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|  | FRS Address detail  Date |
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Dear

**Application to register as an approved Fire Alarm Monitoring Organisation (FAMO)**

Thank you for your recent enquiry regarding establishing an Alarm Reporting Service with the **[insert FRS]**. Note that FAMO includes both Alarm Receiving Centres and telecare alarm monitoring service providers.

There is no charge for this service, however we would require evidence of your current third-party certification with a body accredited to BS EN ISO/IEC 17065:2012 by the United Kingdom Accreditation Service (UKAS), such as NSI or SSAIB. In the case of telecare alarm monitoring services, the standard we accept is third-party certification to the TEC Quality ‘Quality Standards Framework’. If certificated to another standard, you will need to evidence that this is to the same or higher standard in regard to all aspects of call handling arrangements. We also require confirmation that your company has signed up to the National Fire Chiefs Council (NFCC, previously CFOA) Code of Practice for Fire Alarm Monitoring Organisations (part of the ‘CFOA Guidance for the Reduction of False Alarms and Unwanted Fire Signals’). These documents are available on the NFCC Website:

<https://www.nationalfirechiefs.org.uk/Unwanted-fire-signals>.

Additionally, we require that the above arrangements are maintained and will require new certificates to be provided on expiry. Compliance with the appropriate recognised standards must be achieved and maintained as relevant to BS 8591, including BS EN 50518 clauses called up by BS 8591. Appropriate reviews are to be conducted in accordance with the Schedule attached to this letter for you to remain part of the approved Fire Alarm Monitoring Organisation scheme. In recognition of the potential change in operating practices that may be required, telecare alarm monitoring services are not required to be third party certificated or comply with those standards in respect of this agreement until at least 1st January 2019.

Upon receipt of this information and confirmation that you agree to undertake the reviews as set out in the Schedule you will be advised of the Primary and Secondary telephone numbers that you should use for reporting calls to the **[insert FRS]**.

Please note the **[insert FRS and relevant response information, e.g.:]** mobilise different types of fire engines to different types of property. Therefore, it is essential that you pass the nature of the premises (e.g. ‘residential’) along with the address to our operators in order for us to send the correct attendance. Further, if the initial call was placed on the basis of a suspected fire, a follow-up call should always be sent to confirm a fire, and FAMOs should promote to their clients that locations send such a confirmation call.

Please submit the addresses of all the premises you currently monitor within the **[insert FRS]** area in order that the address details may be checked by us.

If you require a map of the **[insert FRS]** area please contact me via email or on the number above.

I have attached a contact sheet for you to complete and return electronically to the following email address **[insert FRS contact email]**.

Yours sincerely

**SCHEDULE**

To maintain your status as an approved Fire Alarm Monitoring Organisation (FAMO) you must:

1. Commit to following the NFCC Code of Practice Best Practice for Summoning a Fire Response via Fire Alarm Monitoring Organisations.
2. Operate in accordance with the relevant standards applicable to your services. These include, but not limited to BS 8591 including BS EN 50518 clauses called up by BS 8591 and as updated.
3. At the start of the licence and annually thereafter, review both the lists of emergency contact details and the alarm signalling handling arrangements. This must include agreement with the Responsible Person for the premises where the fire alarm system is located that the information held by the FAMO is maintained as necessary to ensure it is current, accurate and appropriate, liaising through the alarm maintainer as necessary.
4. Ensure a key holder is contacted and requested to attend the site within 20 minutes of the call being placed. Confirmation of this action and details of any known reasons for non-compliance should be provided to the Fire Authority within 10 minutes of the call being placed. If requested, a contact name/number for the attending key holder is to be provided to the Fire Authority at the time of confirming their attendance.
5. At the start of the licence and as requested thereafter, provide the Fire Authority with copies of reports on line testing conducted in accordance with Section 7, BS EN 50518-2 (2013).
6. Maintain your Third Party Certification - The Fire Authority must be provided with copies of any new certificates issued and be informed when an existing certificate expires, is cancelled or otherwise ceases to be held by yourself.
7. Insist contract arrangements require on-site filtering for all new connection contracts and contracts subject to renewal/review. That on-site filtering is also required for any premises notified to you by the Fire Authority of producing unacceptable levels of Unwanted Fire Signals (what is considered an excessive level of UwFS is to be decided by the Fire Authority). Where premises refuse to sign a contract that requires the implementation of filtering, you must notify the Fire Authority.
8. Through mutual agreement with the FRS, determine a suitable data exchange that enables FAMOs to see the outcome of calls passed to FRS and FRS to see the outcome of filtering practices employed by the FAMO. Data is to be used to improve understanding and apply practices that improve performance and consistency.

**Commitment to adopt the principles of this Connection Agreement**

Please sign and date a copy of this letter and return to **[insert FRS contact/address]**

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| Signed on behalf of |  | By: |  |  |  |
|  | **[insert FAMO name]** |  | **[Your name]** |  | **[Date]** |