
Avon and Somerset Constabulary



Policy Statements

Communications Support Unit

Security Marking:

Not Protectively Marked

ACPO Police Response to Security Systems

(Unique Ref Number: 52QP-1161-13)

1. We will adopt the ACPO Police Response to Security Systems Policy July 2011, with the following amendments to take account of local practice:
 - a. Appendix A sets out the variations permitted in the Policy that this Force will take into use.
 - b. Appendix D: The formula published by the ACPO Security Systems Group will not be utilised.
 - c. Appendices K – Q of the ACPO Policy will not be adopted by Avon and Somerset Constabulary.
2. We are committed to building a safer community by striving to maximise available resources. In order to achieve this, the Constabulary encourages partnership approach in providing the highest possible standard of service by reducing the number of false alarm calls.

Relevant legislation:

[Human Rights Act 1998](#)
[Police Act 1996](#)
[Police and Criminal Evidence Act 1984](#)
Common Law
[Private Security Industry Act 2001](#)

Related References:

<http://www.securedbydesign.com/professionals/publications.aspx>

How to complain about this policy:

If printed, copied or otherwise transferred from its originating electronic file this document must be considered to be an uncontrolled copy. When documents are updated notification will be circulated throughout the organisation. Policy amendments may occur at any time and you should consult the principle electronic file if in doubt.

Policy Statement Information	
Policy Statement Owner:	Alarms Officer, Communications Support
Date Reviewed for Human Rights Compliance:	18/11/04
Effective Commencement Date:	02/05/06
Last Review Completed:	July 2011
Next Review Due:	Oct 2011

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AVON & SOMERSET CONSTABULARY



ACPO Policy on Police Response to Security Systems (July 2011) Appendix A (Local Procedures) – Updated July 2011

The Avon and Somerset Constabulary has adopted the ACPO Policy on Police Response to Security Systems July 2011. The following information and local requirements apply in this force area and are permitted under the terms of the policy.

1. SERVICE STANDARD

The Avon and Somerset Constabulary service standard is to aim to attend all immediate calls within 15 minutes in urban areas and 20 minutes in rural areas. This applies to confirmed, personal attack and duress calls. All other calls from security systems are graded as prompt. The force aims to attend all prompt calls within 30 minutes.

2. PASSING OF CALLS TO POLICE CONTROL CENTRES

All calls from security systems passed to this force must be directed to the Control Centre utilising the designated telephone number. Please note that all alarm activations must be reported using the correct police URN issued by us in writing to you and your client. Avon and Somerset Constabulary will not accept a call when the alarm customer's name and/or address differ from the Police record. You must therefore update us, using the appropriate policy appendix, whenever this information changes. Details of the Control Centre telephone number will only be disclosed to policy compliant alarm receiving centres and system monitoring centres.

3. ADMINISTRATION CHARGES

As from **1st April 2011** the administration charge for the issue of a URN will be £43.49 + VAT @ 20% = **£52.18** in total. Payment for this amount must be forwarded with each URN application. Acceptable methods of payment include Cheque or Postal Order. Please send one cheque / postal order per application. Cheques etc must be made payable to The Avon and Somerset Constabulary. See Appendix E for further information.

Enquiries are welcomed from compliant companies wishing to use our URN invoicing system. Please contact our Force Alarms Officer to request an application form and a copy of our Terms & Conditions for the Provision of Payment by Invoice.

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4. WARNING LETTERS AND NOTICES OF WITHDRAWAL OF RESPONSE

In accordance with the Policy, Warning letters and Notices of Withdrawal of Response will be generated by the Force Alarms Officer and forwarded directly to the system user. Copies of such correspondence will be sent to the relevant security company.

5. DELAYS OF AUDIBLE/VISUAL WARNINGS

There is no requirement for audible/visual warning devices to be delayed following an activation. If a delay is incorporated in a system for any reason (e.g. audio confirmation) the delay must be declared.

6. CONNECTIONS TO POLICE CONTROL CENTRES

Security system signalling terminating in Police Control Centres is not permitted.

7. KEY HOLDERS

Companies submitting applications for a URN are asked to ensure that each key holder nominated is able to comply fully with the ACPO Policy Section 2.8 in all respects.

SIA certified guarding companies will be accepted as a single key holder, provided they fulfill the ACPO Policy Section 2.8. In particular, they must be capable of attending the premise within the required time scale and be trained to operate the alarm system.

If a key holder arrives before police officers, and does not require the services of the Police, they are encouraged to call their ARC and stand down the police response. This will avoid incurring false alarms. In cases where officers are successfully stood down, the alarm activation is not counted. A protocol using passwords may need to be established between your client and their ARC for this arrangement to work successfully.

8. DISCLOSURE OF CONVICTIONS

Disclosure of Convictions applies to all compliant companies with an installing branch within the Avon and Somerset Constabulary area. With the exception of National Companies with regional branches, security checks for companies outside of this force area will not be undertaken. All Appendix C Convictions Checks are to be forwarded to 'The Force Alarms Officer' at the address below.

9. ACPO POLICY ON POLICE RESPONSE TO SECURITY SYSTEMS (July 2011)

The Police Response to Security Systems Policy is publicly available and published on the ACPO Secured by Design website www.securedbydesign.com via Professionals > Guides & Publications > Publications.

10. USE OF STANDARD FORMS

All Applications, amendments and cancellations of alarm records are to be submitted on the standard forms in Appendix F. All Hazard forms submitted with new applications are to be on the standard form in Appendix G. Applications for restoration of Police response to Intruder and Personal Attack/Hold up Alarms are to be submitted on the appropriate forms in Appendix F, Annexes A & B.

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11. URN AUDITS

To ensure compliance with the Data Protection Act 1998, The Avon and Somerset Constabulary Alarms Administration Office will, periodically, carry out an Audit of all URN's. On request, a list of up to date URN records will be required from each compliant security company. A period of 90 days will be allowed for the completion of an audit request. Failure to respond to an audit request may result in the deletion of the companies URN records from our database.

12. CORRESPONDENCE

The Unique Reference Number (URN) must be quoted in all correspondence concerning security systems. In the interests of maintaining security of records, all enquiries concerning individual security systems must be made in writing or by electronic means. Telephone enquiries regarding systems or activations may not be accepted. All mail correspondence should be addressed to:-

The Force Alarms Officer
Communications Support Unit
Avon & Somerset Constabulary
PO Box 37
Valley Road
Portishead
Bristol
BS20 8QJ

Commercial security system companies must enclose a stamped addressed envelope with all correspondence requiring a reply.

Avon and Somerset Constabulary welcomes and encourages the use of secure e-mail correspondence to protect personal data. If you are not using a secure e-mail network, Avon and Somerset Constabulary assume that before submitting any e-mail correspondence you will have sought and have been provided with the approval of your clients for any personal data to be sent, returned or acknowledged over an unprotected e-mail network.

All e-mail correspondence should be addressed to:- Alarms.office@avonandsomerset.police.uk

Force Alarms Officer
20th July 2011