



## Cirrus Communications

### Fire Safety Systems

Paul Allis – Business Development Manager



## Cirrus – Experience



Cirrus is a national independent provider of Telecare, Telehealth, life safety communications and security equipment.

- **Maintenance Warden Call and Telecare Services**  
maintenance of a £6 Million customer base culminating in over 60,000 service visits per annum and 30,000 sites.



INVESTOR IN PEOPLE



### Cirrus - Fire Division Provides

- Reactive Maintenance for over 4,000 sites
- Delivering 8,000 reactive service Visits each year
- 24,000 Planned Preventative Maintenance Visits
- Covering around 100,000 smoke heads throughout Britain
- Partners with high quality companies Gent, Morley, Apollo, Nittan, Minerva (ADT).



---

# Regulatory Reform (Fire Safety) Order & CFOA Policy

## Maintenance of Fire Safety Systems

## Regulatory Reform (Fire Safety) Order

- Current Legislation, Regulatory Reform (Fire Safety) Order 2005 came into effect in October 2006

### Aim Of The Legislation

- Reduce Fire Deaths In The Home By 20%
- Reduce Deliberate Fires By 10%
- Reduce Commercial Fires By 15%
- Saving circa £118m. *75% of businesses that have a significant fire never re-open*



## Why The Need For Change

- Fire Precautions Act 1971
- Licensing Act 1964
- Gaming Act
- Fire Precautions (Workplace) Regs 1997
- Public Entertainment License

## 118 Separate Regulations Covering Fire Safety



## The Risk Based Approach

- The Order requires the undertaking of fire safety risk assessments.
- 11 Government Guidelines to fire safety risk assessments covering different building uses, types.
- Fire safety risk assessments determine the level of fire safety precautions and services required.



# Cirrus – Risk Based Approach



## Requirements of the Regulatory Reform Order

- Legislation requirement under the RRO that fire safety systems must be maintained and records kept.
- The British standards provide the recommendations for the servicing required.



## Maintenance

- Fire alarm systems BS5839, minimum of two visits per year
- Emergency lighting BS5266, minimum of one visit per year
- Extinguishers BS5306, one visit per year
- Smoke vents BS5588, minimum of two visits per year

*Using 3<sup>rd</sup> party UKAS accredited companies for service and maintenance will aid to compliancy to the legislation*



## CFOA Policy

### "The Reduction of False Fire Alarms & Unwanted Fire Signals

- CFOA policy focus's on the reduction of false alarms from automatic fire alarm systems.
- Aim is to reduce call outs by the fire and rescue services to false / unwanted alarms.
- Maximise response of FRS & reduce cost to the FRS



## CFOA Recommendations

*CFOA strongly believe that the use of third party certification schemes assist owners/occupiers to meet their obligations and doing so raises levels of public safety by eliminating sub standard product and services*



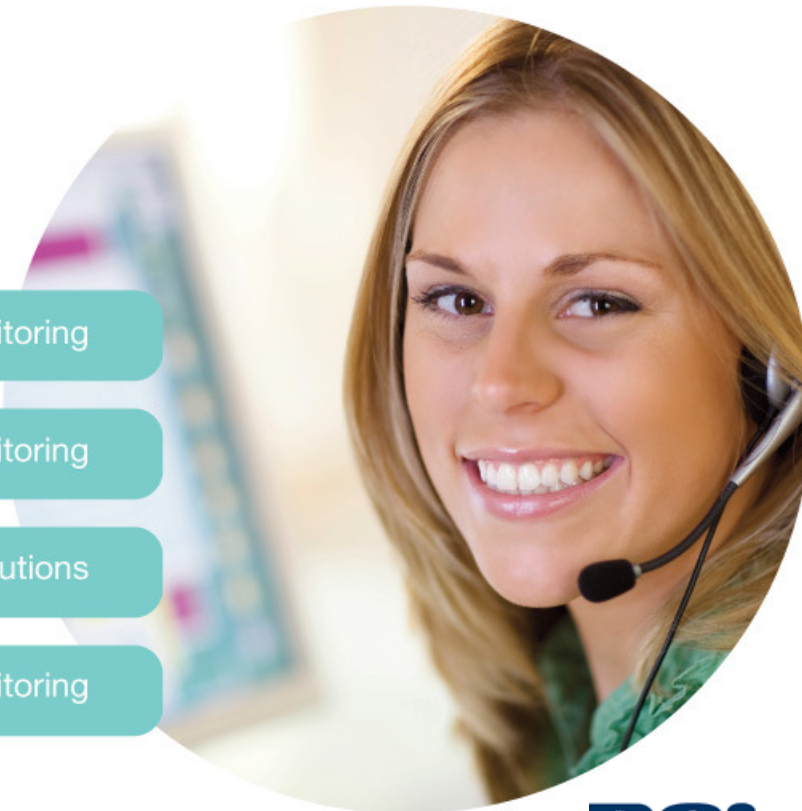
## FOR SECURITY AND PEACE OF MIND

Telecare Monitoring

Out of Hours Monitoring

Service Control Solutions

Lone Worker Monitoring



### CarelineUK

False Alarm Management

**Gill Bennett – Head of Operations**



INVESTORS  
IN PEOPLE



## CarelineUK – Experience

- Largest Telecare Centre in the UK / Europe
- 100 staff trained across 3 functional business activities
- Receives 1.5 million Telecare calls per year
- Receives 4,000 Telecare calls per day
- Our service handles 84 emergency 999 related calls per day
- Average age of customers = 83

## CarelineUK – Quality Standards

CarelineUK meets all the required standards for Social Alarms Monitoring, as defined by British Standard BS5979, TSA Code of Practice.



All other business activities are managed in accordance with ISO9002 and is vetted by The British Standards Institute.



INVESTOR IN PEOPLE



## CarelineUK – Benefit of Experience

CarelineUK is a large telecare monitoring business and covers a connection base across the UK.

UK coverage and scale enables CarelineUK to maintain a relationship with 53 regional Fire Authorities.

CarelineUK works with Cirrus Communications to provide engineering services which ensures that systems are installed and maintained to industry standards.



## CarelineUK – Fire Related Calls

- CarelineUK received 35,000 calls that were activated by fire / smoke detection devices through 2010
- This equates to 96 fire related calls per day
- 2% of calls received were validated emergencies (700)
- 34,300 calls handled as part of the CarelineUK false alarm management procedure



## CarelineUK – False Alarm Management

### **Fire Panels:**

Upon receipt of a fire panel call, unless the House Manger confirms to us that all is safe or that the fire system is being tested, CarelineUK will action the call with a 999 fire brigade response.

### **Security Diallers:**

Upon receipt of a security dialler call, unless the House Manger confirms by telephone to us that all is safe or that the fire system is being tested, CarelineUK will action the call with a 999 fire brigade response

## CarelineUK – False Alarm Management

### Smoke Detectors:

- Speak to the resident and establish why the smoke detector has been activated.
- If there is confirmation that all is ok and the alarm is not sounding CarelineUK will close the call.
- If there is confirmation that all is ok but the alarm is still sounding, we provide advise on how to clear the smoke head. If the sounder stops within 3 mins CarelineUK will close the call.
- If the sounder does not stop sounding within 3 minutes CarelineUK will action the call.

## CarelineUK – 999 Callouts

### 999 Callouts:

- CarelineUK dial 999, quote to the operator “disregard the calling number, I have a new number for you”. At this point Emergency Control forward our call to the correct fire/police/ambulance 999 centre for the location required.
- During 999 calls we pass 3 vital pieces of access information for the developments we monitor:
  - Door Entry Details/Codes
  - Wall Safe/Master Key details
  - CarelineUK Call Back Telephone Number



## CarelineUK – False Alarm Management

- Every 30 minutes CarelineUK will follow up the call.
  - Is the resident ok?
  - Was it a real fire?
  - How much damage to the property?
  - Does the panel need resetting?
  - Is there a fault on the system?
  - Does it need an Engineer to attend site?

If we are unable to communicate with the attending crew onsite, CarelineUK will call the Emergency Services control and request an update.

## FOR SECURITY AND PEACE OF MIND

Telecare Monitoring

Out of Hours Monitoring

Service Control Solutions

Lone Worker Monitoring



### CarelineUK

False Alarm Management

**Gill Bennett – Head of Operations**



INVESTORS  
IN PEOPLE

