

Norfolk & Suffolk Crime Prevention

Guidance Note

Security Alarm Systems



SUFFOLK
CONSTABULARY



NORFOLK
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Our Priority is You

Security alarms and security alarm companies

To obtain information on companies who supply and install security systems such as intruder alarms, personal attack alarms, CCTV systems etc., within your area, we advise you contact the following independent inspectorate bodies who will provide you with the relevant details. The police are not able to provide this information.

[National Security Inspectorate \(NSI\)](#) 

[Security Systems and Alarm Inspection Board \(SSAIB\)](#) 

If you are also planning to invest in the type of security system that would receive automatic police response to its alarm activations, then only security companies 'approved' by an independent inspectorate body and who are registered with the police force in your locality are permitted to offer this service.

Once you have obtained details from an independent inspectorate body of 'approved' security companies, who install security systems in your locality to the required European/British standards and are compliant with the National Police Chiefs' Council (NPCC) Police Response to Security Systems policy, we advise:

For Further Crime Prevention Advice:-

For Norfolk dial 101 and ask to speak to your local Architectural Liaison Officer (ALO)

For Suffolk dial 101 and ask to speak to your local Safer Neighbourhood Team

- Before disclosing personal security details, check the address and credentials of the company and proof of identify from their representative.
- You ought to obtain written quotations from at least two security companies.
- Ask if the security company representative can provide you with a list of police rules for occupiers of 'monitored' alarmed premises and also written confirmation that they are currently registered with the police force in your area, for the transmission of alarm activations from new installations.
- You ensure that the quotation specifies that the installation will be to European/British Standards for that relevant security system. Find out if it includes the terms of maintenance and monitoring contracts.
- You find out if the company operates a 24-hour call-out service and emergency attendance within four working hours.
- Find out if the installation of a security system is a requirement of your insurance company and if the security company is acceptable to the insurer.

When investing in security systems for your home or business it is not advisable to deal with cold callers or telesales enquiries. You should avoid doing doorstep or telephone business.

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