



NFCC
National Fire
Chiefs Council



The voice of technology
enabled care

Memorandum of Understanding

Between

The National Fire Chiefs Council (NFCC)

And

Telecare Services Association

With effect from 5 October 2017

Introduction

This Memorandum of Understanding (MoU) aims to promote and support effective communication and collaboration between NFCC and TSA to further enable success in achieving shared objectives in relation to highlighting the benefits of and, where there is a risk case benefit for doing so, promoting the use of telecare and remote monitoring systems.

Overview of Parties

The National Fire Chiefs Council

The National Fire Chiefs Council, herein after called 'NFCC', and is part of the Chief Fire Officers Association which is registered in England as a limited company, number 3677186, having its office at 9-11 Pebble Close, Amington, Tamworth, Staffordshire, B77 4RD.

NFCC seeks to reduce the loss of life, personal injury and damage to property and the environment by improving the quality of fire fighting, rescue, fire protection and fire prevention in the United Kingdom.

NFCC provides professional advice, information, leadership, research, informed comment and other services to national and local government, policy makers, other relevant bodies, to members and through a range of national communities and forums.

NFCC has no authority to ensure fire and rescue service compliance with policy or guidance but commits to strongly encouraging the sharing and learning from best practice across the profession.

Telecare Services Association

Telecare Services Association (TSA) is the industry body for technology enabled care (TEC), and the largest industry specific network in Europe.

It is a not-for-profit membership based organisation, with a current membership of over 350 organisations.

Membership includes organisations from Local Authorities, Registered Social Landlords, Health, private sector service providers, private sector technology suppliers, telecoms and infrastructure providers.

Members support the majority of the 1.7 million service users who benefit from telecare and telehealth in the UK.

TSA are the UK national body who have developed industry standards/accreditation for the past 21 years. The new Quality Standards Framework (QSF) is a stamp of quality and safety for technology enabled care services.

TSA promotes and supports the telecare and telehealth industry, highlighting the benefits of telecare and telehealth for commissioners across health and social care, service users, their family and carers.

The Agreement

This Memorandum of Understanding (MoU) is intended to outline the understanding and intentions of the Parties around the exchange of ideas and information designed to facilitate a reduction in the risk from fire and to improve firefighter and public safety (which shall be called the Purpose)

This MoU is not legally binding and has been agreed between Telecare Service Association (TSA) and the National Fire Chiefs Council (NFCC) in order to establish a relationship between the two organisations.

It sets out the principles for effective liaison, facilitation of communication and discussion between these parties and provides an impetus for the parties to achieve the Purpose.

Objectives

1. The Parties will during the currency of this agreement begin exploratory discussions as to how the dissemination of information relating to the Purpose can be achieved.
2. TSA will provide NFCC with an outline of the nature of the information and know-how they are seeking around fire safety and best practice guidance.
3. NFCC will in good faith provide suggestions and ideas as to how the information and know-how can be best provided and supplied to TSA.
4. Until such time a formal agreement has been reached between the parties as to delivery of the Purpose arising from the conduct of these discussions neither party will publicise the existence of this MoU or the activities being discussed thereunder without prior permission from the other party.
5. This Memorandum of Understanding (MoU) commences on 5th October 2017 for an initial period of 12 months (the Initial Period).
6. This MoU does not create a contract or any legally binding obligation on either of the parties.
7. Subject to further review after the Initial Period the parties may decide as to whether this MoU will be extended and remain in force for a further period.
8. This MoU will cease upon either party giving the other three months' notice in writing.

Both parties shall;

9. Liaise regularly (at least 6 monthly) to exchange information on matters of relevance and mutual interest including but not restricted to the following:
 - 9.1 Fires which have occurred in buildings which are fitted with telecare and in particular information about how those telecare systems have performed in relation to the critical path.
 - 9.2 The sharing of statistics and data relating to the application and use of telecare; The parties agree to comply with their respective obligations under the Data Protection Act 1998 and the Freedom of Information Act, or any law that amends those acts.
10. Develop national best practise in the installation and monitoring of telecare systems through the British Standards applied to these systems and continue to influence the use of telecare monitored fire detection systems in the homes of the most vulnerable people in the community.
11. Cooperate in the organisation of seminars and other activities to provide accurate and reliable information to the fire and rescue, housing and healthcare sectors relating to the costs and benefits of installing telecare services.
12. Work towards improving the physical and technical standards of the telecare monitored fire detection signal from the point at which a smoke detector is activated to ensure fire services arrive on scene as soon as possible with the maximum information about the vulnerable person's situation. This includes the training of telecare monitoring call centre and Brigade Control Staff to ensure the efficient and effective transfer of appropriate information between the parties to facilitate the quickest and most effective operational response to a fire call.
13. Educate and inform the fire, care and housing sectors in the assessment of the suitability and sufficiency of the fire signal transmission path from all sheltered accommodation and where the fire signal transmission paths are shared between multiple fire alarm systems as part of the fire safety audit process.
14. Ensure both parties are leading discussions to improve relevant British Standards and key best practise guidance to improve consistency and raise standards in telecare.
15. Work with NFCC to agree relevant British standards and implement into the Quality Standards Framework.

This MoU is made between:

Duly Authorised Signatory on behalf of the National Fire Chiefs Council

Name Mark Hardingham

Position Chief Fire Officer

Signature

Date

Duly Authorised Signatory on behalf of the Telecare Services Association

Name Alyson Scurfield

Position Chief Executive

Signature

Date