

Alarm systems — Social alarm systems —

Part 7: Application guidelines

ICS 13.320

National foreword

This Draft for Development is the official English language version of CLC/TS 50134-7:2003. It supersedes BS EN 50134-7:1996, which is withdrawn.

This publication is not to be regarded as a British Standard.

It is being issued in the Draft for Development series of publications and is of a provisional nature because the European document is of a provisional nature. It should be applied on this provisional basis, so that information and experience of its practical application may be obtained.

Comments arising from the use of this Draft for Development are requested so that UK experience can be reported to the European organization responsible for its conversion to a European Standard. A review of this publication will be initiated 2 years after its publication by the European organization so that a decision can be taken on its status at the end of its 3-year life. Notification of the start of the review period will be made in an announcement in the appropriate issue of *Update Standards*.

According to the replies received by the end of the review period, the responsible BSI Committee will decide whether to support the conversion into a European Standard, to extend the life of the Technical Specification or to withdraw it. Comments should be sent in writing to the Secretary of BSI Subcommittee GW/1/12, Social alarms, at British Standards House, 389 Chiswick High Road, London W4 4AL, giving the document reference and clause number and proposing, where possible, an appropriate revision of the text.

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

Cross-references

The British Standards which implement international or European publications referred to in this document may be found in the *BSI Catalogue* under the section entitled “International Standards Correspondence Index”, or by using the “Search” facility of the *BSI Electronic Catalogue* or of British Standards Online.

Summary of pages

This document comprises a front cover, an inside front cover, the CLC/TS title page, pages 2 to 15 and a back cover.

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English version

**Alarm systems –
Social alarm systems
Part 7: Application guidelines**

Systèmes d'alarme –
Systèmes d'alarme sociale
Partie 7: Guide d'application

Alarmanlagen –
Personen-Hilferufanlagen
Teil 7: Anwendungsregeln

This Technical Specification was approved by CENELEC on 2003-09-22.

CENELEC members are required to announce the existence of this TS in the same way as for an EN and to make the TS available promptly at national level in an appropriate form. It is permissible to keep conflicting national standards in force.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Lithuania, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

CENELEC

European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

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Foreword

This Technical Specification was prepared by the Technical Committee CENELEC TC 79, Alarm systems.

The text of the draft was submitted to the formal vote and was approved by CENELEC as CLC/TS 50134-7 on 2003-09-22.

This Technical Specification supersedes EN 50134-7:1996.

The following date was fixed:

- latest date by which the existence of the CLC/TS
has to be announced at national level (doa) 2004-03-23

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Introduction

A social alarm system provides 24-hour 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.

1 Scope

1.1 This Technical Specification provides recommendations to service providers (and their sub-contractors) for effective and efficient management policy and procedures for installing, testing, operating and maintaining a social alarm system, including technical facilities and organising assistance.

1.2 This Technical Specification covers the following aspects:

- a) general service standards;
- b) relationships with users;
- c) installation in a user's home;
- d) alarm receiving services;
- e) testing and maintenance;
- f) response arrangements;
- g) visits to the user;
- h) operational records;
- i) sub-contract arrangements;
- j) staffing;
- k) risk management.

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

1.3 This Technical Specification 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.

2 Normative references

2.1 This Technical Specification incorporates, by dated or undated reference, provisions from other publications. These normative references are cited at appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this Technical Specification only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

EN 50134-1	Alarm systems - Social alarms systems - Part 1: System requirements
EN 50134-2	Alarm systems - Social alarms systems - Part 2: Trigger devices
EN 50134-3	Alarm systems - Social alarms systems - Part 3: Local unit and controller