



1st October 2019

Freedom of Information Request Reference N°: FOI 003220/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 4th September 2019 in which you sought access to the following information:

I wish to make a Freedom of Information request with respect to your Constabulary's adherence, or otherwise, to the National Security System Policy especially with regard to the Type B Non-compliant (Non-URN) alarms, Intruder or Hold Up Alarm (HUA) activations. I would ask that the following questions are accurately responded to:

- A What is the command structure of the alarms department, from the issuing clerk up to a Superintendent, or high-ranking senior officer, in charge of the department?
- B Do the constabulary apply a further Risk Assessment policy (such as THRIVE), or something similar to those Type B activations?
- C If they apply such a further risk assessment to the Type B reports, do the constabulary still attend NO Type B's, based on such alarm activations already having been risk assessed in the Security Systems policy itself as unsuitable for attendance?
- D If c) is the case I ask that only the last 10 calls from non-compliant ARCs are checked by an individual to evidentially confirm that none of these calls were so attended.
- E However, if such calls at c) cause the constabulary to attend any Type B alarms(based purely on a call from a Non-compliant Alarm Receiving Centre), I request statistics from 1st April 2019 to 30th June 2019, or the last 50 calls (time period to be also stated) from Non-Compliant centres, whichever is the smaller figure. I ask that they be checked to:
 - 1 Inform me of the total number of calls received from those Non-Compliant ARCs in the time period used.(Explanation – the policy states: 'To obtain police attendance, Type B systems will require evidence from a person at the scene that a criminal offence is in progress which indicates that a police response is required.' They should not be attended purely from a call from a Non-Compliant Alarm Receiving Centre, who would be reporting such an activation.)
 - 2 How many of those calls were responded to by the constabulary? (in order to establish a % figure of those Type B's attended).

I am aware that variations occur between one constabulary and another, but these calls will be dealt with by individual constabulary's opening codes and/or closure codes, so should not be onerous on discovering the numbers of calls and obtain the statistics whether responded to or not. I have deliberately kept the request to those calls only from Non-

compliant ARCs. They will, when initially reported, all be listed under the same opening codes, being mere activations and NOT reports of a crime in progress. They must surely all come in on an emergency line, 999, (for they are trying to generate an Immediate Response by the police to the alarm activation, otherwise what would be the point of them ringing on the onerous 101 system? – it just does not happen that way). If they come in on both 999 and 101 and are deemed too onerous to check, I am willing to accept only the 999 figures. I have phrased it this way to try and keep the matter simple and successfully obtain that batch statistics in order to draw a comparison. I am quite willing to discuss the issue with any person wishing to speak to me for clarification on the number below, perhaps try a call on the landline initially; if not in please leave a direct line number and I will recontact you.

Each log will be simple to check, by their nature the log will be very short and is merely a quick scan to the end to discover a comms despatcher's closure, or an officer's update - the whole log would not require reading, and I stress, they are short logs, with only around 4% being anything other than a false alarm log.

Response to your Request

The response provided below is correct as of 27th September 2019.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

The Constabularies do not have an alarms department. Alarms are monitored within the Contact and Control Rooms.

Information regarding alarms is published on the Constabularies websites and can be accessed via the links provided below:-

https://www.suffolk.police.uk/sites/suffolk/files/alarms_policy.pdf
https://www.suffolk.police.uk/sites/suffolk/files/alarm_systems.pdf
<https://www.suffolk.police.uk/advice/business-security/cctv-security-alarms>

Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means, in this case via the Constabularies websites, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for this part of your request.

Both Norfolk and Suffolk Constabularies apply a THRIVE assessment to all calls and incidents. Type B alarms are not attended unless there is something suspicious at the scene, confirmed by the person reporting.

The last 10 calls have been reviewed and Suffolk attended 3. During the period 1st April to 30th June 2019, the Constabulary attended 56 of 139 incidents.

Norfolk Constabulary has reviewed non-compliant ARCs for the period requested and no police deployments were made. A police response would only occur if there was evidence to support a criminal offence.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700