

# Norfolk & Suffolk Crime Prevention

## Guidance Note

### Sourcing an alarm or CCTV



**SUFFOLK  
CONSTABULARY**



**NORFOLK  
CONSTABULARY**  
*Our Priority is You*

To obtain information on companies who supply and install security systems such as Intruder Alarms / Personal Attack Alarms / CCTV systems etc., you are advised to contact the following Independent Inspectorate Bodies who will furnish you with the relevant details (the Police are not able to provide recommendations):

#### NSI (National Security Inspectorate)

Sentinel House, 5 Reform Road, Maidenhead, Berkshire, SL6 8BY.

Tel: 0845 006 3003      Fax: 01628 773367

E-mail: [nsi@nsi.org.uk](mailto:nsi@nsi.org.uk)

Website: [www.nsi.org.uk](http://www.nsi.org.uk)

#### SSAIB (Security Systems & Alarm Inspection Board)

Suite 3, 131 Bedford Street, North Shields, Tyne & Wear, NE29 6LA.

Tel: 0191 296 3242      Fax: 0191 296 2667

E-mail: [ssaib@ssaib.co.uk](mailto:ssaib@ssaib.co.uk)

Website: [www.ssaib.org](http://www.ssaib.org)

Independent Inspectorates are not-for-profit approval bodies who carry out inspection services for the security industry and protect customer interests.

**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**

They themselves are governed by UKAS (United Kingdom Accreditation Service), the sole accreditation service recognised by the Government.

**Please note** - 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 acceptable.

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, compliant with the ACPO (Association of Chief Police Officers) Police Response to Security Systems Policy, we advise: -

- (a) Before disclosing personal details, you check the address and credentials of the company, and proof of identity from their representative.
- (b) You obtain written quotations from at least two security companies.
- (c) You ask the security company representative to provide you with a list of police rules for occupiers of 'monitored' alarmed premises and also written confirmation that the company is currently registered with the police force in your area, for the transmission of alarm activations from new installations.
- (d) You ensure that the quotation specifies that the installation will be to European/British Standards for that relevant security system. Also, does it include the terms of maintenance and monitoring contracts?
- (e) You ask whether the company operates a 24-hour call-out service and emergency attendance within four hours.

**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**

- (f) You ascertain whether the installation of a security system is a requirement of your insurance company and if so, is the security company acceptable to your insurer?

When investing in Security Systems it is NEVER advisable to deal with Cold Callers or telesales enquiries. Neither should you disclose any information about your current security provisions, to an ad-hoc enquirer. If you have suspicions about the legality or sales techniques being employed by any company or individual, you should contact the Police or Trading Standards for advice.

**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**