feedback about the consultation
- ii) all our communications will be written in plain English, suited to their reader
- iii) The annexes include an engagement plan template; list of consultation questions; and coverage maps.

Appendix A

Engagement Plan

Group	Engagement Method	Communication Method	When	Frequency
Providers of mobile infrastructure services	Consult	<ul style="list-style-type: none"> • Website • Verbal messages • SMS • E-mail • Customer survey 	Within the consultation period	Throughout consultation period
Other interested parties	Consult	<ul style="list-style-type: none"> • Website • Verbal messages • SMS • E-mail • Customer survey 	Within the consultation period	Throughout consultation period
Strategic partners, Delivery partners	Inform	<ul style="list-style-type: none"> • Dictated according to preference and proportionate to the significance of the issue. 	Within the consultation period	As appropriate Throughout consultation period

Appendix B

Consultation questions

Question 1

If you are a provider of mobile infrastructure services, do you have any current or planned (next 3 years) investments in the target areas indicated on the maps?

Question 2

If you are an interested party regarding mobile infrastructure services, do you have any current or planned (next 3 years) investments in the target areas indicated on the maps?

Question 3

If you provide emergency services in England, Scotland and or Wales, and are connected with the provision of mobile infrastructure services, do you have or are you aware of any current or planned (next 3 years) investments in the target areas indicated on the maps?

Question 4

If you are a member of the public, do you have or are you aware of any current or planned (next 3 years) investments in the target areas indicated on the maps?

Question 5

If you have answered yes to any of the questions above, please provide information concerning current or planned (next 3 years) investments in the target areas indicated on the maps.

Responding to this Public Consultation

When responding to these questions, the Home Office would be grateful if you could provide the following information:

- Your organisation's name
- Your organisation's address
- Your name
- Position
- Email address

Please send your response to arrive not later than 25 September 2015. You can respond via email to ESMCPCComms@homeoffice.gsi.gov.uk or in writing to:

Emergency Services Mobile Communications Programme
Home Office
Peel Building
2 Marsham Street
London
SW1P 4DF

Appendix C

Maps

Map 1 - Map indicating target areas for ESMCP sites – for more detailed maps please contact ESMCPComms@homeoffice.gsi.gov.uk

