



# Customer stories

## Keeping the Leicester, Leicestershire and Rutland community safe

Our emergency services expertise and innovative communications technology have transformed Leicestershire Fire and Rescue's mobilisation system, reducing call response times and ultimately saving lives.

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# Business profile

## Keeping the Leicester, Leicestershire and Rutland community safe

### Industry

Public sector

### Organisation size

501-1,000 employees

### Location

Leicester

### LEICESTERSHIRE

FIRE and RESCUE SERVICE



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## The challenge

Leicestershire Fire and Rescue Service wanted to upgrade its communications to a superior system – something secure, reliable, and resilient, to support the safety of people across Leicester, Leicestershire and Rutland.

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## The solution

We play a crucial role in supporting Leicestershire Fire and Rescue Service's mobilisation, directing incoming 999 calls via BT WAN to the Integrated Command and Control System (ICCS), where the control room identifies and mobilises the necessary resources.

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## The result

The most significant benefit of our support is the reduction in call handling times. The initiative focuses on delivering the right information to the right people and dispatching the right resources at the right time.



# The overview

Mobilisation is the primary function of any fire and rescue service. When every second counts, fast, reliable, and clear communication between the control room, fire engines, and crews is critical.

To continue delivering its purpose, “safer people, safer places”, Leicestershire Fire and Rescue Service wanted to upgrade its mobilisation system, underpinned by improved, reliable connectivity.

With our long history of working with emergency services and our team of dedicated subject matter experts,

we were a natural choice to support Leicestershire Fire and Rescue Service’s telephony and data networking infrastructure. From the moment a call comes in, to providing real-time situational awareness at the scene and capturing rich data for critical incident analysis, we underpin the vital service.

“BT has a century-long history of supporting emergency services. Our team of experts offers insights and guidance that most other providers simply cannot match. Specialists have assisted (and continue to assist) Leicestershire Fire and Rescue Service throughout the entire implementation process, ensuring they **receive exactly what they need**, when they need it, to protect our communities.”

**Sian Penny**

Director of Public Safety and Justice, BT







# The challenge

## Time for an upgrade

Leicestershire Fire and Rescue Service wanted to upgrade its communications to a superior system – something secure, reliable, and resilient to support the safety of people across Leicester, Leicestershire and Rutland. Its primary goal was to reduce response times and enable staff to better focus on saving lives, rather than dealing with outdated and ineffective systems.

A significant investment, the new system needed to demonstrate longevity, and value for the taxpayer.

With a strong heritage of working with emergency services, we offered the consistency, resiliency, and flexibility required.

Consequently, BT and EE's partnership meant access to both voice and data connectivity to underpin and future-proof the Service's mobilisation systems.

**“BT has a dedicated team that understands our sector. They recognise that everything we do is time-critical; every second can save a life. We must also demonstrate value to taxpayers for every penny spent. This understanding, combined with their expertise and flexibility around prioritising tasks, is what makes our partnership successful.”**

**Callum Faint**  
Chief Fire Officer, Leicestershire Fire and Rescue Service



# The solution

## Emergency services expertise

We play a crucial role in supporting Leicestershire Fire and Rescue Service's mobilisation, directing incoming 999 calls via BT WAN to the Integrated Command and Control System (ICCS), where the control room identifies and mobilises the necessary resources.

On-call staff and duty officers are alerted to respond, either by going to the station or being despatched to the incident.

Once a fire engine is en route, information is transmitted over an EE-based 4G network to a mobile data terminal (MDT). Facilitating two-way communications between the crew and the control room, this touchscreen device provides updates on specific incidents, status messages, and live vehicle tracking, all contributing to the crew's response and safety. Additionally, EE supports the crew's mobile devices.

Given the critical nature of the service, security and resilience are vital. We also provide backup connectivity to ensure it operates during times of adversity. The automatic failover system seamlessly diverts calls to Essex and Bedfordshire's Fire and Rescue Services if the control room is

busy, directing them further afield to Durham and Darlington in the event of a regional issue.

In addition to its networking, voice account, security advisory leads, and EE technical team, we also employ a dedicated team of Fire and Rescue specialists. For example, the delivery team provided daily updates when implementing the new system and offered crucial consultancy when any issues arose. This enabled the project team to report on progress to their stakeholders.

Leicestershire Fire and Rescue Service was also introduced to Sian Penny, BT's Director of Public Safety and Justice, who reprioritised a critical task to help meet an important implementation deadline. This combination of expertise, openness, and flexibility ensured the implementation met the Service's sometimes shifting deadlines and adhered to high-performance standards.





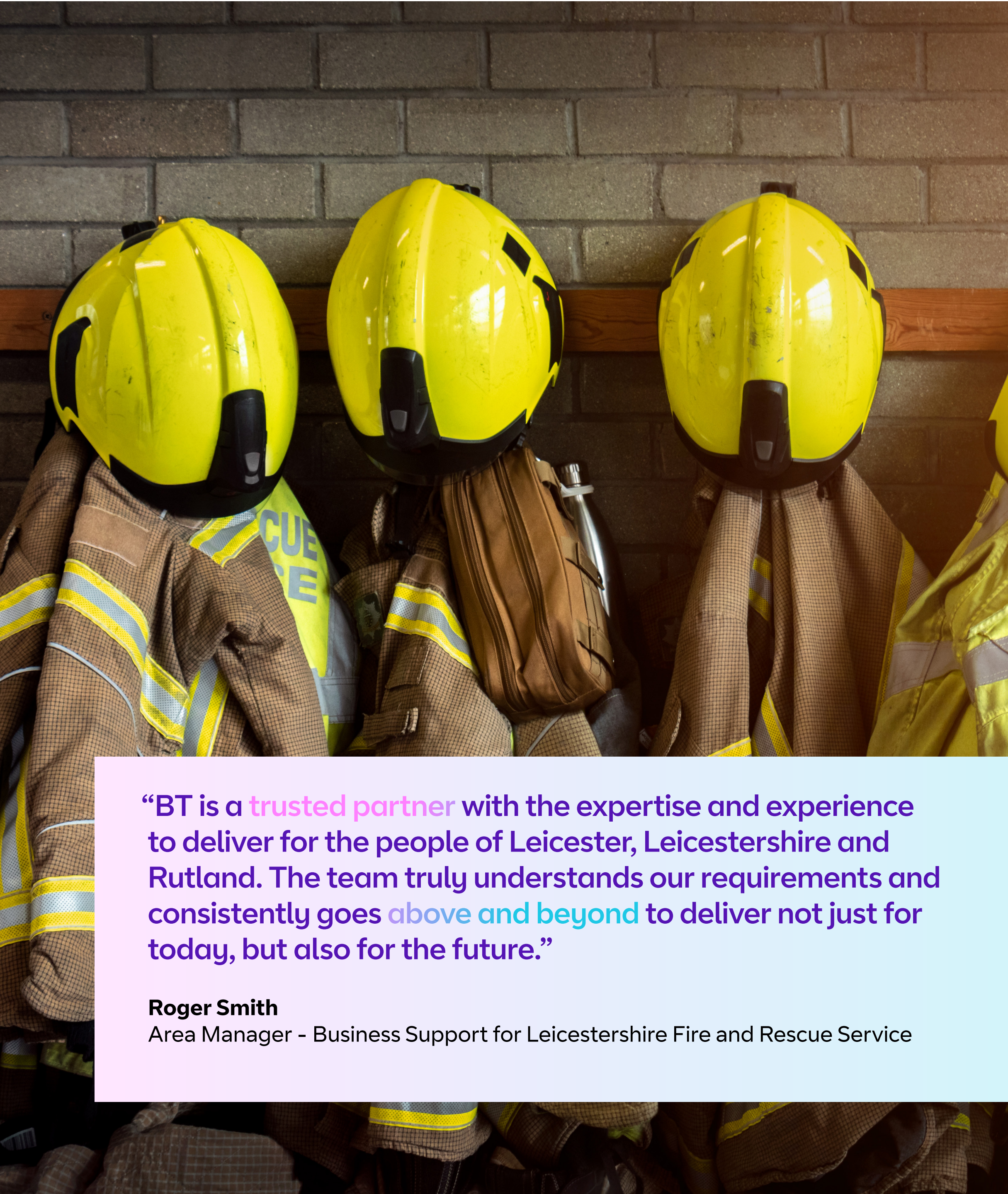
A close-up photograph of a firefighter's hands holding a black handheld radio. The firefighter is wearing an orange uniform with reflective silver stripes. The background is blurred, showing other firefighters in similar uniforms.

“We make a great team, and I look forward to working further with Leicestershire Fire and Rescue as their technology needs evolve. BT’s communications network – encompassing traditional voice and innovative data solutions – is the bedrock of the Service’s information journey, helping it respond to emergencies faster and more effectively. Ultimately, **fast response times save lives.**”

**Meg Burns**

Account Manager for Policing and Fire and Rescue, BT





“BT is a **trusted partner** with the expertise and experience to deliver for the people of Leicester, Leicestershire and Rutland. The team truly understands our requirements and consistently goes **above and beyond** to deliver not just for today, but also for the future.”

**Roger Smith**

Area Manager - Business Support for Leicestershire Fire and Rescue Service

# The result

## Safer people, safer places

The most significant benefit of our support is the reduction in call handling times. The initiative focuses on delivering the right information to the right people and dispatching the right resources at the right time.

Providing emergency response, prevention and protection, the Service’s performance is measured by response times. By drastically reducing call handling times, the improved mobilisation has enhanced the experience for both the public and firefighters.

The new solution is also interoperable with other technologies. This allows it to continue evolving and improving over time, preventing the Service from being locked into one solution for many years. Consequently, call handlers and crews benefit from a

streamlined solution, ensuring they can focus on response while maintaining low call handling times.

With a solid connectivity infrastructure in place, Leicestershire Fire and Rescue Service has plans to use our network to introduce more functionality over time. For instance, we’ve established the firewall infrastructure for voice and data communications, and discussions around cyber security and data protection are ongoing.





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