

Technical standards
to support the
evolution of
technology enabled
care services

Agenda

- Technical Special Interest Group
- Signalling across next generation networks and liaison with Ofcom/NICC
- Technical standards development
- TSA involvement & commitment
- Implications for CoP and Members
- Non – geographic number legislation
- The agenda for the next 12 mths

John Ames

- Telecommunications work with OfCom/NICC
- John to add content

Cenelec TC79/WG4 Social Alarms

Developing standards

- **CENELEC** is a European regional standards organisation that together with its sister organisations CEN, the European Committee for Standardization, and ETSI, the European Telecommunications Standards Institute, compose the **European Standards Organisations** (ESOs) that are officially recognised by the European Commission.

In the European Union, only standards developed by CEN, **CENELEC** and ETSI are recognised as 'European Standards'.

- **CENELEC** closely cooperates with CEN and ETSI creating both standards requested by the market and harmonized standards in support of European legislation.
- CEN, **CENELEC**, ETSI are the regional mirror bodies to their international counterparts, i.e. ISO (the International Organization for Standardization), IEC (the International Electrotechnical Commission) and ITU-T (the International Telecommunication Union, telecommunication standardisation sector) respectively



Technical committees

- A Technical Committee (TC) is a technical decision making body established by the Technical Board (BT) with a precise title and scope, to prepare **CENELEC** publications
- The members of a Technical Committee are the **CENELEC** national members (National Committees) who appoint delegates to participate to TC
- Technical Committee 79 is focussed on preparing standards for intruder, access control, fire alarm systems, CCTV, social alarm systems as well as their communication systems
- A Working Group (WG) is established by a Technical Committee to develop standards in specific areas. TC79 has 15 working groups with Working Group 4 (WG4) focussed on social alarms
- Experts are normally appointed by national committees to serve in a personal capacity. WG 4 has 10 members from across the EU



Social alarm standards

- **BS EN 50134-1 2002 – System Requirements**

This standard specifies the minimum requirements for a social alarm system

- **BS EN 50134-2 2000 – Trigger Devices (currently under review)**

Specifies the requirements for manually and automatically activated trigger devices transmitting a triggering signal.

- **BS EN 50134-3 2012 – Local Unit and Controller**

Applies to local units and controllers that receive an alarm triggering signal from manually or automatically activated trigger devices for transmission to the alarm receiving centre or an alarm recipient.

- **BS EN 50134-5 2004 – Interconnections and Communication**

Specifies the minimum requirements for the interconnections and communications incl. availability, radio frequency, audio, transmission time, fault reporting

- **BS TS 50134-7 2003 – Application Guidelines (currently being revised)**

This standard provides recommendations for effective and efficient management policies and procedures for installing, testing, operating and maintaining a social alarm system, including technical facilities and organising assistance

Current WG4 work programme

IP protocol for Social Alarms

- New work item for an IP-based communication protocol
 - Already a number of existing IP protocols including BS Technical Specification
 - User requirements determined by CEN TC431

Revision of Part 2 – Trigger Devices

- Process well advanced with enquiring in early 2015
- Potential for some significant changes
 - Mobile devices
 - Report return to normal state
 - Auto presence

Revision of Part 7 – Application Guidelines

- First draft completed
 - Response times
 - Standardisation of call response



Wider Developments & TSA

- New EU technical Committee established in 2014.
 - CEN/TC 431 established Working Group 1 - *Requirements for open social alarm protocols* with the following scope: To identify the requirements for open social alarm protocols.
 - CEN / TC 431 creates Working Group 2 - *Responsible for the standardisation of the service chain* including assessment, monitoring, response etc.
- Alyson Bell joined the British Standards Institute technical committee for social alarms, GW1/12 in 2014, has been appointed as UK expert to CEN TC 431 WG 2 and nominated as liaison for Cen to Cenelec TC 79.

Implications for the CoP and TSA Members

- Part 7 – Application Guidelines

- This standard applies to the delivery of social alarms services by organisations, whether through the use of paid or voluntary staff.
- 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.
- Records are maintained of the installation and all tests carried out on the installed equipment
- 100% of alarm calls received within 300 s.
- The service provider shall establish maximum response times for each level of response and performance against these targets shall be recorded.
- Alarm recipients and helpers shall have access to full and up-to-date information for contacting local designated emergency services and helpers.
- 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; type of alarm; 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.
- The alarm receiving service shall operate from a site that complies with the site selection criteria within clause 4 of EN 50518-1.

Use of standards

- Voluntary status of standards
- Manufacturers or suppliers declarations of conformity
- Third party attestation of conformity
- Suitability of standards
- Standards for public sector procurement contracts

Getting involved

- There are currently 1,350 BSI committees with approximately 10,000 members
- All Committee Members give their time and expertise on a voluntary basis often with the support of their employer or trade association
- Most committees only meet a few times each year but some members also represent the national view at European and international meetings abroad
- BSI provides training in standardisation issues, processes and bodies for all Committee Members and Chairs
- It is a requirement of BSI's bye-laws that all national committees are representative of the interests of users, manufacturers, government departments and other bodies concerned with their work

If you are interested in participating in the work of a national or an international committee, please contact cservices@bsigroup.com who can put you in touch with the relevant person to discuss how this can be achieved

Key questions to be considered

- Are members concerned about communications between exiting alarm equipment and the ARC
- Does the UK need a public standard for an IP protocol
- What benefits are members looking for from an IP protocol
- Should calls from grouped living solutions to on-site staff be subject to the same requirements as call to a permanently staffed ARC
- What technical issues would you like TSA to tackle in 2015

Thank you

Useful sites

www.bsigroup.co.uk

www.cenelec.eu

chris.dodd@tynetec.co.uk

tso