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BQY83 - ACPO Alarms & Security Systems Policy & Force Working Practice

Version dated: 9th May 2011

1.0 Intentions Of The Working Practice

- 1.1 It is the intention of this document to provide guidance in relation to this forces' response to security systems and the management of false alarms in co-operation with the security industry and their customers and highlight the variations permitted in the [ACPO Security Systems Policy](#) within Appendix A.

2.0 Implications

- 2.1 The Devon & Cornwall Police fully adopts the ACPO Security Systems Policy in its entirety and can be accessed via the hyperlink in paragraph 1.1 above. This document is updated on at least an annual basis.
- 2.2 [Appendix A](#) in this document sets out the variations permitted within the ACPO requirements policy in respect of the 'Police Response to Security Systems'. In the Devon and Cornwall Police area.

3.0 Procedures/Guidance

- 3.1 The Association of Chief Police Officers (ACPO) of England, Wales and Northern Ireland recognise the rapid development of technology and its use within the security industry. The policy details the police response that can be expected to a security system, which is identified in the ACPO 'requirements for Security System Services.
- 3.2 To enable a security system to be recognised within the ACPO requirements it must comply with the ACPO Policy on the response to security systems and a recognised standard code of practice controlling the manufacture, installation, maintenance and its operation. Such standards must be in the public domain and not be product based.

4.0 Administrative Section

4.1 Audit Declaration

- 4.1.1 This working practice has been drafted and audited in accordance with the principles of Human Rights Legislation, Race Relations (Amendment) Act 2000 and Freedom of Information Act 2000. Public disclosure is approved unless where otherwise indicated and justified by relevant exemptions.

- 4.1.2 In the application of this guideline, staff are reminded of the need to comply with the [Equality of Service Delivery Policy \(D243\)](#).

4.2 Ownership/Monitoring/Review

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4.2.1 Annual review of this guideline will be the responsibility of the Head of Call Management & Communications Unit, delegated to the Force Alarms Manager.

Appendix A

ACPO Security Systems Policy



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1. **Passing calls to the force communication centres.**

ARC alarm messages affecting alarmed premises in this force area will be delivered to one of the 2 Force Contact Centres, dependent on the geographical location of the URN. Should one centre fail to respond, ARC's are at liberty to call the other to ensure the minimum delay in responding, particularly in the case of Personal Attack Alarms. Any failures to make contact or long delays should be reported to the Force Alarms Manager to address any telephony problems. Calls will be delivered via two dedicated premium rate telephone lines, the numbers for these will be provided on receipt of a signed policy agreement indicating compliance with the force policy and working practice.

2. **Service Standard.**

The Devon & Cornwall Police standard is to attend all immediate calls within 15 minutes in urban and 20 minutes in rural areas. At the discretion of the Chief Officer, commercial premises may have a 10-minute audible sounder delay on remote signalling systems. In all other areas an instant sounder is required. However, it should be noted that any police response is ultimately determined by the nature of demand, priorities and resources that exist at the time a request for a police response is received. (ACPO Policy 3.1.2) Additionally, the policy does not impose any liability on a police force, its officers or employees or the Police Authority arising out of any acts or omissions connected with security system installation, including the failure or timeliness in responding to any activations. (ACPO Policy 4.6.1). This should be made clear to any potential customers requesting a police response.

3. **Applications For a URN**

When submitting Appendix F, Variations for upgrades or change of maintainer an updated Appendix G, H&S Risk Statement will be required on all occasions. This must be completed, signed and dated by a person, responsible for the site. Appendix G forms may be submitted electronically, on the understanding that the customers original signed copy is retained for a minimum of 3 years.

Companies submitting applications for a URN should be mindful of the current ACPO policy and latest forms. Failure to use the correct form may result in delays and the application being returned. Something we would wish to avoid with the cooperation of all force listed companies.

Companies taking over systems with current URNs are reminded that permission must be obtained from the user and this must be completed in writing and submitted with the application or before this, to the Alarms

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Administration office. A signed Appendix G form will be accepted for this purpose.

4. Keyholders.

The Force does not require or need to retain the details key holders required for a police response. However, companies submitting applications for a police response are asked to ensure that each key holder nominated is able to comply with the ACPO policy criteria in all respects. Particularly the distance key holders have to travel out of hours to attend an alarm before passing their details to the ARC. Unsuitable key holders only leads to lengthy time consuming telephone calls from the Force Control Rooms while officers are waiting at the addresses unable to gain access.

For those employing SIA certificated guarding companies as key holders – these will be accepted as a single key holder, but only as long as they fulfil the remaining ACPO criteria. In particular, they must be capable of attending within the required time frames and be able to competently operate the alarm system. Otherwise the details of at least 2 key holders are to be retained by the ARC.

If a key holder arrives first they are encouraged to call their ARC and stand down the police requirement to attend, thus avoiding incurring false alarms and unnecessary attendance by officers. In cases where officers do not attend the call will not be counted. A protocol using passwords may need to be established at the ARC and the users in order for this arrangement to work successfully.

5. Administration Charges

The Devon & Cornwall Police no longer accepts cheques from individual customers but will accept payments by BACS or company cheque in respect of the administration fee referred to in Appendix E of the ACPO Policy.

Payment will be determined by the number of applications each month and will be expected within 30 days of receiving the invoice from the Alarms Administration Unit. At the end of each month companies will be sent an email listing the work processed by URN and total cost in order that companies can use this to reconcile the monthly invoice. This will contain the forces bank details for any BACS payment.

Regrettably, failure to pay the outstanding invoice once a reminder is received after the 30 days may result in response being withdrawn from the URNs applied for and no further administration work being processed until payment has been received.

The cost of applications charged by the Force will be that determined by the ACPO Security Systems Working Group. The fee and for the types of application to which it applies to can be found in Appendix E of the ACPO Policy. The current fee is exclusive of VAT and is valid from the 1st April 2011. The current fee is £43.49. This is reviewed every 2 years by the Working Group.

6. Policy Variations

In addition to those variations already detailed above. The Appendix D formula for company false alarm rates will not be utilised by the Devon & Cornwall Police Alarms Administration Office until further notice.

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Appendices K-Q will not be used by the Devon & Cornwall Police. Examples of those letters and forms used by the force can be supplied on request.

8. Application as a Listed Company

Companies applying for approved status on the list with the Devon & Cornwall Police will be required to provide a completed and signed Appendix B form and a copy of their Inspectorates Certificate. Section 2.3.2 (a)-(d) from the ACPO Policy also applies in this respect. If located out of force, a local force letter of acceptance will be necessary during the application process to confirm that Appendix C has been complied with locally. Companies within this force area will be expected to forward their Appendix C applications for each of the employees described in 2.3.2(b) and before acceptance. Overseas checks (if applicable) must be carried out before appointment and submitted on application.

9. Force Listed Security Companies & Advertising.

The Devon & Cornwall Police is unable to recommend any of its listed Security Companies. However, a list of police approved companies in this force area can be obtained from one of the two UKAS accredited National inspectorates who inspect companies on the forces behalf. Both have web sites that will provide this information, they are; The National Security Inspectorate (NSI) and the Security Systems Alarms Inspection Board (SSAIB). The Alarms Administration office can be called at any time during working hours to discuss the ACPO policy or your system requirements necessary for a police response. Telephone No 01392 452134.

Installation companies shall not use terminology which might raise, in the mind of the customer, a guarantee or unrealistic expectation of police response to a security system. They shall not use an ACPO logo or reference in advertising material without written permission from the Secretariat, or a local police logo without prior permission from the Chief Constable.

10. Correspondence and Contact.

A stamped SAE envelope will be required for each application or letter requiring a response. Postal applications can delay processing and an early response. Electronic submissions via email for URN application, recognition, variations and response restoration are encouraged and will generally be acknowledged and responded to within one working day, subject to the relevant paperwork being sent to the Alarms Administration email address.

If using this 'E' methods of correspondence, unless using a secure network it must be remembered that the email system may well be unprotected. Applications may also contain personal data of company customers. The Force makes the assumption that those companies applying for a URN or a variation appertaining to an existing alarm system on behalf of their customer, will have sought and have been provided with the approval of their customer for any personal data to be sent over unprotected email systems and returned or acknowledged using the same method.

Companies requiring examples of the ACPO Forms and Letters used by this force may be requested from the alarms administration office:

alarmsadmin@devonandcornwall.pnn.police.uk.

All correspondence should be addressed to:

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The Alarms Administration Office
Police Headquarters
Middlemoor
Exeter
EX2 7HQ.