

Norfolk & Suffolk Crime Prevention

Guidance Note

Alarms Policy



Alarms policy.

As a result of changes made at ACPO level we have changed our alarm policy to conform to national guidelines.

Alarm confirmation technology will be required in order to initiate police response on any system installed after 1st Oct 2001. (see the below diagrams).

The police response is still dependant on the number of false alarms policed in any rolling 12 month period. There are two levels of police response to alarms.

Level 1 - Immediate response

Level 2 - Police response withdrawn. Key holder informed only.

As with the old policy, systems will still have to be free of false calls for a three month period to regain level 1 police response. In addition to regain reinstatement after response has been withdrawn, an intruder system must include alarm confirmation technology.

What are the various alarm systems in use at the present time?

BT RedCARE Classic / BT Roaming GSM / Dual-Com signalling connections

Above systems are configured to remotely transmit an alarm activation to a national alarm receiving centre, (ARC). In turn, the ARC then filter alarm signals, check verification, etc., and before contacting police.

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

Audible bell only systems, (known as scare alarms)

No police response **unless** accompanied by a locally generated telephone call to the police control room which also reports suspicious activity, or a crime in progress at the scene. This can be upgraded by the owner to include an app, or speech dialler, which will contact a key holder to let them know an alarm has activated. Key holder response only - unless additional information, such as confirmed CCTV images, also are available.

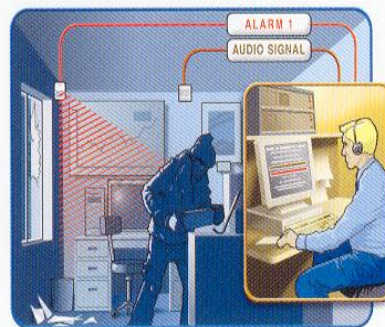
Alarms can be a minefield. A separate Guidance Note has been prepared and can be obtained from you Crime Reduction Officer.

Alarm confirmation for a grade A response needs one of the following forms of confirmation.



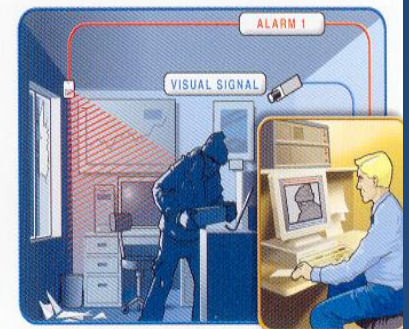
SEQUENTIAL CONFIRMATION

An activation from two or more independent sensors or detectors that determine there is a high probability that a genuine or attempted intrusion has occurred.



AUDIO CONFIRMATION

An activation confirmed by the Monitoring Centre operator who, after having listened into the premises, has made a decision that there is a high probability that a genuine or attempted intrusion has occurred.



VISUAL CONFIRMATION

An activation confirmed by the Monitoring Centre operator who, having interpreted a visual image transmitted from the protected premises, has made a decision that there is a high probability that a genuine or attempted intrusion has occurred.

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