



SUFFOLK CONSTABULARY A.C.P.O. SECURITY SYSTEMS GROUP POLICY

APPENDIX A

Suffolk police follow the security systems policy published by the Association of Chief Police Officers Security Systems Group (ACPO SSG) this may be viewed and downloaded either as either a Word or PDF document from <http://www.securedbydesign.com/professionals/publications.aspx> The policy allows for individual police forces to vary this policy by way of an appendix A. Both policies are living documents and are subject to regular amendments normally twice a year in April and October.

The following variations are permitted under the terms of the policy and apply to the area covered by the Suffolk Constabulary.

1. Signals from all Alarm Receiving Centres (A.R.C.'s), Remote Video Response Centres (RVRC), alarm receiving centres monitoring detector activated CCTV systems, monitoring centres for stolen vehicle tracking systems, or lone worker alarms must be passed to our Force Control Room via the dedicated telephone number. This number will have already been notified to compliant alarm receiving centres (A.R.C.'s) responsible for monitoring existing remote signalling systems. No attempt should be made to pass alarm activations to local police stations, or by using any other line. They must not pass calls without a valid URN or, in the case of a stolen vehicle tracking centre, a stolen vehicle crime reference.
2. Unique Reference Numbers (U.R.N.'s) for alarm systems are assigned to a particular subscriber, at a particular premises, and to a particular policy compliant alarm installation company, they are *not transferable* except on written approval of the security systems manager.
3. There is no requirement for a delay on any audible or visual warning device at any premises.
4. Disclosure of Convictions – Appendix C applies to all Policy Compliant companies with an installing branch within the Suffolk Constabulary area. All requests for checks should be forwarded to the Security Systems Administrator at Force Headquarters using appendix C.
5. The administration charge for the processing of a new URN is shown in the current A.C.P.O. S.S.G. policy at 2.11.1 and is subject to a regular review. All cheques should be made payable to Suffolk Police Authority, VAT receipts will be issued to the originator of the cheque, ie either the subscriber or alarm company. Rejected URN applications and associated cheques will be returned to the originator of the cheque. Applications for U.R.N.'s received incorrectly completed, without a cheque, or the cheque made for the wrong amount will be returned to the alarm company unprocessed.
6. U.R.N's will be issued on the assumption that the cheque will be honoured. If a cheque is subsequently dishonoured, the URN will be immediately cancelled and legal action may be taken against the author of the cheque.

7. A stamped & self addressed envelope (S.A.E.) (A5 size) will be required from security system installation companies for all correspondence requiring an acknowledgement or written reply.
8. All correspondence relating to Security System Installation in Suffolk must be addressed to: The Alarms Manager, Security Systems Office, Suffolk Constabulary, Force Headquarters, Martlesham Heath, Ipswich, Suffolk, IP5 3QS.
9. Suffolk Constabulary reserve the right to inspect intruder alarm installations, Alarm companies and Central Monitoring Stations. Facilities for such inspections shall be made available, if required by the Chief Constable.
10. Alarm Receiving Centres, if requested, will be required to provide the total number of U.R.N.'s being monitored in the Suffolk Constabulary area .
11. Both Type A and type B Security Systems must **not** be programmed to dial any Police telephone numbers or '999'.
12. Appendix D sets out the False Alarm Monitoring Formula. Suffolk has delayed the introduction, but this will remain subject of review.
13. This Appendix A is a 'living' document, our website at <http://www.suffolk.police.uk/About+Us/Departments+and+Roles/Security+Systems/> should be visited on a regular basis as any amendments made will be communicated via the website. The Unique Reference Number (URN) or P.I.N. must be quoted in all correspondence. In the interest of maintaining security of records.
14. The Suffolk Constabulary in line with the current ACPO policy allow three false intruder alarm activations before withdrawal of police attendance but currently we also allow *three* false personal attack activations before police response is withdrawn. The term Level 2 no longer appears in the policy however a warning letter will be sent to the subscriber and copied to their alarm company after two 'policed' false alarm activations. This applies to both the intruder and P/A element.
15. Following withdrawal of police response to an element of a combined system. Resumption of police response will be in accordance with the current A.C.P.O. policy. An appendix F will be required with the appropriate annex A or B. The threshold levels before withdrawal of police response will remain under review and may be changed at some time in the future.
16. Applications for a U.R.N. for a personal attack should not be made where systems only have a duress facility. Where systems have been installed in a high security premises and to BS: 7042 or EN 50131 class 4, alarm companies may request the allocation of a URN to use to report duress code signals but each application will be considered on an individual basis.
17. Below at appendix A (1) is a guide which may assist compliant alarm companies. But this is not exhaustive.

Query	Sequentially Confirmed system required ?	Registration Fee required ?
<p>New occupant / tenant in premises with existing system already maintained by that Company.</p> <p>Change of subscriber name but where occupant of premises is the same person/s & all other details remain unchanged.</p> <p>Change of signalling or ARC or Subscriber telephone number</p>	<p>YES</p> <p>NO</p> <p>NO</p>	<p>YES - and we will issue new URN ---(the Previous URN was relevant to the 3 criteria elements as per App A of our policy.</p> <p>(i.e The Premises, The Policy Compliant Alarm Company and the Subscriber together, and one element of that criteria has changed.)</p> <p>NO</p> <p>NO</p>
<p>Alarm Co has taken over an existing system from another alarm company.</p>	<p>NO - the old activation history will be reset to zero as is relevant to the Premises, Company and Subscriber. – And one of those elements has changed.</p>	<p>YES</p> <p>A new U.R.N. will be issued.</p>
<p>A policy compliant Company Acquires/takes over/buys out another Alarm Company and effects a total takeover of all business and service contracts</p>	<p>NO</p>	<p>NO</p>
<p>Systems installed prior to 1st Oct 2001</p>	<p>NO - but if off response will not go back to level one until system has been upgraded to a confirmed system.</p>	<p>NO</p>