

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

Chief Fire Officers Association

In partnership with:

- Fire Industry Association
- British Security Industry Association
- Telecare Services Association



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2 FOREWORD

Chief Fire Officers Association (CFOA)

CFOA believes that the approach contained in this document is underpinned by the Regulatory Reform (Fire Safety) Order 2005 and supports the Integrated Risk Management Plans/Risk Reduction Plans being implemented by UK Fire and Rescue Authorities and represents best practice.

This policy provides a framework for a partnership between the responsible person of the protected premises, the fire alarm service provider and the fire and rescue authority, to ensure that the obligations, responsibilities and actions of all the parties will be clear and well understood.

CFOA recognises the advantages to all relevant parties of consistent standards. In order to achieve this CFOA strongly recommend that all Fire and Rescue Authorities adopt and implement this policy in its entirety as a part of their Integrated Risk Management Plans/Risk Reduction Plans and Regulatory Fire Safety Strategy.

We believe this policy to reduce activations from automatic fire alarms is an example to all in the fire world as to what can be achieved when the relevant experts come together to produce a solution to a problem. This policy will make a great contribution to fire safety in England and Wales as it will reduce the complacency of the public when an alarm sounds and it will reduce the number of unnecessary calls to which the Fire and Rescue Services (F&RS) respond.

We commend this policy to all concerned and look forward to seeing it successfully implemented by local Fire and Rescue Services to the benefit of public life safety and property protection.

More information on CFOA can be found at www.cfoa.org.uk

Support from the Fire Industry Association (FIA)

As the leading fire trade association in the country, the FIA is pleased to have been involved with the drafting of the policy for the reduction of False Alarms and Unwanted Fire Signals. Much expertise and hard work has gone in to the formulation of the policy and the Fire Industry Association and its members look forward to working with all of the Fire and Rescue Services in England and Wales in its successful implementation.

More information on FIA can be found at www.fia.uk.com

Martin Harvey - FIA Chair

Support from the British Securities Industry Association (BSIA)

Over many years the BSIA has been working with the Fire and Rescue Service to reduce the number of unwanted fire signals that are generated from remotely monitored fire alarm systems. The new CFOA policy underlines this positive partnership approach and is strongly endorsed by the BSIA as a means of improving fire safety in premises whilst reducing the amount of unwanted fire signal call outs the Fire and Rescue Service receives.

More information on BSIA can be found at www.bsia.co.uk

Alex Carmichael - Director of Membership and Technical Support Services

Support from the Telecare Services Association (TSA)

The TSA is the representative body for the Telecare Industry in the UK and aims to promote and support the telecare industry and highlight the benefits of telecare for service users.

TSA is committed to working in partnership with CFOA to reduce the number of unwanted fire signals across the telecare industry and welcomes the opportunity to further this commitment to ensure the role of telecare service providers is embedded within CFOA Policy.

More information on TSA can be found at www.telecare.org.uk

Marian Preece - TSA Operations Manager

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3 BACKGROUND

Over many years the Fire and Rescue Services have been working with partners to reduce the number of unwanted fire signals (UwFS) that are generated from premises protected by fire detection and fire alarm systems. The number of automatic fire detection and fire alarm systems (AFAS) installed is increasing and there is concern about the corresponding increase in UwFS from some of these systems.

A report on the measures taken and action required to reduce the number of false alarms from fire detection and fire alarm systems in England and Wales was published by the Home Office in March 2001. This report, entitled "Reducing False Alarms - Reduction through Partnership, the report of a thematic inspection by HM Fire Services Inspectorate" (HMFIs), identifies many issues that require action.

The Chief Fire Officers Association (CFOA), with the assistance of the Fire Industry Association (FIA) and the British Security Industry Association (BSIA) developed the Model Agreement between Fire and Rescue Authorities and Users of Remotely Monitored Fire Alarm Systems (Model Agreement for RMFAS Sept. 2004), to address the recommendations included in the HMFIs thematic report. The policy attempted to clarify the relationship between those responsible for the protected premises, the fire alarm service provider, the Alarm Receiving Centres, (ARC) and the Fire and Rescue Service (F&RS).

In 2006, CFOA considered it necessary to revise the policy for a number of reasons, including the introduction of The Regulatory Reform (Fire Safety) Order 2005, the limited adoption of the policy by F&RS and concerns expressed by the fire industry relating to the difficulties of working with inconsistent approaches to the UwFS problem by F&RS.

One of the key changes in the draft revision released for public consultation in May 2007 allowed for all fire detection and fire alarm systems to be addressed by the policy instead of only alarms received from alarm receiving

centres. This change sought to avoid discrimination against alarm receiving centres when UwFS from them only partly contributed to the overall problem. For consistency the draft policy adopted terminology and guidance from the Regulatory Reform (Fire Safety) Order. In addition, the assignment of a Unique Registration Number (URN) was seen to be a barrier to the adoption of the previous policy due to the IT and administrative systems required to be put in place to make it work. The focus of the policy has been altered to ensure that URNs are not vital to policy implementation but are a useful management tool. It is recommended that URN management systems should reflect the design protocols of the Regional Control Centre project.

The public consultation to the draft revision received a considerable response from F&RS unwanted fire signal reduction practitioners, Telecare Service Providers, third party certification organisations and the Alarm Receiving Centre industry as well as the Institution of Fire Engineers, FIA, Fire Protection Association, BSIA and the TSA. Many of the concerns expressed focussed on third party certification and the problems associated with the inconsistency in F&RS approaches to tackling the unwanted fire signal issues. This included requests for clarification on the administration charge for registration, concern about various 'call challenge' policies being adopted by F&RS and the variety of contracts between F&RS and alarm receiving centres. The consultation process also identified different practices employed by Telecare Service Providers and other Alarm Receiving Centres, which required further investigation.

The CFOA task and finish group met again in September 2007 to review the public consultation comments. It was agreed that the policy was too narrow in the F&RS response to UwFS and was more reactive to premises providing UwFS to the F&RS rather than pro-active in preventing false alarms occurring in the first place or preventing false alarms becoming unwanted fire signals to the F&RS.

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4 INTRODUCTION

The policy outlined in this document has been developed in co-operation with stakeholders representing the fire alarm industry and F&RS in order to reduce the occurrence of false alarms from automatic fire detection and fire alarm systems and to manage the appropriate F&RS response to UwFS.

This policy applies to all premises identified and regulated under the Regulatory Reform (Fire Safety) Order, 2005 (RRFSO) which are or will be installed with automatic fire detection and fire alarm systems.

There are two distinct elements which this policy seeks to address: false alarms which may contribute to fire safety issues; and unwanted fire signals which impact on the F&RS resources. If we succeed in reducing false alarms, unwanted fire signals will also reduce. However the reduction of unwanted fire signals to F&RS does not necessarily reduce false alarms and therefore may leave fire safety issues unaddressed.

The policy also seeks to address the issue of a relatively small number of premises generating a large number of false alarms and unwanted fire signals. However it recognises that a large proportion of the total false alarms come from premises producing just one or two false alarms per year. These are not, generally, poorly performing fire detection and fire alarm systems.

The policy recognises therefore that there is no single solution to the UwFS issue and that a holistic approach is required to ensure the development of the cultural change required from Fire & Rescue Services, the Fire Industry, Business and Public in order to promote a sustained reduction in the number of unwanted fire signals to Fire & Rescue Services.

It is essential that a consistent national approach to reducing false alarms and unwanted fire signals is developed. This can be achieved through the uniform adoption and implementation of this policy. Co-operation and understanding cannot be expected from companies operating across a number of different Fire & Rescue Services when each Fire and Rescue Service operates a different policy. The move towards regional control centres makes a consistent approach vital for F&RS and industry.

It is essential that a consistent national approach to reducing false alarms and unwanted fire signals is developed.

With this in mind it has been decided to publish this policy with certain elements still under review. The elements still under review predominantly concern call filtering by Alarm Receiving Centres (ARC) and Telecare Service Providers (TSP). These can be implemented independently and should not delay or prevent the existing elements being implemented. It is felt that clear guidance was required from CFOA at the earliest possible opportunity to standardise the approach being adopted by F&RS. Uniform implementation will encourage our fire industry partners to work with us in the development and review of the ARC and TSP elements of the policy.

This policy provides a clear and structured strategy that will lead to sustained reductions in false alarms and UwFS and provide a consistent framework for all F&RS, the Fire Industry and Business to operate within.

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5 THE AIMS OF THIS POLICY

- To provide a uniform process for those parties involved in managing the reduction of false alarms and UwFS.
- To reduce the number of false alarms generated by fire detection and fire alarm systems.
- To reduce the numbers of UwFS sent to F&RS.
- To provide the most appropriate response by F&RS to calls arising from AFAS actuation.

6 IMPACT OF FALSE ALARMS

- Disruption of business (downtime and time wasted, loss of business, theft).
- Erode user's confidence in the value and reliability of AFAS and discourage people from taking these systems seriously.

7 IMPACT OF UNWANTED FIRE SIGNALS

- Diverting essential services from emergencies (putting life and property at risk).
- Cost to business of retained fire fighters being released.
- Unnecessary risk to crew & public whilst responding (accidents).
- Disruption to arson reduction, community safety & fire safety activities (education, smoke detectors, etc).
- Disruption to training of operational personnel.
- Impact on the environment of unnecessary appliance movements (noise and air pollution).
- Drain on public finances.

8 SUMMARY OF POLICY REQUIREMENTS

The main policy requirements are listed below:

- The Responsible Person, as defined under the Regulatory Reform (Fire Safety) Order, has overall responsibility for the performance of the fire detection and fire alarm systems.
- Prevention of false alarms.
- Prevention of false alarms becoming unwanted fire signals.
- AFA call filtering.
- F&RS response to an unwanted fire signal.
- Agreed working practices between F&RS and ARCs.
- Agreed working practices between F&RS and TSPs.

This will be achieved by:

- The uniform adoption of this policy by F&RS.
- Promoting the use of competent persons in the design, installation, commissioning and maintenance of systems. CFOA recommend that F&RS require the use of third party certification schemes. Certification through United Kingdom Accreditation Service (UKAS) (or equivalent) provides valuable reassurances and assists in the making of informed decisions as to the competency of the service provider.
- Promoting the appropriate management of fire detection and fire alarm systems by Responsible Persons.
- Working in partnership with alarm receiving centres and Telecare service providers to improve false alarm filtering.
- Promoting the adoption of AFA call filtering through Brigade control on the 999 system.
- Implementing the appropriate Fire and Rescue Service response (including pre-determined attendance (PDA) response, AFA response, full emergency response or a follow-up response (community fire safety and/or fire safety regulation response) to resolve UwFS issues).
- Monitoring the performance of AFAS.

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9 POLICY OPERATION

This Policy recognises that key to the effective performance of automatic fire detection and fire alarm systems is the correct design, installation, commissioning, acceptance and maintenance process. If the protocols described in BS5839:2002 are followed a false alarm issue is unlikely to occur.

It is important that the design takes into account the fire strategy, fire risk assessment, the practical use of the building by its occupants and the potential for false alarms to be generated at the earliest possible stage.

This policy also recognises that even well designed and well managed systems will on occasion produce false alarms and has therefore identified areas where false alarms may be filtered to prevent them becoming unwanted fire signals to the Fire & Rescue Services. Call filtering is the process of gathering information to ensure the most efficient, effective, economic and ethical response to an alarm activation is made.

It is important to recognise the different ways in which the automatic fire alarm signal is relayed to the Fire and Rescue Services. Each relay method has its own distinctive features and each requires a separate approach in order to safely and effectively reduce the number of unwanted fire signals passed to the Fire & Rescue Services.

Alarm Receiving Centres

- Provide the important function of property protection from fire in buildings outside normal working hours or when unoccupied.
- They receive the alarm signal automatically without any verbal contact with the premises occupier.
- They are remote from the premises where the alarm signal has originated.

Telecare Service Providers

- Provide the important function of monitoring some of the most vulnerable groups in our society.
- They receive the alarm signal automatically with or without verbal contact with the premises occupier.
- They are remote from the premises where the alarm has originated.

999/112 Control Rooms

- Provide the important function of deciding on the level of response required for an incident based on effective information gathering.
- They receive the alarm signal direct from the premises through an employee or occupant or through a third party but always having verbal contact to gather information.
- They are remote from the premises where the alarm has originated.

With the above points in mind it is clear that the ideal place to prevent false alarms from being transmitted to F&RS as UwFS is on-site. (This process is known as call filtering and should be carried out using a risk-based approach and safe working practices - refer to section 11). This is where the most accurate information can be gained to ascertain the cause of the alarm activation and the Fire Service to be alerted to a confirmed fire at the earliest opportunity through the 999 system. Wherever possible this is the preferred method of call filtering.

Alarm receiving centres receive no other information except that the alarm system has activated. They can either:

- Telephone the premises to confirm the cause of the activation (this may delay the call to the Fire & Rescue Service in the event of fire and is unrealistic during non-operational or unoccupied hours of the protected premises).
- Pass the signal to the Fire & Rescue Service. (See section 12 - Call Filtering: By ARCs).

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9 POLICY OPERATION - *continued*

Telecare Service Providers may or may not receive verbal confirmation of the cause of the alarm activation. If they do have verbal contact they should make efforts to gather information in order to filter calls to remove the likelihood of passing an unwanted fire signal to the Fire & Rescue Service or confirm a fire in order that the Fire & Rescue Service can provide the most effective response. Guidance on Telecare call filtering is available from the TSA code of practice (<http://www.telecare.org.uk/>)

999/112 control room operators will receive verbal contact and should make efforts to gather information in order to filter calls which do not require a Fire & Rescue Service response. It is recommended that control operators do not call filter signals from Alarm Receiving Centres or Telecare service providers as these should already have been filtered (as third parties remote from the premises they are unlikely to be able to provide accurate information about the cause of the alarm). Suggested options for call filtering by Fire & Rescue Services control staff are contained in section 14 - Call Filtering: By F&RS Operators.

The default for all call filtering should be: if in doubt a Fire & Rescue Service response should be made.

Wherever call filtering occurs it is vital that relevant information is gathered and a monitoring process is in place to assess the effectiveness of the fire detection and fire alarm system management at the premises (in accordance with the recommendations in BS5839) and also the effectiveness of the Alarm Receiving Centres, Telecare service providers and 999 call filtering processes.

Inevitably there are still going to be a large number of Unwanted Fire Signals which are attended by the Fire and Rescue Services and a large number of false alarms which do not involve an emergency Fire & Rescue Service response but does demonstrate potential for inadequate fire safety management at the premises. This policy recommends that Fire & Rescue Services should make use of the Regulatory Reform Fire Safety Order 2005 in the first place on any occasion that false alarms have a detrimental impact on the fire safety of any relevant person in order to bring about improvement in fire safety management including a reduction in false alarms.

Where action under the RRFSO is not relevant it may be necessary to review the Fire & Rescue Service response to a premises in accordance with the registration process and three levels of response described in section 16 - F&RS Attendance levels.

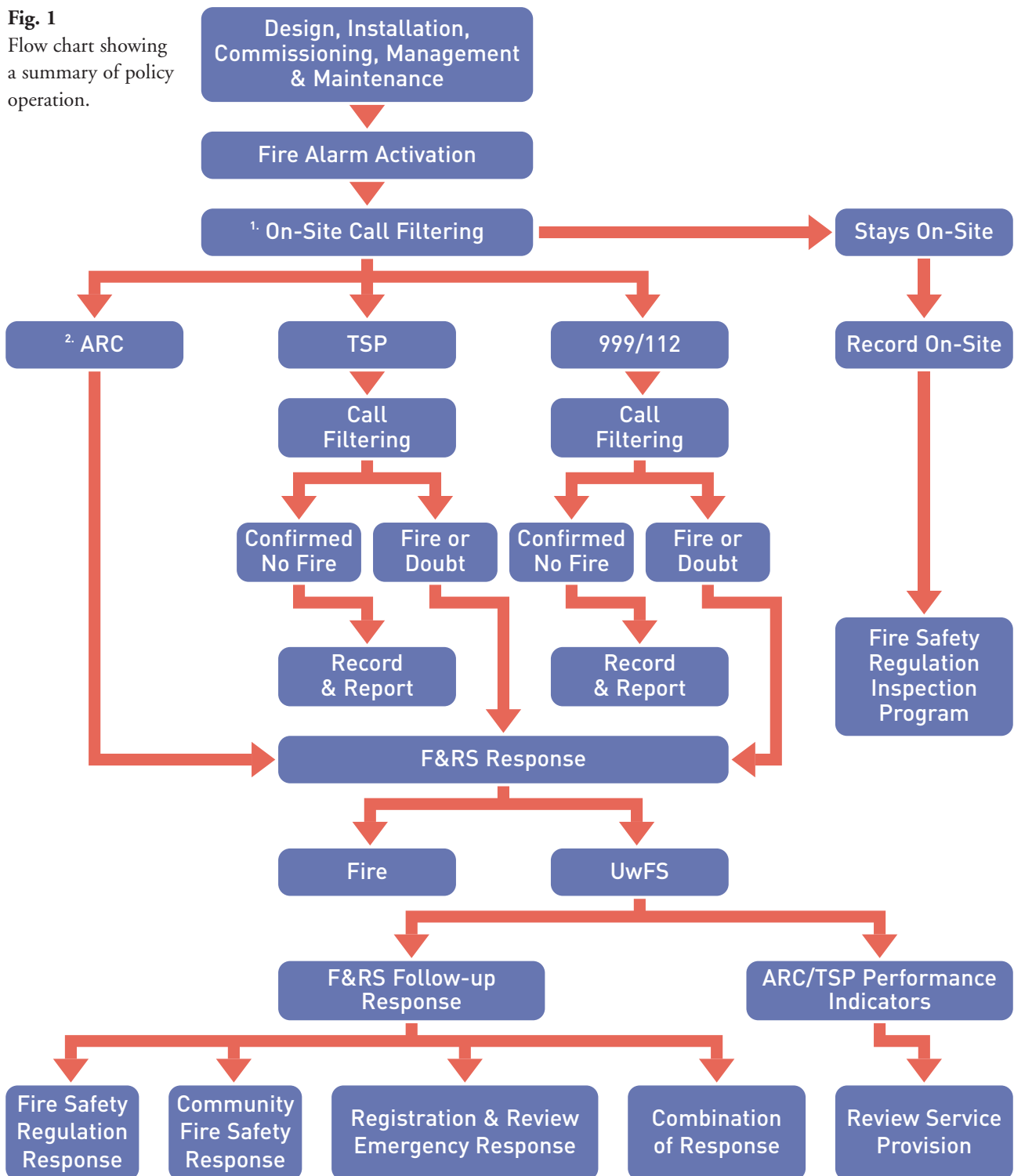
There may be occasions when a community fire safety response or a combination of responses may be more effective.

In order to ensure that all stakeholders are given a reasonable period to adjust their policies and working practices, CFOA considers that this policy should be fully implemented by the 1st September 2009.

The policy can be summarised in the flow chart below which shows where call filtering can be applied to help reduce the numbers of false alarms becoming unwanted fire signals. It also shows how the F&RS will respond to any unwanted fire signals:

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Fig. 1
Flow chart showing a summary of policy operation.



1. Refer to section 11 - Call filtering on-site.
2. ARCs are required to Call Filter, though final arrangements are being determined at the time of publication. Section 12 - Call Filtering: By ARCs refers.

The flowchart is divided into 3 separate flowcharts under Annex A; to illustrate the individual processes relevant to ARCs, TSPs and F&RS operators, with each step in the flowchart supported by text.

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10 THE RESPONSIBLE PERSON & FALSE ALARMS

The person designated as being responsible for the effective management of the AFAS has their responsibilities outlined in BS5839-1:2002 section 3 Limitation of false alarms. This policy encourages all persons involved in AFAS management to make themselves aware of the commentary and recommendations of this publication. This section of BS5839-1:2002 covers the responsibility for the limitation of false alarms for all parties involved in the specification, design, installation, commissioning, management at operational level and maintenance of the AFAS. Where alternative equivalent AFAS standards have been used the above standard may still provide invaluable guidance.

11 CALL FILTERING ON SITE

There are a many circumstances in which it may be appropriate to apply methods of filtering false alarms to prevent continual evacuation of people or summoning of the fire service. These methods range from automatically altering the detector type or sensitivity at different times of day to various forms of time related or staff alarm systems. Filtering measures are outlined in BS5839-1:2002 section 3 Limitation of false alarms 35.2.7.

Call filtering as outlined above should only be implemented where it has been risk assessed in line with the requirements of the RRFSO and relevant Communities and Local Government Guides.

12 CALL FILTERING BY ALARM RECEIVING CENTRES

This section is under review with the alarm receiving centre industry. The policy will be updated as soon as agreement has been reached. The details under review are summarised as follows:

It is important to recognise that the Alarm Receiving Centres play a key role in property protection from fire outside normal operational hours and in premises with sleeping risk. They are also an important back-up to many on-site call filtering processes already in place in case the on-site procedures fail to operate correctly. For example where a delayed call to the F&RS is part of the emergency plan for the premises the immediate call to an ARC due to 'double knock', manual call point activation, heat detection or time-out could be regarded as essential.

It is currently recognised however that ARCs are being used by premises to summon emergency fire response from the F&RS when the building is occupied and on-site call filtering could have taken place. This is an unacceptable misuse of F&RS and public resources.

Some of the points under review are listed below but the list is by no means exhaustive:

- Contracts between the ARCs and F&RS.
- Performance indicators for ARCs.
- On-site call filtering as part of the contract with being connected to an ARC.
- Limited hours of connection linked to building occupancy levels. (There is a clear link between the number of false alarms and the level of occupancy).
- Competency of installers and maintainers supplying connections to ARCs.
- All domestic fire detection and fire alarm systems should have calls filtered by ARCs. (A call-back procedure has traditionally been operated by alarm receiving centres for AFAS in single private dwellings).

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13 CALL FILTERING BY TELECARE SERVICE PROVIDERS

This section is under review with the Telecare Service Provider industry. The policy will be updated as soon as agreement has been reached. The details under review are summarised as follows:

Telecare Service Providers may or may not receive verbal confirmation of the cause of the alarm activation. If they do have verbal contact they should make efforts to gather information in order to filter calls to remove the likelihood of passing an unwanted fire signal to the Fire & Rescue Service or confirm a fire in order that the Fire & Rescue Service can provide the most effective response.

An alarm signal to F&RS from a TSP should receive no further call filtering.

Some of the points under review are listed below but the list is by no means exhaustive:

- Dedicated telephone numbers to F&RS under contract to bring into line with ARCs and BS5979 recommendations.
- Development of an agreed policy to form part of the Telecare Service Association's Code of Practice.
- Performance indicators for TSPs
- Competency of installers and maintainers supplying equipment to end users.

14 CALL FILTERING BY F&RS CONTROL OPERATORS

The purpose of call filtering is to address the large number of UwFS which are generated from systems in smaller premises where the existing culture is to telephone the Fire Brigade if the fire alarm system activates even when the cause of the activation is known to be something other than a fire.

It is an opportunity to gather information to assess the level of response required and to influence the change in culture necessary for long term reduction in UwFS.

The following flow chart represents CFOA's recommended process for call filtering. CFOA recognises that there are differences in the characteristics of individual F&RS and accepts that F&RS may adopt filtering procedures which relate to the time of day or occupancy/premises type (risk) in accordance with their Integrated Risk Management Plans. However, this basic filtering approach should not be altered. F&RS control operators must be careful not to recommend the investigation of an alarm during an emergency call. If investigation was possible it should have already been carried out as part of their existing procedures before the emergency call was made. An unplanned investigation at this stage may jeopardise the safety of the investigator. The 'caller' must remain in contact with the control operator at all times. Where the cause of an alarm activation cannot be immediately identified the control operator should mobilise the normal emergency attendance for an AFA.

It should be noted that only calls received through the 999 system which have not previously been filtered through an Alarm Receiving Centre or Telecare Service Provider should be filtered by control operators.

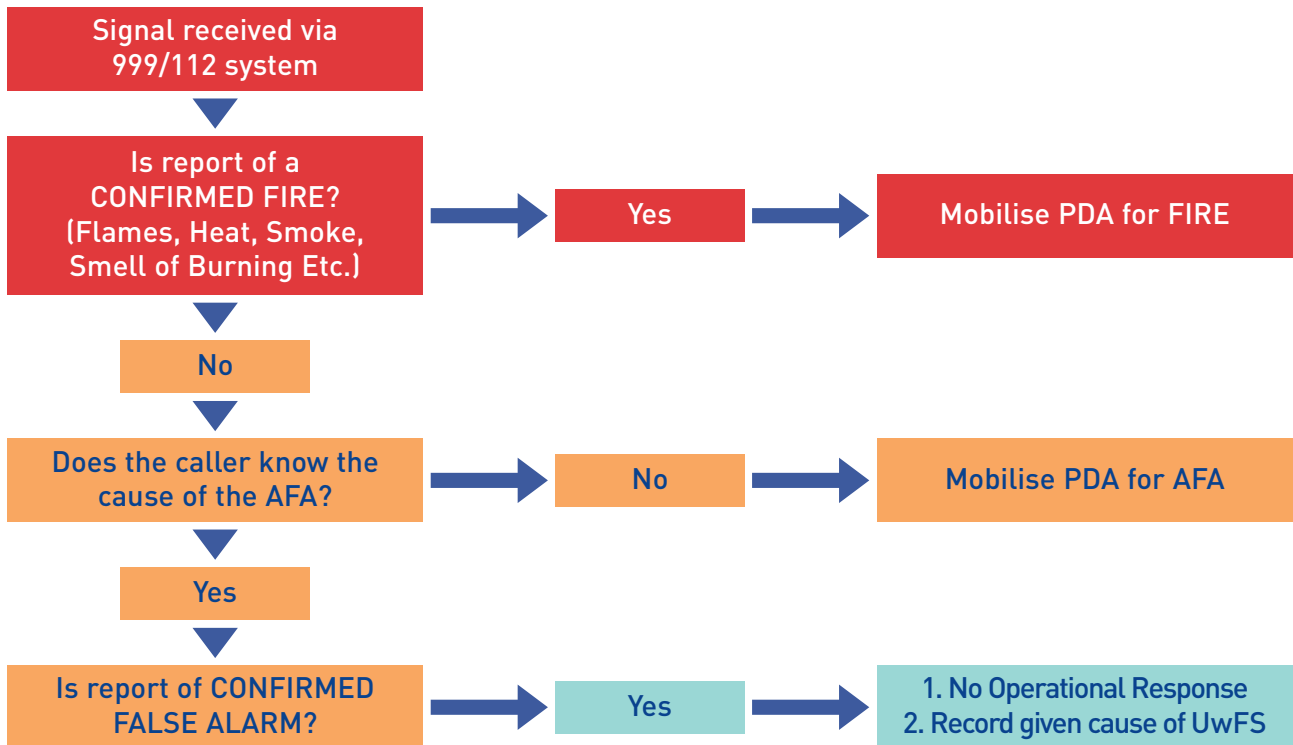
It is important to note that call filtering is an effective way of achieving a step reduction in the number of UwFS attended. However if it is not carried out in accordance with the guidance above it may delay emergency attendance in the event of fire, increasing the risk of property damage, injury and fatality.

Call filtering should be used in conjunction with the rest of the policy and not as a separate stand alone method of call reduction.

The CLG commissioned research document 'Costs & Benefits of Alternative Responses to Automatic Fire Alarms - May 2008' (Author: Mott MacDonald) provides evidence in support of the guidance above.

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CALL FILTERING



F&RS must be careful not to recommend the investigation of an alarm during an emergency call. If investigation was possible it should have already been carried out as part of

their existing procedures before the emergency call was made. An unplanned investigation at this stage may jeopardise the safety of the investigator.

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15 REGULATORY FIRE SAFETY INTERVENTION

F&RS have a statutory duty to enforce fire safety legislation and where appropriate should respond with regulatory fire safety intervention under the RRFSo where poor performance of the fire detection and fire alarm systems is detrimental to the safety of occupants.

16 FIRE & RESCUE SERVICE ATTENDANCE LEVELS

If adjusting F&RS standard response attendance to premises due to the level of UwFS, the process must be applied in accordance with sections 17 & 18.

F&RS will mobilise the appropriate level of response to AFAs dependant upon the known risk and in accordance with their Integrated Risk Management Plans/Risk Reduction Plans.

Confirmed fires will attract a full or enhanced emergency response, dependant upon the information received.

The F&RS, having taken account of the above considerations and a risk assessment, will determine the response based on the reliability of the fire detection and fire alarm system performance. Three principles of response options are as follows:

- i) Attendance Level One is an immediate emergency response, resulting in an initial attendance based on a risk assessment of the fire fighting requirements that will be not less than one fire appliance.
- ii) Attendance Level Two in the absence of a confirmation call via the 999 system; the F&RS will make an attendance, based on a risk assessment of the fire fighting requirements. The attendance may be made under non-emergency conditions, thereby maintaining the availability of the resources for confirmed emergencies and protecting the public from the risk that arises from fire engines responding under emergency conditions.
- iii) Attendance Level Three no emergency response, until a confirmation of fire is received from the premises via the 999 system or from some other acceptable source. Such confirmation will result in a full or enhanced emergency response, dependant on the information received.

Any changes to the attendance level by the F&RS will be communicated in advance to the persons responsible for the protected premises and time will be allowed for them to take appropriate remedial action in accordance with section 17 - Performance Levels and the Rehabilitation Process.

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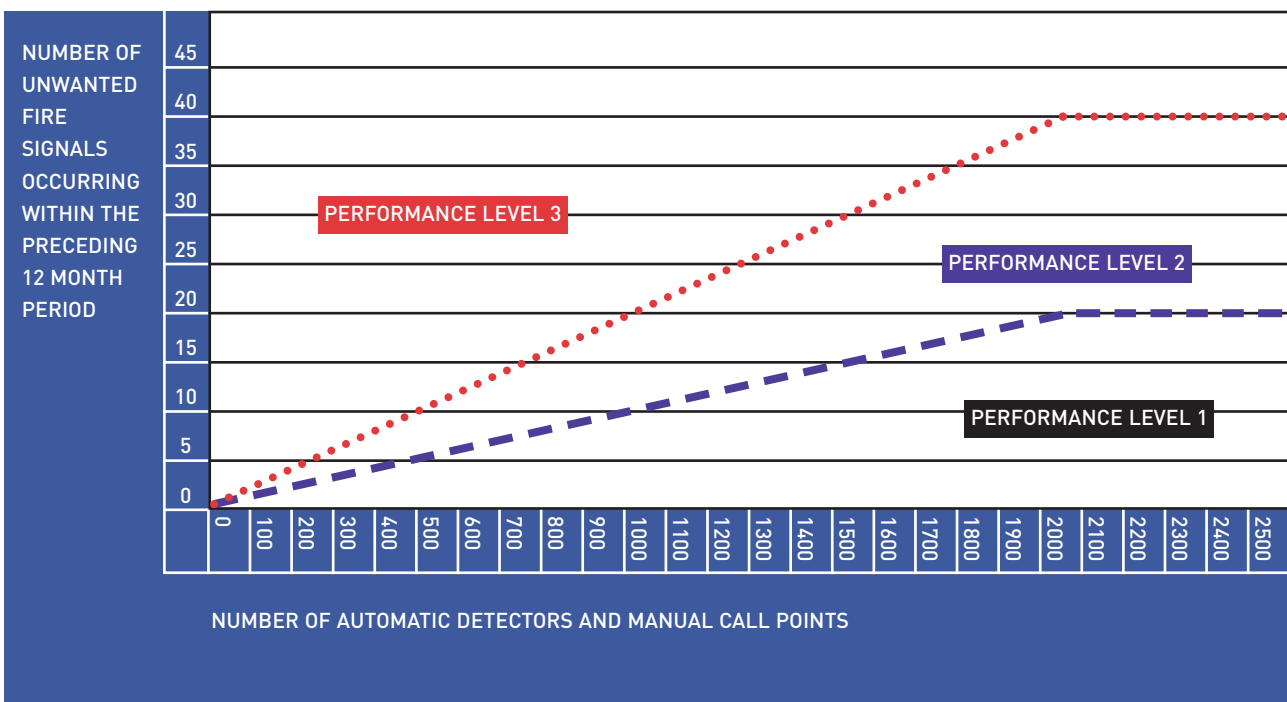
17 PERFORMANCE LEVELS AND THE REHABILITATION PROCESS

Whilst it is almost universally recognised that false alarms cannot be totally eradicated, there is a need to reduce them to much lower levels than are presently being experienced. It is also recognised that the greater the number of fire detectors installed; the greater the likelihood of a false alarm occurring. This is taken into account when analysing the performance of an alarm system particularly from a fire

safety perspective concerning providing an effective means of warning against fire. However, this level of performance is no longer acceptable as a measurement of the number of UwFS passed to F&RS.

The graph in 17.1 below represent the levels UwFS which can be used to assess levels of F&RS attendance levels One, Two and Three (section 16). It does not represent an allowable number of UwFS relative to the number of detector heads.

17.1 - Performance levels for UwFS from AFAS



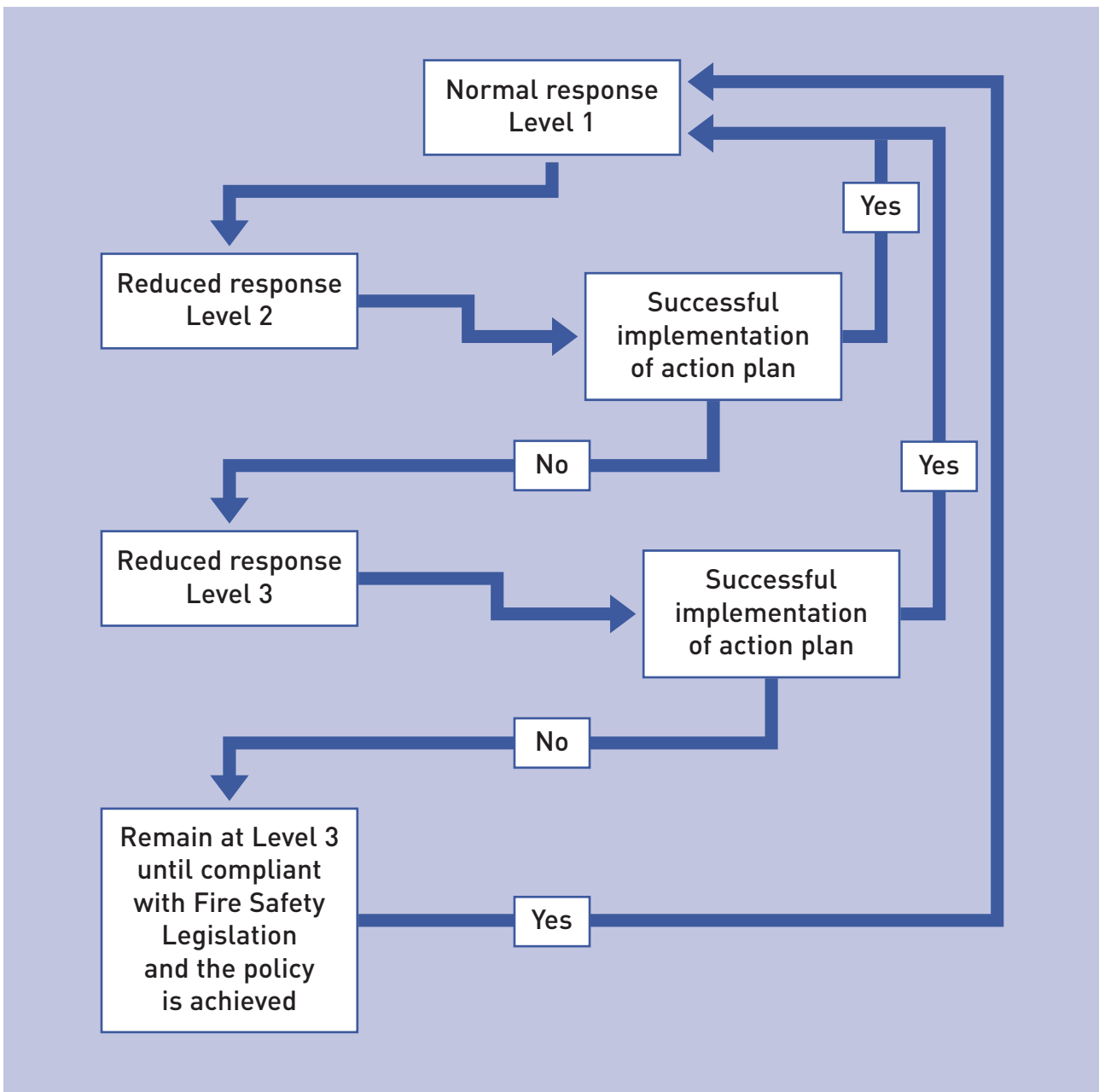
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17.2 - Actions and Time Scales Associated With the Rehabilitation of Problematic AFAS

17.2.1 - The levels of performance outlined in section 17.1 will be considered in determining the potential response

of the F&RS, in accordance with the principles and considerations outlined in section 16 of the policy. A flow chart of the process is shown below:

RESPONSE LEVELS AND REHABILITATION PROCESS



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17.2.2 - Where the AFAS crosses the thresholds outlined in section 17.1 that indicate unacceptable performance, those responsible for the system must take immediate remedial action.

17.2.3 - Notwithstanding the response provided by F&RS, the level of performance of the AFAS will continue to be reviewed during any periods where remedial action is being taken.

17.2.4 - Notwithstanding the performance level thresholds, the Responsible Person has a duty to mitigate all instances of false alarm activations (BS5839-1:2002 - section 32.1).

17.3 - Actions to be taken when the performance of an AFAS moves from attendance level one to attendance level two.

17.3.1 - The F&RS will:

- i) Advise the protected premises they have exceeded the acceptable performance level threshold.
- ii) Consider whether to revise the attendance level in accordance with section 16.
- iii) Advise the protected premises in advance of any changes and remind them to alert their insurance company to any changes in F&RS attendance levels.
- iv) Continue to review the performance of the AFAS.
- v) Require sight of the revised fire risk assessment/emergency plan for the premises.
- vi) Consider the use of regulatory enforcement powers.

17.3.2 - The responsible person, (in conjunction with the competent person/maintainer and the FRS as necessary) will:

- i) Provide an agreed written action plan for the reduction of UwFS to the F&RS.
- ii) Advise their insurance company in the event of any change to attendance levels by the F&RS.
- iii) Revise the fire risk assessment and emergency plan for the premises to take account of any changes in response by the F&RS.

- iv) Review the fire safety management arrangements.
- v) Ensure appropriate maintenance is undertaken on the AFAS.
- vi) Revise and implement suitable fire safety management arrangements.

17.3.3 - The Responsible Person, together with the maintainer of the AFAS will take the recommended actions to address an unacceptable rate of false alarm activations as outlined in BS 5839 - 1: 2002.

17.4 - Time scale for return to level one performance

17.4.1 - If within the three months following completion of the actions in 17.3.1 - 17.3.3 above, the performance of the fire detection and fire alarm system returns to within the limits set for performance level one:

- i) The F&RS will restore level one attendance.
- ii) The protected premises will advise their insurance company, revise any fire safety management arrangements. Including the risk assessment/emergency plan and maintain the improvement.

17.4.2 - If the time scales outlined in 17.4.1 are not met, the premises will remain at the reduced attendance level determined by the F&RS for a further three months before the attendance level is reviewed again.

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

17.5 - Actions to be taken when a fire detection and fire alarm system moves from performance level two to performance level three.

17.5.1 - The F&RS will:

- i) Advise the protected premises they have exceeded the acceptable performance level threshold.
- ii) Consider whether to further revise the attendance level in accordance with sections 16 & 17.
- iii) Advise the protected premises in advance of any changes and remind them to alert their insurance company to the changes in fire service attendance levels.
- iv) Require sight of the revised fire risk assessment/emergency plan for the premises.
- v) Consider the use of its regulatory enforcement powers.
- v) Continue to review the performance of the AFAS.

17.5.2 - The responsible person will put in place an action plan that will include:

- i) All the actions under paragraph 17.3.2, and:
- ii) Demonstrate their competence as a responsible person, as described in BS 5839 - 1: 2002.
- iii) Arrange for the maintainer to undertake the actions required in BS 5839 - 1: 2002, clause 46.4.4.

17.5.3 - The Responsible Person, together with the maintainer of the AFAS will take the recommended actions to address an unacceptable rate of false alarm activations as outlined in BS 5839 - 1: 2002.

17.6 - Time scale for return to level one performance.

17.6.1 - If within three months following completion of the above actions the performance of the fire detection and fire alarm system returns to within the limits set for performance level one:

- i) The F&RS will restore level one attendance and continue to review performance.
- ii) The Responsible Person for the protected premises will advise their insurance company, revise any fire safety management arrangements and maintain the improvement.

17.6.2 - If the time scales outlined in 17.6.1 are not met, the premises will remain at the reduced attendance level determined by the F&RS for a further three months before the attendance level is reviewed again.

18 POLICY REGISTRATION

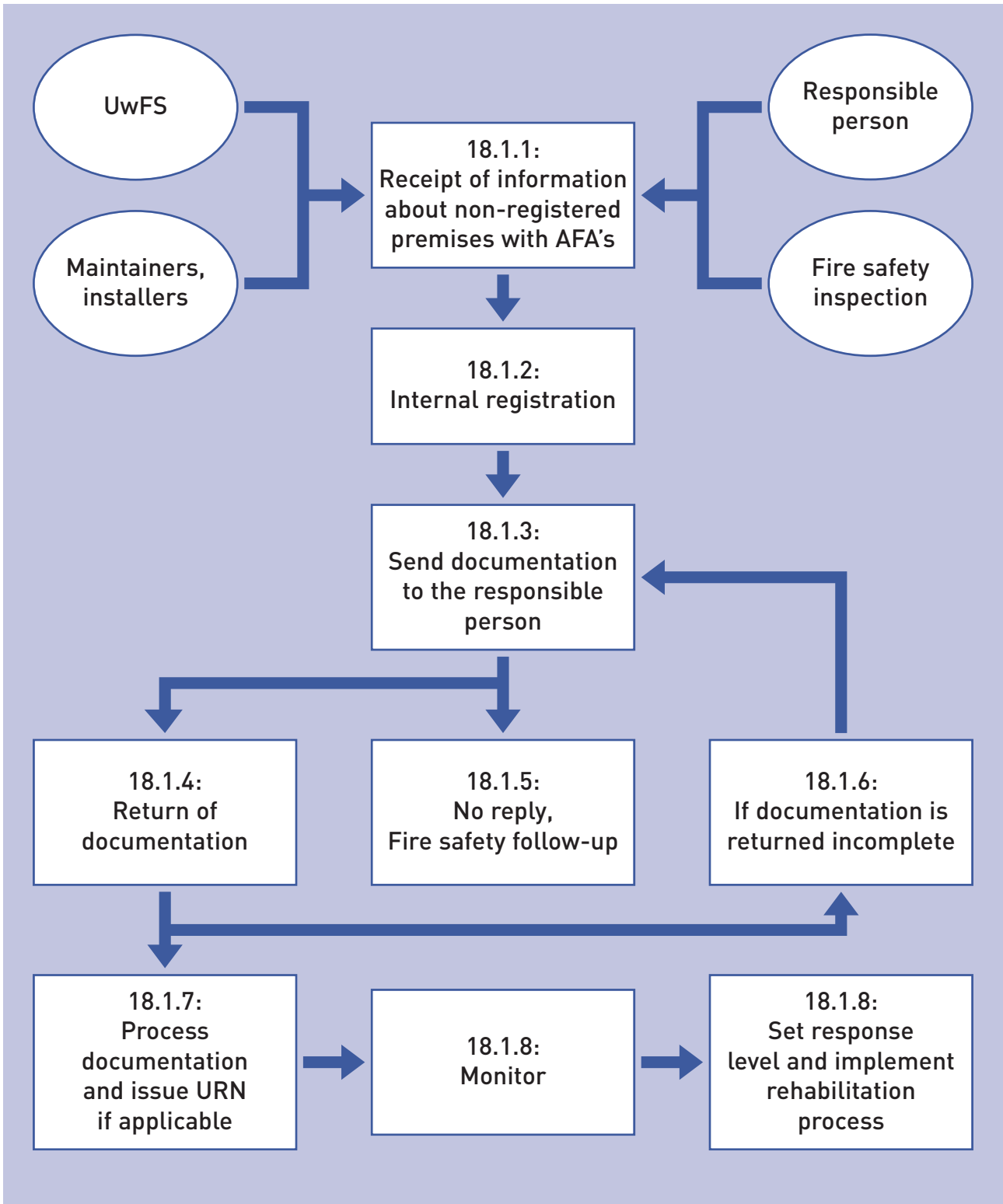
Monitoring of AFAS performance by F&RS may be supported by a registration process. This process is to be used where a change is made in attendance levels (see section 16 & 18) and may also be used to progressively register AFAS with F&RS to provide a database of existing systems and their performance.

With the implementation of Regional Control Centres and the various F&RS requiring different IT solutions to similar demands, F&RS may determine whether it is appropriate for them to issue URNs as part of the registration process. F&RS will have flexibility in the extent to which registration is applied so that resources can be targeted at the highest risk. F&RS may charge a fee for the registration process. This should be in line with guidance in the Fire & Rescue Services Act 2004 and subsequent Statutory Instruments relating to charging.

The steps required to register an AFAS for each stakeholder in the process are detailed in the following flow charts and notes:

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

18.1 - Registration Guidance - Fire & Rescue Service



CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

18.1.1 - Receipt of information about non-registered premises with AFAS.

Notification of the AFAS can be by any method but it is normally envisaged to be one of the following:

- Unwanted fire signals;
- The Responsible Person;
- The Maintainer/installer company;
- Fire safety inspection;

18.1.2 - Internal registration

Each individual F&RS will carry out the necessary internal registration using their internal processes together with the forms and letters provided within the toolbox available from the CFOA web site (See section 21 & 22).

18.1.3 - Send documentation to responsible person

The F&RS will send the application pack to the premises addressed to the Responsible Person (where known) or to the Company Secretary by recorded delivery.

The pack will include:

- An instructive letter requesting registration.
- The application form.

18.1.4 - Return of documentation

On receipt of returned documentation the F&RS will check the details on the forms.

18.1.5 - Documentation not returned (No Response)

If no response or the application pack is returned not delivered, the F&RS will attempt to contact the responsible person and arrange for the return of the registration documents, sending a new pack if necessary, by recorded delivery. If verbal contact cannot be established, a new documentation pack and letter should be sent to the Company Secretary of the organisation by recorded delivery.

18.1.6 - Documentation returned incorrect or incomplete.

The F&RS will attempt to contact the responsible person and obtain the missing data verbally if appropriate. If not possible, the F&RS will return the forms marked for amendment, or if new forms are required, send a new documentation pack to the identified person with covering letter highlighting the specific issues with the forms.

18.1.7 - Process documentation and issue URN (where applicable)

If all details are correct then the F&RS will register the fire detection and fire alarm system. (The standard letter may be adjusted to suit F&RS not issuing a URN).

Where a URN is issued the notification should be sent to the responsible person, the maintenance company and, where applicable, the ARC or TSP.

ARCs will provide written communication providing confirmation of the correct address for the AFAS.

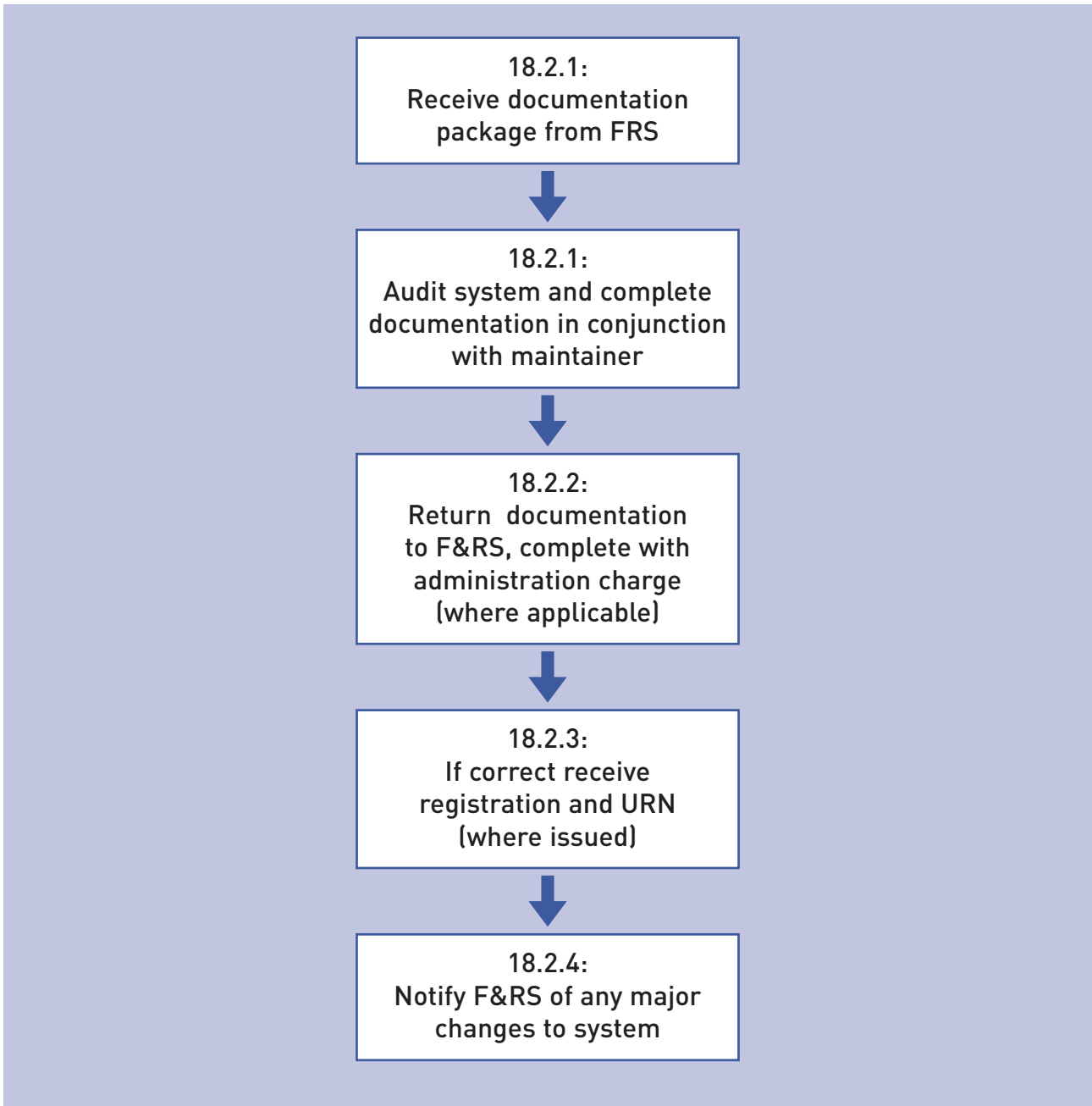
Once issued the URN is to be quoted in all communications concerning the AFAS.

18.1.8 - Fire and Rescue Service Monitoring.

The F&RS will monitor the number of UwFS and determine the level of intervention (from education through to enforcement) and emergency response appropriate to the premises, based on the performance of the fire detection and fire alarm system in accordance with sections 16 & 17.

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18.2 - Registration Guidance - Responsible Person



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18.2.1 - Receive pack from F&RS and completion of the documentation & application form.

On receipt of the registration pack the Responsible Person, in conjunction with the maintenance company, will audit the performance of their fire detection and fire alarm system and its management.

The Responsible Person, with the maintenance company will provide written information about the AFAS which shall be submitted to the F&RS within 28 days.

18.2.2 - Return forms.

It is the responsibility of the Responsible Person to ensure that the completed application pack, together with the administration charge if applicable, is returned to the F&RS.

The Responsible Person may choose to do this via the competent person e.g. maintenance organisation.

18.2.3 - Receive registration and URN.

The responsible person, maintenance organisation and where applicable the ARC or TSP will receive confirmation from the F&RS of registration, including URN (if issued by the relevant F&RS). Where the alarm is not transmitted via

an ARC or TSP, the URN (whenever possible) should be readily available to the person making the 999 call from the registered premises.

18.2.4 - Registration updates.

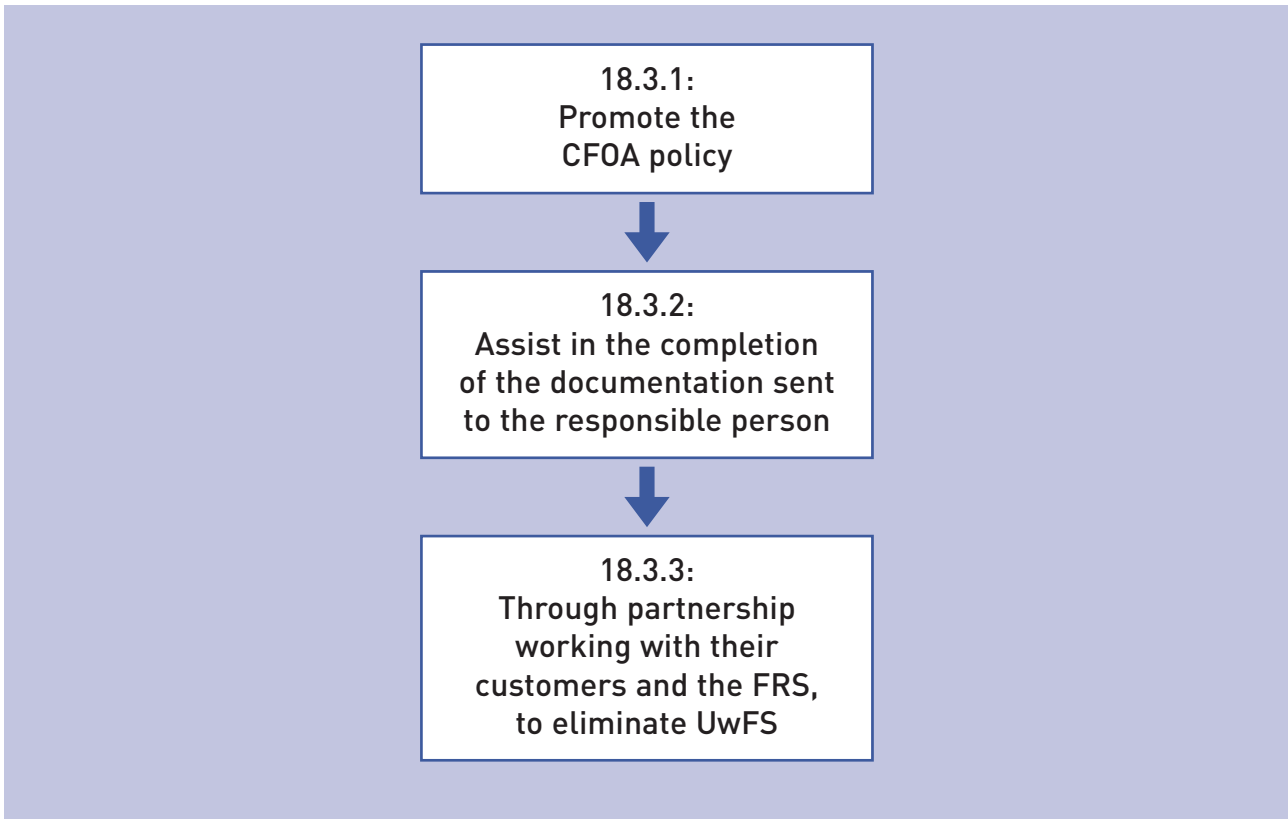
It is the responsibility of the Responsible Person to notify the F&RS of any significant changes to the registration information which should be submitted to the F&RS within 28 days.

Significant changes are defined below:

- Responsible person
- Competent person
- Number of detectors
 - Where the previous number of automatic fire detectors was greater than 100 and has been increased or decreased by at least 5% or
 - Where the previous number of automatic fire detectors was less than 100 and has been increased or decreased by at least 5 detectors.
- Maintenance contractor or supplier.

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18.3 Registration Guidance - Maintenance organisation



18.3.1 - Promotion of CFO policy.

In conjunction with F&RS and trade associations, the maintenance organisation will promote the policy to end users. (Refer to the CFOA website (detailed in section 22) for information on the communication strategy).

18.3.2 - Complete and return forms.

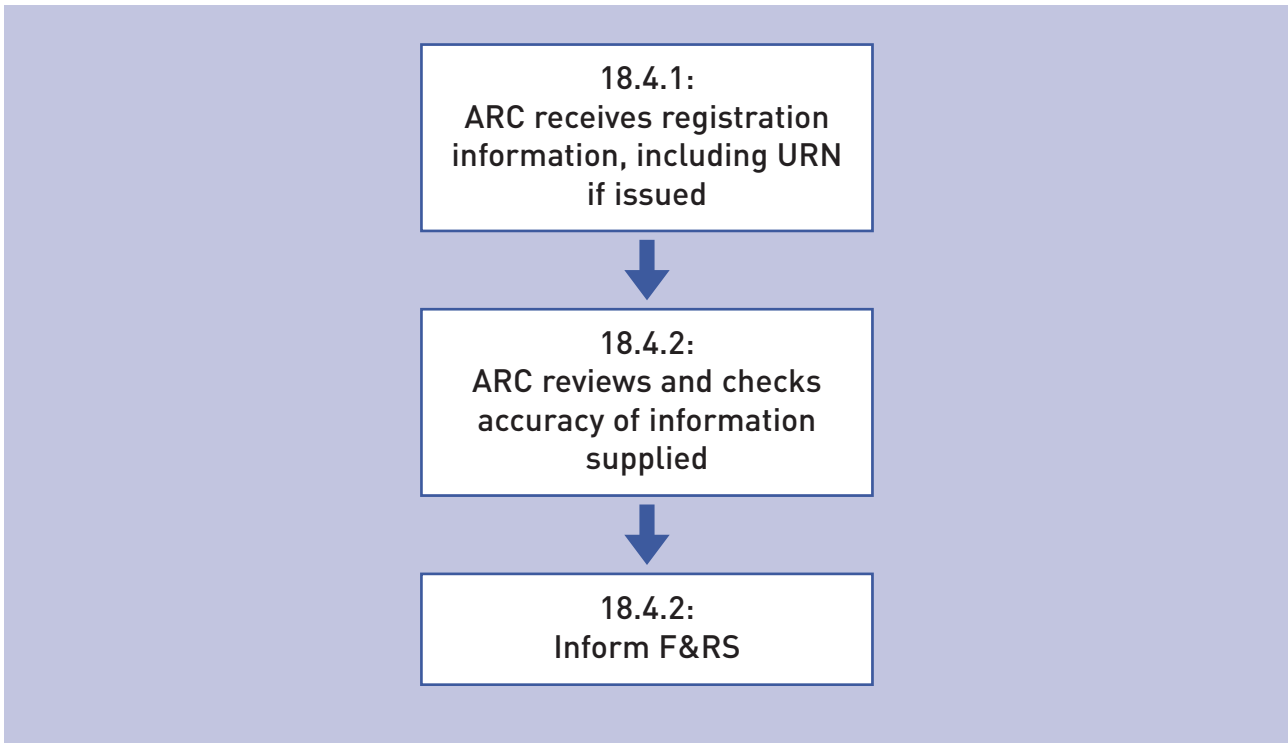
It is recognised by the F&RS that the maintenance organisation has a key role in the registration process and may return the completed application pack with payment to the F&RS, however it is still the responsibility of the Responsible Person to ensure that the forms and the administration charge (where applicable) is sent to the F&RS.

18.3.3 - Eliminate UwFS.

The maintenance organisation will work with the Responsible Person to keep the AFA system operating in accordance with BS5839-1 and or BS 5839-6, or equivalent standard, in order to eliminate UwFS.

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18.4 Registration Guidance – Alarm Receiving Centres & Telecare Service Providers



18.4.1 - Receive URN.

The ARC will receive the URN (where applicable) and associated information from the F&RS.

18.4.2 - Confirm information.

The ARC will check the information supplied by the F&RS and will confirm in writing to the F&RS that the details are correct and if not supply amended information.

19 REGISTRATION REQUIREMENTS

For AFAS to be registered, the fire detection and fire alarm system shall be designed, installed, commissioned and maintained by persons competent to do so. A definition of "competent persons" is given in the glossary (section 28). CFOA recommend that F&RS require the use of third party accreditation schemes.

Refer to section 26 - UKAS accreditation for Automated Fire Detection & Fire Alarm Systems and section 27 - UKAS accreditation for Alarm Receiving Centres (Including TSPs).

20 THE ROLE OF COMPETENT PERSONS

It is a recommendation of this policy that the Responsible Person shall nominate a competent person to respond to the premises at all times within 20 minutes of an alarm activation to facilitate entry to the building, resetting of the AFAS and post alarm procedures.

In the event of no sign of fire being apparent, the F&RS will not necessarily await attendance of the competent person before deciding on the action to take.

Whilst the F&RS may silence the alarm sounders when they have gained access to the premises, they will not be responsible for resetting the fire detection and fire alarm system. This will be the responsibility of the attending competent person.

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

21 CFOA POLICY FORMS & LETTERS

The forms and letters related to this policy are provided in the toolbox available from the CFOA web site: www.cfoa.org.uk

22 POLICY ACCESS, REVISION, VERSION CONTROL AND COPYRIGHT

The policy will be maintained on the CFOA web site at www.cfoa.org.uk. A hard copy form is available from CFOA Headquarters at 9 - 11 Pebble Close, Tamworth, Staffordshire. B77 4RD. United Kingdom. Telephone Number **01827 302300**.

The content of this policy will be drawn to the attention of users of AFAS, by the installer or maintainer of the fire detection and fire alarm system.

Interested parties may draw to the attention of CFOA, issues that may prompt an amendment to this policy. These should be forwarded to CFOA at the above address. The Chairman of the CFOA Working Group will meet with representatives of the fire industry, independent inspectorate bodies and other representative organisations to review such matters. The policy will be kept under review and modified in the light of experience and improvements in performance and developments in fire alarm technology.

The version of the policy maintained on the CFOA web site will be the current policy.

The copyright of this policy is owned by the CFOA.

23 DATA PROTECTION

The provisions of the Data Protection Act apply to all personal data held by CFOA & F&RS.

24 ADVERTISING AND USE OF FIRE & RESCUE SERVICE OR CFOA INDENTITY

Companies selling or promoting AFAS or RMFAS shall not use the CFOA logo or any fire and rescue authority crest or signage on any documentation or promotional materials without the written permission of the relevant organisation.

No company shall make misleading or inaccurate explanations of the CFOA Policy or F&RS response standards on any documentation or public material circulated to customers.

25 CFOA LIABILITY

25.1 - CFOA does not exclude any liability for death or personal injury caused by its negligence or the negligence of its employees.

25.2 - Subject to clause 25.1 and notwithstanding any provision of this policy, CFOA shall have no liability in respect of this policy whether in contract, tort (including but not limited to negligence), breach of any statutory duty, under statute, restitution, misrepresentation or otherwise (in each case whether caused by negligence or otherwise) arising out of or in connection with this policy or its performance.

25.3 - Subject to clause 25.1 CFOA shall have no liability for any loss of profit, loss of sales, loss of business, loss of goodwill or reputation, third party claims or pure economic loss (in each case whether direct or indirect) or for any indirect or consequential loss in connection with this policy.

25.4 - Subject to clause 25.1 CFOA shall have no liability for any matter that arises from any act or omission arising out of or in connection with this policy by any body, corporation, undertaking, association or individual user, their employees, agents, customers, sub-contractors or suppliers.

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

26 CERTIFICATION SCHEMES FOR AUTOMATED FIRE DETECTION AND FIRE ALARM SYSTEMS

The Chief Fire Officers' Association is committed to assisting and supporting users of fire protection products, systems and services to meet their legal responsibilities by encouraging such users to use only third party certificated companies.

Third party certification schemes for fire protection products and related services are an effective means of providing the fullest possible assurances, offering a level of quality, reliability and safety that non-certificated products may lack. This does not mean goods and services that are not third party approved are less reliable, but there is no obvious way in which this can be demonstrated.

Third party quality assurance can provide confidence, both as a means of satisfying you that the goods and services you have purchased are fit for purpose, and as a means of demonstrating that you have complied with the law.

However, to ensure the level of assurance offered by third party certification schemes, you should always check whether the company you employ sub-contracts work to others. If they do, you will want to check that the subcontractors are subject to the same level of checks of quality and competence as the company you are employing.

A list of companies recognised as providing third party certification schemes for fire alarm design, installation, commissioning and maintenance can be obtained through UKAS. These companies will provide information on third party certificated companies approved to the schemes. It is important to ensure companies are certificated for the particular service provided e.g.: a company might be third party certificated for maintenance work, but not third party certificated for design work.

UKAS, 21-47 High Street, Feltham, Middlesex, TW13 4UN
www.ukas.com

27 CERTIFICATION SCHEMES FOR ALARM RECEIVING CENTRES & TELECARE SERVICE PROVIDERS

A list of companies recognised as providing third party certification for Alarm Receiving Centres can be obtained through UKAS.

UKAS, 21-47 High Street, Feltham, Middlesex, TW13 4UN
www.ukas.com

For RMFA systems to be issued with a URN, the signal from the RMFA installed to the approved CFOA scheme shall be transmitted to the F&RS by an alarm receiving centre. The ARC shall be certificated and subsequently inspected by a UKAS accredited (or equivalent) third party certification body with the approved CFOA scheme within their scope of accreditation.

The Telecare Services Association (TSA), previously known as The Association of Social Alarm Providers (ASAP), is currently producing an Approved Code of Practice with the assistance of CFOA, for social alarm receiving centres. The anticipated outcome will be an agreed functional specification that will be met by all registered social alarm, ARCs. In the future the expectation is that the FRS will only accept calls from social alarm ARCs that comply with the TSA ACoP.

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

28 GLOSSARY

These definitions are applied only for the purpose of this document and should not be used to interpret any other publications.

28.1 - ACoP

Approved Code of Practice

28.2 - AFA

Automatic fire alarm

28.3 - AFAS

Automatic fire detection and fire alarm system
(As defined in BS 5839-1:2002)

28.4 - ARC

Alarm Receiving Centre

A continuously manned remote centre to which information concerning the status of one or more alarm systems is reported.

[Source BS5979:2000]

28.5 - BS5839-1

British Standard Code of Practice for the design, installation, commissioning and maintenance of fire detection and fire alarm systems for buildings.

[source BS5839-1:2002]

28.6 - BS5839-6

British Standard Code of Practice for the design, installation, commissioning and maintenance of fire detection and fire alarm systems for buildings used as dwellings.

[Source BS5839-6:2004]

28.7 - BS5979

British Standard Code of Practice for remote centres receiving signals from security systems.

[Source BS5979:2000]

28.8 - CFOA

Chief Fire Officers Association.

28.9 - Call Filtering

Steps taken to limit a false alarm being transmitted to a F&RS as an UwFS and action taken by the F&RS to determine if an emergency response is necessary. (Call filtering is the preferred term for call challenging or call verification).

28.10 - Competent Person

Nominated by the responsible person:

A person with enough training and experience or knowledge and other qualities to enable them properly to assist in undertaking the preventative and protective measures.

[Source Regulatory Reform (Fire Safety) Order 2005 guidance documents]

28.11 - F&RS

Fire and Rescue Service.

28.12 - False Alarm

A fire alarm signal resulting from a cause or causes other than a fire, in which a system has responded, either as designed or as the technology can be reasonably expected to respond to any of the following:

- a fire like phenomenon or environmental influence (e.g. smoke from a nearby bonfire dust or insects, processes that produce smoke or flame or environmental effects that can render certain types of detector unstable, such as rapid air flow;
- accidental damage;
- inappropriate human action (e.g. operation of a system for test or maintenance purposes without prior warning to building occupants and/or an alarm receiving centre;
- equipment false alarms, in which the fire alarm has resulted from a fault in the system.

[source BS5839-1:2002 clause 3.17].

A false alarm becomes an Unwanted Fire Signal at the point a F&RS is requested to attend.

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

28.13 - PDA

Pre-determined attendance.

Specific number and type of each appliance, specific equipment required, together with such Junior, Senior and Principal Officers that are required to attend or be notified.

28.14 - Protected premises.

A premises in the policy is defined in the Regulatory Reform (Fire Safety) Order 2005.

28.15 - Responsible Person.

This is defined in the Regulatory Reform (Fire Safety) Order 2005 as:

In this order "responsible person" means -

- a) in relation to a workplace, the employer, if the workplace is to any extent under his control;
- b) in relation to any premises not falling in paragraph (a) -
 - i) the person who has control of the premises (as occupier or otherwise) in connection with the carry on by him of a trade, business or other undertaking (for profit or not); or
 - ii) the owner, where the person in control of the premises does not have control in connection with the carrying on by that person of trade, business or other undertaking.

28.16 - RMFAS

Remotely Monitored Fire Detection and Fire Alarm System.

A fire detection and fire alarm system that is connected to an ARC to permit the automatic transmission of fire alarm signals for onward transmission to the appropriate F&RS.

28.17 - RRF50

Regulatory Reform (Fire Safety) Order 2005.

28.18 - TSP

Telecare Service Provider.

Telecare Service Providers were formally known as Social Alarm Providers (SAP). It is a service that enables people, especially older and more vulnerable individuals, to live independently in their own home. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone. It can include detectors or monitors such as motion or falls and fire and gas that trigger a warning to a response centre staffed 24 hours a day, 365 days a year.

28.19 - TSA

Telecare Services Association.

The Telecare Services Association is the representative body for the Telecare industry within the UK.

28.20 - UKAS

United Kingdom Accreditation Service.

The United Kingdom Accreditation Service is the sole national accreditation body recognised by government to assess, against internationally agreed standards, organisations that provide certification, testing, inspection and calibration services.

28.21 - URN

Unique Reference Number.

The number, issued by an F&RS, by which an individual protected premises is uniquely recognised.

28.22 - UwFS

Unwanted Fire Signal.

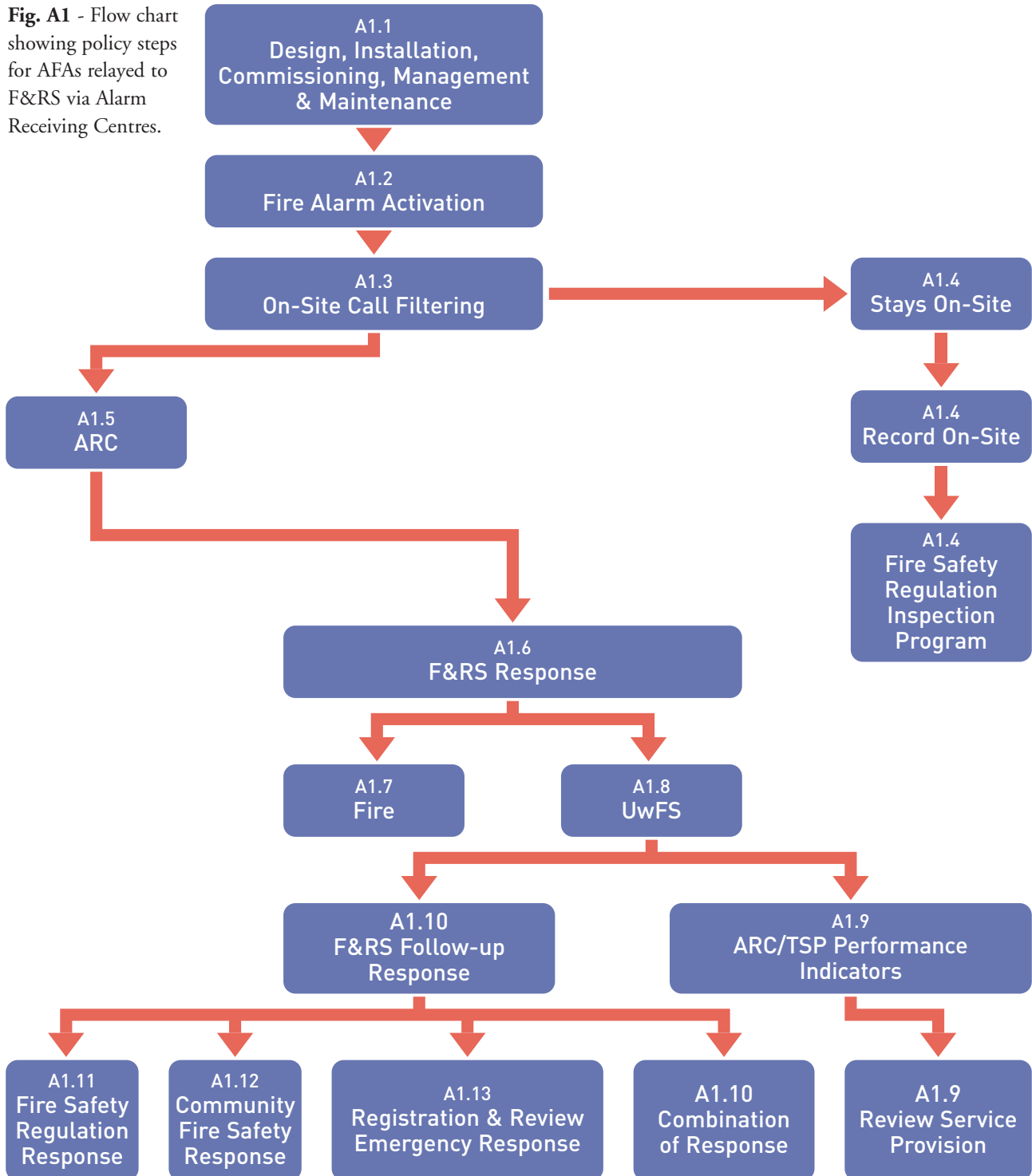
An Unwanted Fire Signal is a false alarm from an automatic fire detection and fire alarm system that has been passed through to the Fire & Rescue Service.

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

APPENDIX A - POLICY OPERATION FLOW CHART BREAKDOWN

A1 AFAS relayed via alarm receiving centres

Fig. A1 - Flow chart showing policy steps for AFAs relayed to F&RS via Alarm Receiving Centres.



CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

Call via ARC

A1.1 - Design, Installation, Commissioning Management and Maintenance

- Compliance with BS5839-1:2002 (or equivalent standard) with all parts of design, installation, commissioning, acceptance and maintenance should significantly reduce the likelihood of false alarms being generated.

A1.2 - The fire alarm activates

- Local management procedures must ensure there is an effective response to the fire alarm activating in accordance with their emergency plan.

A1.3 - On-site call filtering

- Steps should be taken to limit a false alarm being transmitted to a F&RS as an UwFS. e.g: call filtering (section 11)

A1.4 - False alarm stays on-site

- Following the incident the cause of the activation should be investigated and measures taken to prevent reoccurrence.
- The event should be recorded in log book on-site.
- Fire alarm log should be available to F&RS and ARC.

A1.5 - Alarm signal relayed to ARC

- ARC relays alarm signal to F&RS. No further call filtering will take place by Brigade control staff. However, ARCs must identify themselves when placing an emergency call to F&RS to enable performance to be monitored.

A1.6 - F&RS response

- F&RS send AFA pre-determined attendance / response.

A1.7 - If Fire

- Standard Brigade procedures.

A1.8 - If UwFS

- Following the incident the cause of the activation should be investigated and measures taken to prevent reoccurrence.
- The event should be recorded in log book on site
- Incident recorded by F&RS.

A1.9 - ARC/TSP Performance Indicators

- F&RS and ARC to monitor levels of UwFS being submitted to F&RS.
- F&RS to review service provision with TSPs.

A1.10 - F&RS Follow-Up response

- Having identified the UwFS, F&RS must determine the appropriate reaction using one, or a combination of, the options A.1.11 to A.1.14.

A1.11 - Fire Safety Regulation response

- Enforcement under the Fire Safety Order (ranging from educate and inform to prohibition notice).

A1.12 - Community Fire Safety response

- Each F&RS can carry out any relevant community fire safety activities in order to reduce false alarms and UwFS.

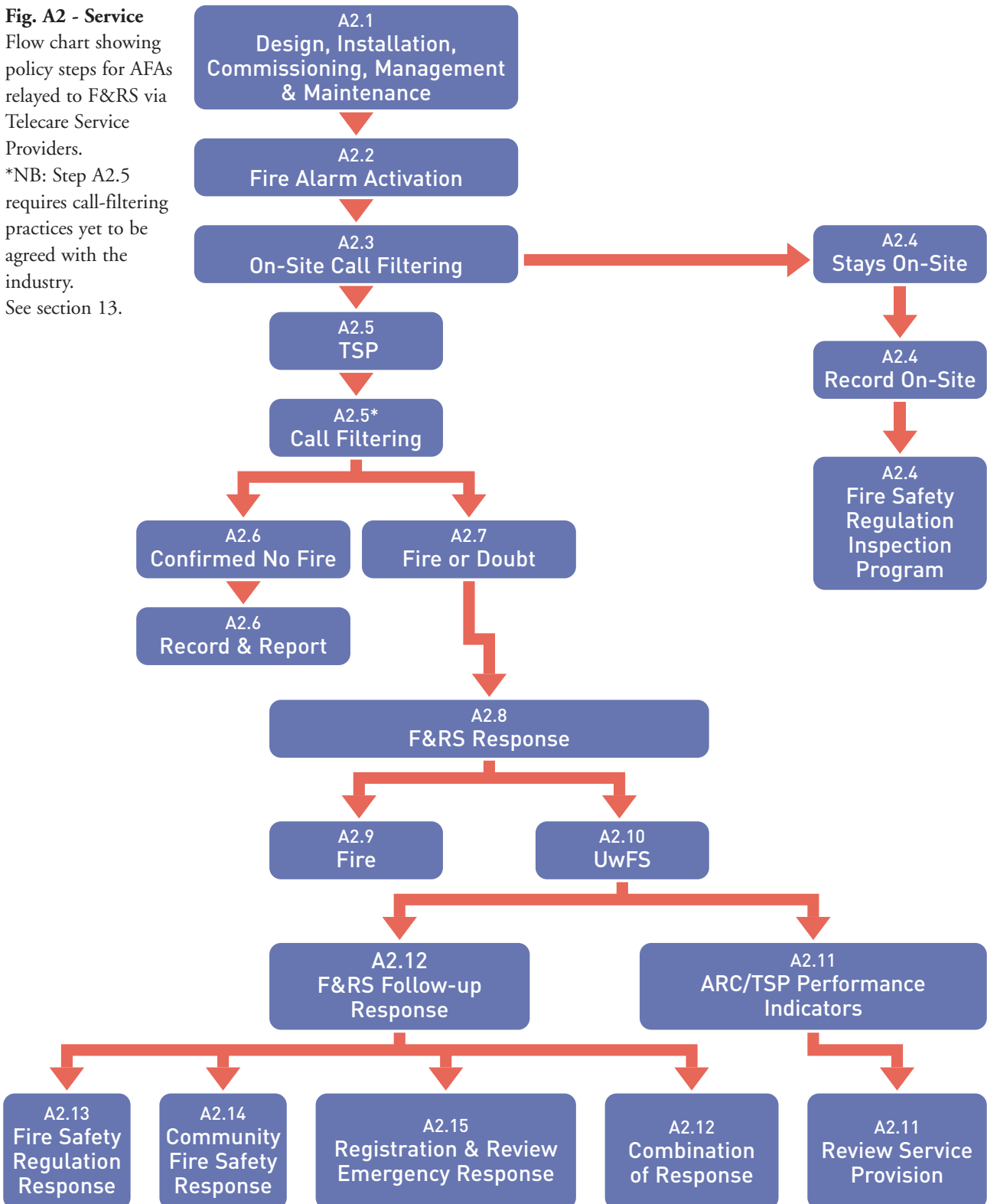
A1.13 - Registration & Review emergency response

- All premises that generate UwFS should be registered in accordance with the process described in section 18 (Policy Registration) of this policy if a change in emergency response is to be considered by F&RS.
- Review level of response which may include Levels 1, 2 & 3 of this policy (see section 16).

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

A2 AFAS RELAYED VIA TELECARE SERVICE PROVIDERS

Fig. A2 - Service
Flow chart showing policy steps for AFAs relayed to F&RS via Telecare Service Providers.
*NB: Step A2.5 requires call-filtering practices yet to be agreed with the industry. See section 13.



CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

Call via TSP

A2.1 - Design, Installation, Commissioning Management and Maintenance

- Compliance with BS5839:2002 (or equivalent standard) with all parts of design, installation, commissioning, acceptance and maintenance should significantly reduce the likelihood of false alarms being generated.

A2.2 - The fire alarm activates

- Local management procedures must ensure there is an effective response to the fire alarm activating in accordance with their emergency plan.

A2.3 - On-site call filtering

- Steps should be taken to limit a false alarm being transmitted to a F&RS as an UwFS. E.g. staff alarms, delayed call to the Brigade etc. (See section 11 - Call Filtering: On-Site)

A2.4 - False alarm stays on-site

- Following the incident the cause of the activation should be investigated and measures taken to prevent reoccurrence.
- The event should be recorded in log book on-site.
- Fire alarm log should be available to F&RS and ARC.

A2.5 - Alarm signal relayed to TSP

- If the TSP operator has verbal contact with occupier, attempts should be made to determine the cause of the alarm signal (See section 13 - Call Filtering: By TSPs)

A2.6 - If confirmed no fire

- Incident recorded by TSP.
- Report available to F&RS.

A2.7 - If fire or any doubt about cause of alarm signal

- TSP will alert F&RS via 999. No further call filtering will take place by Brigade control staff. However, TSPs must identify themselves when placing an emergency call to F&RS to enable performance to be monitored.

A2.8 - F&RS response

- F&RS send appropriate response.

A2.9 - If fire

- Standard F&RS procedures.

A2.10 - If UwFS

- Following the incident the cause of the activation should be investigated and measures taken to prevent reoccurrence.
- The event should be recorded in log book on site
- Incident recorded by F&RS.
- F&RS unwanted fire signal response.

A2.11 - ARC/TSP Performance Indicators

- F&RS and TSPs to monitor levels of UwFS being submitted to F&RS.
- F&RS to review service provision with TSPs.

A2.12 - F&RS Follow-Up response

- Having identified the UwFS, F&RS must determine the appropriate reaction using one, or a combination of, the options A.2.12 to A.2.14.

A2.13 - Fire Safety Regulation response

- Enforcement under the Fire Safety Order (ranging from educate and inform to prohibition notice).

A2.14 - Community Fire Safety response

- Each F&RS can carry out any relevant community fire safety activities in order to reduce false alarms and UwFS.

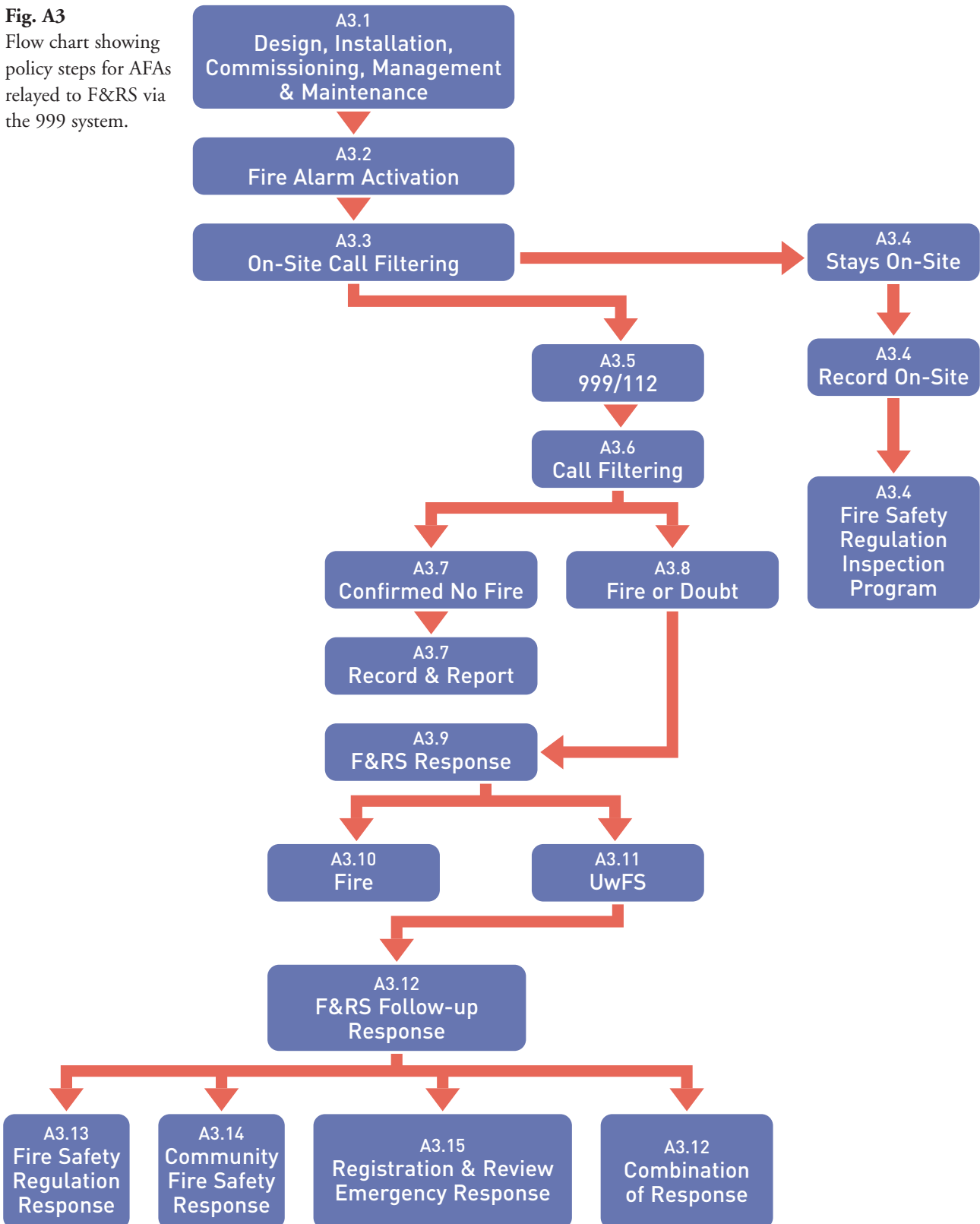
A2.15 - Registration & Review emergency response

- All premises that generate UwFS should be registered in accordance with the process described in section 18 (Policy Registration) of this policy if a change in emergency response is to be considered by F&RS.
- Review level of response which may include Levels 1, 2 & 3 of this policy. (see section 16).

CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

A3 AFAS RELAYED TO THE F&RS VIA THE 999/112 SYSTEM

Fig. A3
Flow chart showing policy steps for AFAs relayed to F&RS via the 999 system.



CFOA POLICY FOR THE REDUCTION OF FALSE ALARMS & UNWANTED FIRE SIGNALS

999/112 call to F&RS

A3.1 - Design, Installation, Commissioning Management and Maintenance

- As part of the audit process, F&RS should ensure compliance with BS5839-1:2002 (or equivalent standard) with all parts of design, installation, commissioning, acceptance and maintenance. Compliance should significantly reduce the likelihood of false alarms being generated.

A3.2 - The fire alarm activates

- Local management procedures must ensure there is an effective response to the fire alarm activating in accordance with their emergency plan.

A3.3 - On-site call filtering

- Steps should be taken to limit a false alarm being transmitted to a F&RS as an UwFS. e.g. staff alarms, delayed call to the Brigade etc.

A3.4 - False alarm stays on-site

- Following the incident the cause of the activation should be investigated and measures taken to prevent reoccurrence.
- The event should be recorded in log book on-site.
- Fire alarm log should be available to F&RS and ARC.

A3.5 - Call relayed to F&RS via 999/112

A3.6 - Call filtering

- Call filtering carried out by fire control operator (See section 14 - Call Filtering: By F&RS Operators).

A3.7 - If confirmed no fire

- No F&RS emergency response.
- Incident recorded by F&RS.

A3.8 - If fire or any doubt about the cause of the alarm signal

- F&RS determine appropriate emergency response.

A3.9 - F&RS response

- F&RS send appropriate response.

A3.10 - If Fire

- Standard F&RS procedures.

A3.11 - If UwFS

- Following the incident the cause of the activation should be investigated and measures taken to prevent reoccurrence.
- The event should be recorded in log book on site
- Incident recorded by F&RS.
- F&RS unwanted fire signal response.

A3.12 - F&RS Follow-Up response

- Having identified the UwFS, F&RS must determine the appropriate reaction using one, or a combination of, the options A.3.13 to A.3.15.

A3.13 - Fire Safety Regulation response

- Enforcement under the Fire Safety Order (ranging from educate and inform to prohibition notice).

A3.14 - Community Fire Safety response

- F&RS should carry out relevant community fire safety activities in order to reduce false alarms and UwFS.

A3.15 - Registration & Review emergency response

- All premises that generate UwFS should be registered in accordance with the process described in section 18 (Policy Registration) of this policy if a change in emergency response is to be considered by F&RS.
- Review level of response which may include Levels 1, 2 & 3 of this policy (see section 16).

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APPENDIX B - APPLICATION FORM

AUTOMATIC FIRE ALARM REGISTRATION FORM	OFFICE USE ONLY
	URN Number:

1	Reason for Application (please put a cross in the appropriate box)														
	(a)	<input type="checkbox"/>	New Registration												
	(b)	<input type="checkbox"/>	Amendment to existing registration (circle all that apply)												
	2	3	4	5	6	7	8	9	10	11	12	13	14		

2	Details of Premises			
	Address:			
	Postcode:		County:	
Tel (inc STD):		Organisation E-mail:		

3	Details of Responsible Person			
	A responsible person is: "Person having control of the building and/or premises whether as occupier or otherwise, or any person delegated by the person having control of the building and/or premises to be responsible for the fire detection and fire alarm system and the fire procedures." [source Regulatory Reform (Fire Safety) Order 2005 guidance documents]			
	Title:	Initials:	Surname:	
	Job Title:			
	Company Name:			
	Address:			
	Postcode:		County:	
Tel (inc STD):		E-mail:		

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4	Details of Competent Person			
	A competent person is: A person with enough training and experience or knowledge and other qualities to enable them properly to assist in undertaking the preventive and protective measures. [source Regulatory Reform (Fire Safety) Order 2005 guidance documents]			
	Title:		Initials:	
	Surname:			
	Job Title:			
	Organisation Name:			
	Address:			
	Postcode:		County:	
Tel (inc STD):		E-mail:		

5	Maintenance			
	Maintainer Name:			
	Address:			
	Contact E-mail:		Telephone:	
	3rd Party Certification Body:		Certification Number:	

6	Type of Premises (please put a cross against all that apply)					
	<input type="checkbox"/>	Hostel	<input type="checkbox"/>	Care homes	<input type="checkbox"/>	Factory or warehouse
	<input type="checkbox"/>	Hotel	<input type="checkbox"/>	Further education	<input type="checkbox"/>	House converted to flat
	<input type="checkbox"/>	Office	<input type="checkbox"/>	Hospitals	<input type="checkbox"/>	Other premises open to the public
	<input type="checkbox"/>	School	<input type="checkbox"/>	Licensed premises	<input type="checkbox"/>	Other sleeping accommodation
	<input type="checkbox"/>	Shop	<input type="checkbox"/>	Other workplace	<input type="checkbox"/>	Purpose built flats > = 4 floors
	<input type="checkbox"/>	CROWN	<input type="checkbox"/>	Public building		
	<input type="checkbox"/>	Other - please give details below:				

7	Standard to which the System is Designed and/or Installed (please put a cross in the appropriate box)			
	<input type="checkbox"/>	BS 5839 Part 1	<input type="checkbox"/>	BS 5839 Part 6

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8	Installation			
	Do you have an installation certificate for the automatic fire detection and fire alarm system?			
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Do you have a commissioning certificate for the automatic fire detection and fire alarm system?			
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Installation Date:		Number of Automatic Fire Detectors:	
	Do you have an acceptance certificate for the automatic fire detection and fire alarm system?			
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Installer Name:			
	Address:			
Contact E-mail:		Telephone:		
3rd Party Certification Body:		Certification Number:		

9	Design			
	Do you have a design certificate for the automatic fire detection and fire alarm system?			
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Installer Name:			
	Address:			
	Contact E-mail:		Telephone:	
	3rd Party Certification Body:		Certification Number:	

10	Type of signalling method used to alert Fire Rescue Service (please put a cross in the appropriate box)			
	<input type="checkbox"/>	Direct via 999/112	<input type="checkbox"/>	Indirect via Alarm Receiving Centre
	<input type="checkbox"/>	Indirect via Telecare Service / Social Alarm Care Provider		

11	Indirect Signalling Service Provider (where applicable)			
	<input type="checkbox"/>	Via Alarm Receiving Centre	<input type="checkbox"/>	Via Telecare Service / Social Alarm Care Provider
	Service Provider Name:			
	Address:			
	Contact E-mail:		Telephone:	
	3rd Party Certification Body:		Certification Number:	

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12	Additional Fire suppression measures linked to the automatic fire detection and fire alarm system (please put a cross in the appropriate box) E.g.: Fixed Fire Suppression System (including Sprinkler System)	
	<input type="checkbox"/>	Yes (Please provide details below): <input type="checkbox"/> No

13	Do you have procedures for False Alarm Reduction? (Please put a cross in the appropriate box)	
	<input type="checkbox"/>	Yes <input type="checkbox"/> No

14	Do you have procedures not to call the fire service if an actuation is a confirmed false alarm? (Please put a cross in the appropriate box)	
	<input type="checkbox"/>	Yes <input type="checkbox"/> No

Please note that it is important that you complete this form as instructed, if the form is completed incorrectly or it is returned without the Hazard and Site Risk Statement or the administration fee, it will be returned unprocessed.

Data Protection Act 1998:
Personal data supplied on this form may be held on, and/or verified by reference to information already held on computer.