Decision Record Template

Date of Decision: 22/07/2026

Lead Officer: Simran Gill

Decision Record URN: EXE0018-26

Title: Emergency Communications Operation

Decision summary:

Supporting information

1) **Background information**

The proposed Virgin contract relates to an existing, critical operational service supporting 999 and 101 call handling. The current telephony, contact centre and recording solution is constrained, outdated, and presents increasing operational, technical and security risks.

Work to address these issues began in 2023 and has progressed over an 18-month period.

During this time, the existing Redbox solution has deteriorated to the point where new calls can no longer be recorded, creating a known and ongoing limitation. The current estate also relies on unsupported or end-of-life components, including OpenScape 4000 and contact centre version 11, alongside a design that lacks sufficient resilience and remains recorded as a live risk.

Alternative options have been explored; however, these would require significant additional investment (in excess of £2m), further infrastructure, increased storage, and complex integration, while failing to resolve underlying resilience and design issues.

2) **Detail of additional information attached.**
Recommendation.

3) **Expected benefits.**
4) The proposed Virgin solution delivers a cloud-based voice, contact centre and recording capability aligned to the Force's strategic direction. It reduces reliance on ageing infrastructure, improves resilience, supports future requirements (including ESN and ICCS), and avoids further short-term expenditure on legacy systems.

5) **Impact of not approving the application**

Operational impact.

6) **Financial implications (including any cost savings)**
The budget is £2,600,000.

7) **Consultations** (Details of any consultations that have been carried out or reason as to why no consultations has taken place):
IT

8) **Collaboration** (is there an opportunity to collaborate with partners)
N/A

9) **Equality, Diversity & Human Rights implications**

All funded organisations have the relevant policies in place which they adhere to.

10) **Legal comments**

Funding agreements have been drafted and implemented by the Force Legal Team which are followed.

11) **Business Continuity**

Direct award to alternative supplier.

12) **Publication**

To be completed
It is appropriate to publish this record of decision made by the Police and Crime Police and Crime Commissioner: Yes / **Part Redacted** / No

It is appropriate to publish the contents of the supporting papers:
Yes / **Part Redacted** / No

It is appropriate to publish details of the decision by the Police and Crime Police and Crime Commissioner for Leicestershire: Yes / **Part Redacted** / No

Reasons for any non-Publication (referencing appropriate legislation):

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) and other legislation. Unless the information provided is covered by an exemption and stated to be either confidential or partly confidential, the information contained in the form will be published on the OPCC website.

Chief Finance Officer: Kira Knott
Comments: Approved 23/07/26

I have been consulted about the proposal and confirm that financial advice has been taken into account in the preparation of this report and assurances sought have been outlined within the report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Police and Crime Commissioner for Leicester, Leicestershire and Rutland.

Signature: 

Name: Kira Knott **Date: 23/07/26**

Chief Executive and Monitoring Officer: Claire Trewartha
Comments: Approved 23/07/26

I have been consulted about the proposal and confirm that legal and equalities advice have been taken into account in the preparation of this report and assurances sought have been outlined in this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Police and Crime Commissioner for Leicester, Leicestershire and Rutland.

Signature: 

Name: Claire Trewartha **Date: 23/07/26**

Police and Crime Police and Crime Commissioner for Leicestershire:

Having received the advice set out above and reviewed relevant documentation my decision in regard of this matter is:

Approved 30/07/26

I confirm that my register of interests' declaration is up to date and that none of my interests preclude me from making this decision.

Signature:  **Date:30/07/26**

Name of Police and Crime Commissioner: Rupert Matthews