

BS EN 50134-7:2017



BSI Standards Publication

# Alarm systems — Social alarm systems

Part 7: Application guidelines

**National foreword**

This British Standard is the UK implementation of EN 50134-7:2017. It supersedes DD CLC/TS 50134-7:2003 which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee GW/1/12, Social alarms.

A list of organizations represented on this committee can be obtained on request to its secretary.

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## Alarm systems - Social alarm systems - Part 7: Application guidelines

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## European foreword

This document (EN 50134-7:2017) has been prepared by CLC/TC 79 "Alarm systems".

The following dates are fixed:

- |   |  |       |            |
|---|--|-------|------------|
| – | latest date by which the EN has to be implemented at national level by publication of an identical national standard or by endorsement | (dop) | 2017-12-26 |
| – | latest date by which the national standards conflicting with the EN have to be withdrawn   | (dow) | 2019-12-26 |

This document supersedes CLC/TS 50134-7:2003.

EN 50134-7:2017 includes the following significant technical changes with respect to CLC/TS 50134-7:2003:

- Editorial changes and refinement of wording;
- Scope – clarification that standard applies to the delivery of alarm services by organisations whether they use paid or volunteer staff;
 

Additional aspects now covered include – marketing, sale or referral, assessment, service and maintenance.
- Definitions – updated to reflect those used across the 50134 series
- 8 - Installation
 

Improvement to the requirement for the installation, configuration and testing of a Local Unit and Controller

Added requirements for instructions where a self installation model is provided
- 9.1 Refinement and clarification of general call handling arrangements
- 9.1 e) - Refinement of the time between  $T_{AE}$  and  $T_{reaction}$  and receipt of all calls
- 9.4 c) - Refine to requirements for keeping of records of all calls to and from the alarm receiving service and to include electronic messages and communications
- 9.4 e) - Added requirement for equipment used in the receipt, display or transmission of alarm of an alarm call to have a standby that can be brought into operation
- 9.5 - Added requirements for buildings sued for provision of alarm receiving services
- 9.6 - Added requirement for testing of equipment alarm receiving service equipment
- 11 - Clarification and refinement of requirements for retaining operational records
- 12 - Clarification and added requirements for regular testing, maintenance and
- Normative References - Review and verify references to other standards.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CENELEC shall not be held responsible for identifying any or all such patent rights.

## **Introduction**

A social alarm system provides 24 h facilities for alarm triggering, identification, signal transmission, alarm reception, 2-way speech communication, reassurance and assistance for use by persons who can be considered to be at risk.

This standard describes the service chain functions that are considered to be required to provide safe and effective application of a social alarm system to support persons who can be considered to be at risk. The standard specifies minimum requirements for each of these service chain functions.

## 1 Scope

This standard applies to the delivery of social alarms services by organisations, whether through the use of paid or voluntary staff. It does not apply to the use of social alarm systems to enhance informal arrangements between an individual and their close friends and family for the provision of assistance, although it may provide advice on the issues that such individuals may need to consider.

This standard specifies requirements for social alarm service providers for effective and efficient management, policy and procedures for:

- a) general requirements;
- b) marketing;
- c) sale and referral;
- d) assessment;
- e) installation;
- f) alarm monitoring;
- g) response arrangement;
- h) operational records;
- i) service and maintenance;
- j) risk management;
- k) service development and improvement;
- l) workforce.

NOTE The effectiveness of a social alarm service is largely dependent upon the management of the system and its integration with other services.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 50134-1, *Alarm systems - Social alarm systems - Part 1: System requirements*

EN 50134-2, *Alarm systems - Social alarm systems - Part 2: Trigger devices*

EN 50134-3, *Alarm systems - Social alarm systems - Part 3: Local unit and controller*

EN 50134-5, *Alarm systems - Social alarm systems - Part 5: Interconnections and communications*

EN 50136-3, *Alarm systems - Alarm transmission systems and equipment - Part 3: Requirements for Receiving Centre Transceiver (RCT)*

CLC/TS 50136-4, *Alarm systems - Alarm transmission systems and equipment - Part 4: Annunciation equipment used in alarm receiving centres*

EN 50518-1:2013, *Monitoring and alarm receiving centre - Part 1: Location and construction requirements*

EN 50518-2:2013, *Monitoring and alarm receiving centre - Part 2: Technical requirements*

### **3 Terms and definitions**

For the purposes of this document, the following terms and definitions apply. For all others see EN 50134-1.

#### **3.1**

##### **interconnections**

transmission system that provides the communication between trigger devices and local unit and controller

#### **3.2**

##### **fault reporting time**

maximum interval from the time a fault occurs in the interconnection until the transmission of a fault signal is initiated by the controller

#### **3.3**

##### **user**

person benefiting from a service provided via a social alarm system

#### **3.4**

##### **portable trigger device**

trigger device carried by the user and providing wire-free communication

#### **3.5**

##### **helper**

person who attends and gives assistance to a user as a result of an alarm call

#### **3.6**

##### **service provider**

individual or organisation having an agreement with a user to provide a social alarm service

#### **3.7**

##### **life-critical call**

any alarm call received at an alarm receiving station for which, from the information available to the alarm recipient prior to acceptance of that call, it is not obvious that the call is in respect of an equipment test or fault

#### **3.8**

##### **alarm receiving station**

personal receiver or an alarm receiving centre terminal at which calls are received and processed by an alarm recipient

#### **3.9**

##### **alarm receiving service**

service for the receipt and processing of alarm calls from an alarm system

#### **3.10**

##### **transmission time**

time measured from when the local unit and controller enters the alarm condition until the alarm condition is reported at the alarm receiving station

#### **3.11**

##### **availability**

percentage of time during which the system is known to be available to transmit an alarm condition or an alarm triggering event without corruption and within the specified transmission time



### 3.12

#### **social alarm service**

service provided to an individual which uses or is mediated through a social alarm system

### 3.13

#### **alarm call**

signal transmitted by the controller to an alarm receiving centre to indicate an alarm condition or a fault condition

## 4 General requirements

All social alarm equipment used to deliver a social alarm service shall comply with the requirements of the EN 50134 series.

It is the responsibility of the service provider to ensure the correct functioning of a social alarm system and to arrange a response to alarm calls.

The service provider shall provide a continuous service.

## 5 Marketing

The service provider shall ensure that they provide information that enables the user to determine that the service being offered is appropriate to their needs.

Where the system installed requires specific services e.g. telecommunications, for its correct function the service provider shall make this requirement known to the user.

## 6 Sale and referral

The service provider shall have a procedure for receipt and processing of sales orders and or referrals.

The delivery of social alarm services to individuals shall be covered by a contract between the user and the service provider. This contract shall set out in clear and simple language the following details (where applicable):

- a) the name of the service provider and relevant contact details;
- b) the services provided under the contract;
- c) the ownership of any equipment required to deliver those services;
- d) any charges arising under the contract and the arrangements for payment of those charges;
- e) the information that the service provider will require to fulfil the contract and the purposes to which that information will be put, including any arrangements for sharing that information;
- f) details of any initial period during which the user may cancel the contract without notice or payment;
- g) the service provider's policy and procedures for obtaining forced entry to the user's premises and the liability for securing and repairing the property after forced entry;
- h) details of the service provider's complaints system and how to make a complaint;
- i) details of any obligations of the user under the contract to include:
  - a. maintaining arrangements to facilitate access in an emergency,
  - b. supply of up to date information,
  - c. consent to data processing including voice recording of all calls to the ARC,
  - d. notification of planned periods of absence of the user,

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- e. support for regular testing of the installed equipment,
- f. reasonable access to allow for maintenance, repair or recovery of the service provider's equipment;
- j) the right of the service provider to sub-contract delivery of the services;
- k) the arrangements for variation by either party of the services provided;
- l) the arrangements for termination of the service by the service provider;
- m) the arrangements for termination of the service by the user.

Personal information required for the delivery of the contracted service shall be obtained and checked with the user. As a minimum this information shall include:

- a. user name and address;
- b. user premises telephone number or identifier;
- c. name, address and telephone number or identifier for nominated helpers;
- d. key/access details;
- e. relevant health conditions;
- f. doctors contact details;
- g. any special instructions and notes.

Where the user has nominated individuals to act as a helper, the details of these individuals and their willingness to perform this role shall be checked by the service provider.

Where the user has provided the service provider with direct access to keys, the details of these arrangements shall be checked and confirmed with the user.

## **7 Assessment**

Where the service provider provides an assessment service it shall have documented policies, processes and procedures for the provision of the assessment service.

## **8 Installation**

The service provider shall ensure that:

- a) the local unit and controller is installed in a manner that will allow it to interrupt other usage of the alarm transmission system in the event of an alarm condition being detected;
- b) the local unit and controller is configured to be unique and distinguishable for the selected alarm receiving service;
- c) where system components offer programmable parameters these are set to meet the agreed service requirements of the user;
- d) the equipment is installed so that it does not interfere with the health and safety and normal daily activities of the user;
- e) tests shall be carried out with portable trigger devices to determine the limitations of use and the user shall be advised of these;

- f) where wire free fixed trigger devices are provided then these shall be tested *in situ* to ensure their correct communication with the local unit and controller;
- g) the local unit and controller is tested to verify the successful transmission of an alarm call to the selected alarm receiving service and that that service can recognize and acknowledge the alarm call;
- h) records are maintained of the installation and all tests carried out on the installed equipment.

Where the service provider offers the user a self-installation option the service provider shall provide adequate instructions to enable the user to carry out the installation requirements described in this standard.

The service provider shall provide operating instructions for the equipment that has been installed.

For the benefit of the user and helper the service provider shall explain:

- a) how the system functions, the necessary connections to the telephone and mains electricity, battery changing, etc., the purpose of all controls and indicators and the type of reassurance and response provided;
- b) the policy on non-emergency and reassurance calls;
- c) the need for regular testing and the use of test calls;
- d) circumstances which may reduce the operating range of a wire-free trigger;
- e) any condition or other equipment or service likely to inhibit or degrade the proper functioning of any item of equipment;
- f) the means taken to protect their privacy;
- g) the process for notifying changes to personal information supplied by them;
- h) the role of the helper;
- i) the means for identifying helpers and service provider's staff;
- j) arrangements for periodic contact, regular testing and equipment maintenance;
- k) the process for reporting faults with the equipment.

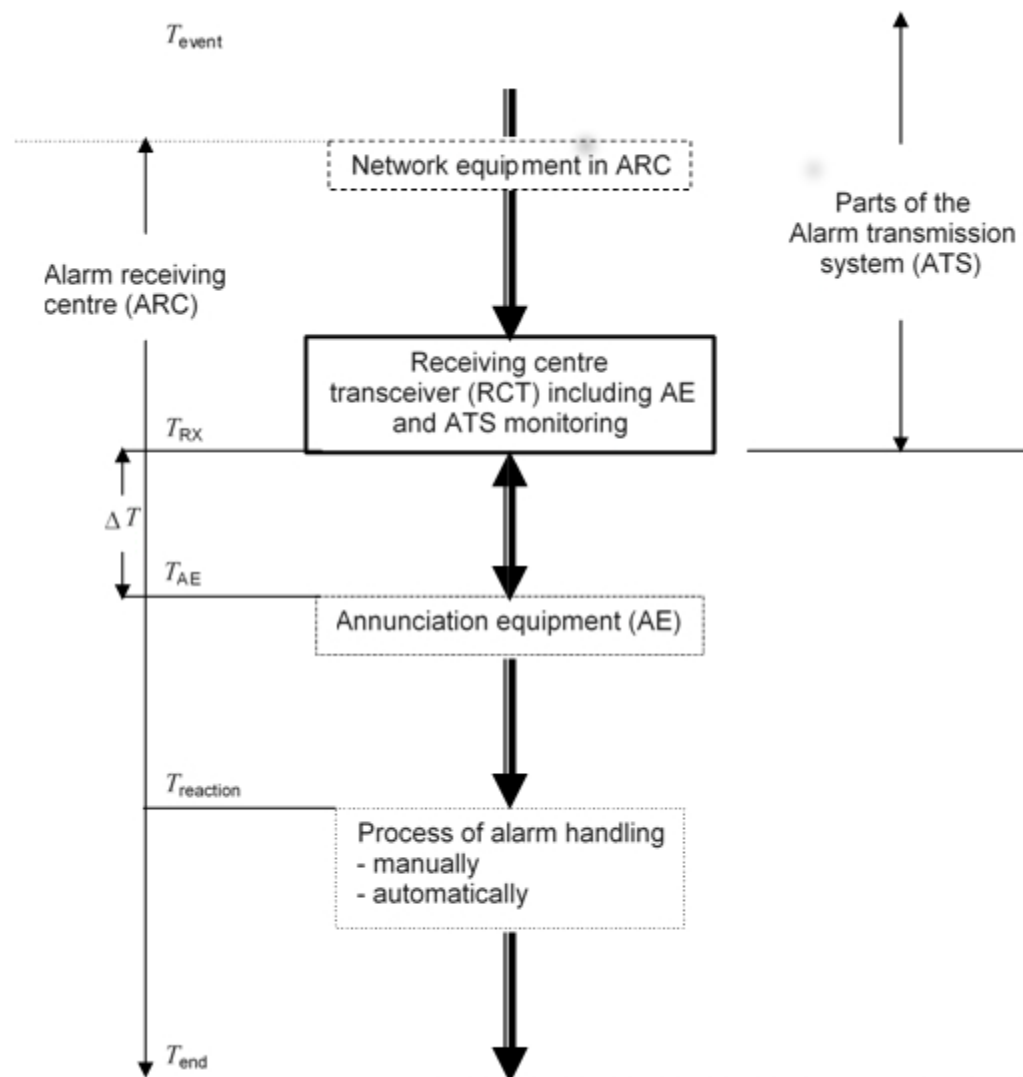
The service provider shall verify that the user is able to generate an alarm using the installed equipment.

## **9 Alarm monitoring**

### **9.1 General call handling arrangements**

- a) This standard provides for the use of personal receivers and alarm receiving centres for the receipt of alarm calls. Whichever means is selected for the receipt of calls, the service provider shall include a backup facility in the event that calls are not able to be received or answered by the primary service.
- b) The service provider shall have system capacity within their alarm receiving service to meet the requirements for transmission time and availability of the alarm transmission system. These requirements are specified in EN 50134-5.

- c) The service provider shall ensure that any and all call diversion arrangements do not result in a loss of performance such that the requirements for transmission time and availability of the alarm transmission system are breached.
- d) Transmissions taking longer than the maximum acceptable transmission time shall be classified as alarm transmission system faults.



### Key

- $T_{event}$  time of event start
- $T_{RX}$  time of delivery of the output signal from RCT into AE
- $\Delta T$  time elapsing between the moment of availability of the alarm signal at the output of the RCT and the acceptance of the alarm signal by AE
- $T_{AE}$  time of signals received at the AE
- $T_{reaction}$  time operator action starts
- $T_{end}$  time operator action completed
- NOTE EN 50134-5 applies from  $T_{event}$  to  $T_{RX}$ .

**Figure 1 — Sequence of operations under the alarm receiving service's responsibility**

- e) The service provider shall ensure that their alarm receiving service provides the following performance:

The time between  $T_{AE}$  and  $T_{reaction}$  shall meet the following performance criteria:

- i. for life-critical calls: 30 s for 80 % of alarm calls received and 60 s for 98,5 % of alarm calls received;
- ii. for non-life-critical: 90 s for 80 % of alarm calls received and 180 s for 98,5 % of alarm calls received;
- iii. 100 % of alarm calls received within 300 s.

Conformance to above criteria shall be achieved over a rolling twelve-month period.

- f) The service provider shall have sufficient capacity within their alarm receiving service to enable all alarm recipients to arrange delivery of assistance from a third party without disconnecting the alarm call requiring that assistance.

## 9.2 Operational procedures

- a) The service provider shall have written procedures specifying acceptable and appropriate response to all types of call being received by that service.
- b) The service provider shall have written procedures covering the type of response required.

Examples of call response levels include:

- I. verbal communication using the two-way speech system;
  - II. calling out designated helpers;
  - III. calling out designated emergency services;
  - IV. making arrangements for forced entry.
- c) The service provider shall arrange for a quick and effective response to an alarm call at all times, bearing in mind the types of assistance that might be required.
  - d) The service provider shall establish maximum response times for each level of response and performance against these targets shall be recorded.
  - e) Alarm recipients and helpers shall have access to full and up-to-date information for contacting local designated emergency services and helpers.
  - f) Alarm recipients shall only pass on those personal details of users that are relevant for the helpers or designated emergency service to provide the assistance requested.
  - g) The service provider shall have written procedures covering the update, verification, retention, deletion and disposal of the users' personal data.
  - h) The service provider shall establish performance targets for the update and accuracy of the update of users' personal data.

## 9.3 Personal receiver

All calls to personal receivers shall be automatically diverted to an alarm receiving service, in the event that they cannot be received or answered by that personal receiver.

## 9.4 Alarm receiving service

- a) When the alarm receiving station is not operational, all alarm calls placed to that alarm receiving station shall be automatically diverted to another alarm receiving station that has access to relevant personal data in respect of the users whose calls are being diverted.
- b) Alarm recipients shall have access to relevant personal data in respect of the users whose alarm calls they are receiving.
- c) Alarm receiving services shall maintain a record of the contents of all alarm calls to or from the alarm receiving service. This record shall include: date and time in respect of  $T_{RX}$ ,  $T_{AE}$ ,  $T_{reaction}$ ,  $T_{end}$ ; type of alarm or fault signal received; contents of any voice communication including calls made to facilitate assistance; contents of any electronic messages made to facilitate assistance; actions taken by the alarm recipient; identity of the alarm recipient and the user.

NOTE In some legal jurisdictions presumed consent to call recording may not apply and in such circumstances certain calls to facilitate assistance may not be lawfully voice recorded.

- d) All alarm receiving equipment at an alarm receiving centre shall meet the relevant requirements of EN 50136-3 and CLC/TS 50136-4.
- e) Any item of equipment involved in the receipt, display or onward transmission of an alarm call, including power supplies, shall have a standby facility and procedure that can be brought into use either automatically or by an alarm recipient within 1 h from the moment the existence of the fault becomes known to the alarm recipient.
- f) A documented procedure shall exist for the repair of failed equipment. This procedure shall include a time frame for the commencement of the fault report, which shall not exceed 15 min of discovery.

## 9.5 Buildings used for alarm receiving services

NOTE These requirements do not apply to premises used solely by an alarm recipient using a personal receiver system.

- a) The alarm receiving service shall operate from a site that complies with the site selection criteria within EN 50518-1:2013, Clause 4.
- b) The design and construction of the areas of the building used by the alarm receiving service for their operations and supporting services shall control access to authorized persons and ensure data displayed cannot be seen readily by unauthorised persons.
- c) Electrical power supplies to the alarm receiving systems and operation area of the alarm receiving service shall comply with the requirements within EN 50518-1:2013, Clause 7.

## 9.6 Testing of alarm receiving service equipment

Service providers shall comply with the requirement within EN 50518-2:2013, 7.1, 7.2 and 7.3.

# 10 Response arrangements

## 10.1 General requirements

- a) The service provider is responsible for the delivery of all contracted response services.
- b) If the service involves calling out voluntary helpers, the service provider shall check regularly that they are willing and able to take on this role.

- c) The service provider shall have policies and procedures for establishing and maintaining coordination with other services caring for those at risk, e.g. housing, social services, community nursing, family doctors, ambulance, fire and police, to ensure that those at risk can receive the most appropriate assistance available.
- d) Where a service provider has entered into arrangements that provide it with access to a user's home it shall have policies and procedures covering security and access to users' premises.
- e) Where the service provider has no direct means of access to a user's premises, it shall arrange with the user for one or more helpers who have keys to access to that user's premises.

## 10.2 Unplanned visits to the user

Unplanned visits may be in response to an alarm call or the report of the failure of critical equipment installed in the user's premises. Services providers shall have policies and procedures to confirm that in the case of:

- I. visits to repair or replace failed equipment at the user's premises, access shall be obtained from the user;
- II. an unplanned visit in response to an alarm call, access shall be obtained via the method agreed with the user;
- III. where access is obtained and it is subsequently found that the user is not at the premises, the service provider shall leave written notification of their unplanned visit and the reason for that unplanned visit to the user's home;
- IV. requesting the forced entry to the user's home.

## 10.3 Planned visits to the user

The service provider may be required to make a planned visit to the user, in such circumstances the service provider shall:

- i. identify themselves to the user by agreed means;
- ii. explain the purpose of the visit;
- iii. obtain access to the user's home with the user's consent.

The service provider shall contact the user periodically to check:

- i. that the user still understands how and when to use the equipment;
- ii. the continued accuracy of the personal, medical and environment details held by the alarm receiving service and notify the service accordingly;
- iii. that designated helpers and agreed access mechanisms are still acceptable to the user.

The frequency of contacts will be determined by the agreement between the service provider and the user. However, data held on users shall be checked for accuracy at least every 12 months.

## 11 Operational records

The service provider shall establish retention periods for all service records and as a minimum all:

- i. client data shall be retained for a period of two years;
- ii. data of the alarm receiving service external communications shall be retained for a period of three months;

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iii. record of actions shall be retained for a period of two years.

A record shall be maintained of all testing, preventative maintenance and servicing work carried out on any part of the system, together with any faults found and components changed.

A record shall be maintained for each item of equipment i.e. local unit, controller or trigger, supplied to users.

## **12 Service and maintenance**

The service provider shall have policies and procedures for the regular testing, maintenance and repair of equipment.

The service provider shall establish maximum response times for the repair of equipment and performance against these targets shall be recorded.

Service providers shall take account of the fault reporting times when programming any automated test periods within the local unit and controller or formulating advice to users on the frequency of testing. System fault reporting times are specified in EN 50134-5.

Service providers shall have arrangements in place for the prompt repair of any alarm transmission system faults affecting the ability of a controller serving a group of local units to transmit alarm calls.

Service providers shall make arrangements with all relevant communication authorities for prompt repair of any alarm transmission system faults affecting the operation of alarm receiving stations.

All alarm receiving equipment shall be tested for correct operation on a regular basis and any faults identified, recorded and rectified.

This testing regime shall ensure that any faults within the alarm transmission system or a local unit and controller and associated interconnection which are reported to the alarm receiving centre are received and correctly processed without undue delay and within 25 h of their arising.

CLC/TS 50136-4 establishes maximum times for the automated generation and reporting of faults within the alarm annunciation equipment.

Alarm receiving service staff shall be provided with written instructions to enable them to diagnose faults in all deployed equipment and to repair, recover or authorize contracted maintenance of those systems and equipment.

Preventative maintenance requirements for all local units, controllers and alarm receiving stations forming the alarm system should be specified and adhered to in contracts with the maintainers.

## **13 Risk management**

The service provider shall develop, test and implement strategies to identify and manage all risks associated with the delivery of their services. The outcome of these strategies shall be to ensure continuous service to users.

## **14 Service development and improvement**

Service providers shall have a documented complaints management system.

Service providers shall have a process to establish and measure user satisfaction with the services provided and identify user-led improvements to services.

The service providers shall have documented processes to review operational procedures as a result of findings of complaints, user led improvements and user satisfaction feedback.



## **15 Workforce**

### **15.1 Recruitment**

The service provider shall have systems in place to ensure that it recruits competent and trustworthy people to provide the service.

### **15.2 Training needs**

Service providers, shall establish a detailed training programme for all new staff to ensure that they develop the skills, knowledge and competence required to perform their role. This should include:

- a) introduction;
- b) service overview and organization;
- c) legislative compliance;
- d) alarm call handling procedures;
- e) visiting and response procedures;
- f) equipment installation procedures;
- g) administration and record keeping;
- h) communication with users;
- i) roles of and liaison with other caring / responding services;
- j) relevant skills.

Service providers should review the performance and training needs of all staff on a regular basis and identify and agree relevant training.





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