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ACPOS SECURITY SYSTEMS POLICY

April 2007

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ACPOS SECURITY SYSTEMS POLICY

1. INTRODUCTION

- 1.1 This policy is designed to assist in improving the management of security systems installed within buildings by detailing the roles and responsibility of each party involved.
- 1.2 In view of the excessive number of false activation's emanating from security systems, the Scottish Police Service has found it necessary to adopt a policy relating to the installation, maintenance and proper use of such security systems.
- 1.3 The policy is fully authorised and endorsed by the Association of Chief Police Officers in Scotland (ACPOS) in consultation with the security industry and other relevant parties. Any variation in the policy must be authorised by ACPOS.

2. AIMS OF THE POLICY

- 2.1 The aims of this policy are:
 - a) to improve the quality management of security systems
 - b) to reduce the volume of false activation's notified to the police
 - c) to allow the Police Service in Scotland to maximise their use of resources
- 2.2 Police response will, however, be dependent on the level of demand and resources available on receipt of a request for police attendance to a system activation.

3. STANDARDS RELEVANT TO THE POLICY

- 3.1 The installation and services provided by the installing company and Alarm Receiving Centres (ARC's) shall be certified by a UKAS accredited certification body (see Note 1). Systems installed by companies who are not members of UKAS accredited Inspectorates will be regarded as non-standard and are dealt with at Clause 8.
- 3.2 Alarm Receiving Centres processing intruder alarm signals for onward transmission to the police shall comply with BS5979, Category II. A Unique Reference Number (URN) will be issued to monitored systems complying with the relevant British or European Standard. This will also apply to certain categories of Automated Teller Machines (ATM's).
- 3.3 Security systems covered by this policy requiring a priority response basis via an ARC must be installed, maintained and used in accordance with PD6662 (The application of European Standards) and any applicable British or European standards and current codes of practice made there under.
- 3.4 Security systems, which are audible only and/or not installed to recognised British or European Standards, will not be issued a URN. In addition, any other security

systems, which may require a police attendance but falls outwith Section 3.1/3.2 will not be issued a URN. (See clause 8).

- 3.5 Confirmation technology (BS DD243 applies) is mandatory for newly installed systems and systems that lose police response (drop to Level 3) and wish to regain police response. Police response to line cuts will be at the discretion of individual Forces.

4. FALSE ALARM MONITORING

- 4.1 All Police Forces will undertake the monitoring of false alarms received from security systems within their area. There is an obligation on the part of the installer, Maintenance Company, alarm user and any alarm receiving centre to employ all possible means to reduce false calls through careful use, training, modification to security systems and filtering procedures at alarm receiving centres.

- 4.2 In this regard, the determination of technical reasons for false calls shall be the responsibility of the alarm user, installer, Maintenance Company and alarm receiving centre. Police monitoring will determine whether a call is false or genuine in terms of the policy.

- 4.3 Any false call is a condition generated and/or signalled which has not resulted from:

- a) a criminal attack, damage or attempt at such upon/to the protected premises, the security system equipment or the line carrying the signal;
- b) actions by the Emergency Services in the execution of their duties;
- c) a call made with good intent from a personal attack system.

5. POLICE RESPONSE

- 5.1 The police response to security system activation's will be on three levels:

LEVEL 1 - priority

LEVEL 2 - police attendance desirable but will be dependent on resource availability

LEVEL 3 - no police response – keyholder only

- 5.2 Only monitored systems as per Section 3.1 will receive Level 1 response. Where non police personnel are employed as the first line of response in the event of activation, the police will not respond unless confirmation has been received that a crime is being committed or has taken place. Such premises will be allocated a URN for police management purposes only.

- 5.3 Level 1 response to a monitored system will not be guaranteed indefinitely. Following four false calls in a 12 month period, or shorter, the police response will be reduced to Level 2 and the customer and the installer/Alarm Company will be informed in writing. The customer then has three months from date of letter to rectify and stabilise their system and at the end of which period, if free from activations, they may apply in writing for reinstatement to Level 1.

- 5.3 If a further three false activations are received within the same 12 month period following reduction to Level 2, police response may be reduced to Level 3 and attendance withdrawn completely. A customer and the installer will then be informed in writing and the installing/Alarm company will be required to inform the ARC not to pass alarm messages to the police.

6. RESTORATION OF POLICE RESPONSE

- 6.1 Only when the police are satisfied that the alarm is operating efficiently, will police response be upgraded to Level 1.
- 6.2 Following the reduction in priority to level 2, a period of three months must elapse after which application can be made to the Chief Constable for reinstatement to level 1. During this period, the system concerned must have been free from false activations. Such an application must be accompanied by an activation history, supplied by the Alarm Company, confirming that the original cause of the false activations has been rectified.
- 6.3 Unconfirmed systems, which have police response withdrawn (Level 3), will require confirmation technology (BS DD243) to be installed (See Note 3). The installation company must supply written proof of such upgrading before police response is reinstated to Level 1. Whilst there is still a requirement to have a three month monitoring period free from false alarms, Force discretion may be given in terms of immediate reinstatement to Level 1 response for such newly confirmed systems.
- 6.4 Confirmed systems which have police response withdrawn (Level 3), will require to produce written confirmation accompanied by an activation history, supplied by the Alarm Company, that their system has been free of false activations for a period of three months and that the original cause of the false activations has been rectified, before police response is reinstated to Level 1. If an additional form of confirmation is installed and written proof submitted, Force discretion may be given in terms of immediate reinstatement to Level 1.
- 6.5 If response has not been reinstated within the six months, the URN may be withdrawn completely from use.
- 6.6 After deletion of a URN any subsequent application for reinstatement will only be granted where the system meets the full requirements of PD6662 and non-compliance with Para. 3.3., i.e. treated as a new system.

7. PERSONAL ATTACK ALARMS

- 7.1 A personal attack alarm may be operated as part of a security system to summon urgent police assistance when persons within premises are under immediate attack or threatened attack.
- 7.2 A personal attack system, which conforms to the agreed monitoring standards, will attract Level 1 response. When misuse of the system is identified (7 non attack incidents) in a twelve-month period, response may be downgraded to Level 3. This

will be considered after a full risk assessment on the premises in question has been undertaken by the police.

- 7.3 Following withdrawal, reinstatement will be considered following a further detailed risk assessment. No time limit will be set for reinstatement of level 1 response.

8. AUDIBLE/NON STANDARD SYSTEMS

- 8.1 Due to the high numbers of such systems, which currently exist, only when additional indications have been received that a crime or offence is in progress or has occurred, will police attendance be considered. This will require the owner of the premises, their representative or member of the public viewing the premises and thereafter notifying the police if there is anything untoward. In addition, the level of response will be dependent on the quality of information supplied regarding the activation.

- 8.2 Direct dialling systems must not be programmed to call any police telephone numbers.

9. NOTICE OF INSTALLATION

- 9.1 Written notice of the installation of a monitored security system shall be given to the relevant Chief Constable by the system installer or user utilising the form shown at **APPENDIX A – Notification of Security System Details**.

- 9.2 This notice will result in the issue of a Unique Reference Number (URN) which must be quoted in any communication regarding the installation. Any variation (e.g., change of alarm signalling method or cancellation) shall be notified within seven working days to the relevant Chief Constable utilising the form shown at **APPENDIX A – Notification of Security System Details**.

10. KEYHOLDERS

- 10.1 Keyholders shall be telephone subscribers and have adequate means of transport to attend the premises regardless of the time of day. In addition, they shall be properly trained in the operation of the security system and have the ability and knowledge to access relevant areas of the building concerned.

- 10.2 For monitored systems, it is the duty of the ARC to notify the keyholder. Such keyholders should be capable of attending within 20 minutes on being notified (Force discretion for rural areas). Any changes to keyholder details should be notified to the Alarm Company immediately.

- 10.3 The Notification of Security System Details form submitted to the local Police Force shall contain all the relevant details of keyholders. It is the responsibility of the customer and the Alarm Company to ensure that the keyholder details held by the local police are up-to-date.

10.4 It is desirable for keyholder details to be submitted on Notification of Security System Details form for all non-standard systems to the local Police Force Alarm Administrators to ensure their attention of accurate keyholder information.

10.5 Failure to provide up to date keyholder information can have a serious impact on service delivery and undermine the aims of this Policy.

11. DATA PROTECTION ACT 1998

11.1 The provisions of the Data Protection Act 1998 will apply. It will fall to installers to inform customers that data supplied in Notification of Security System Details form will be held on police computer. Any alterations to data supplied must be notified immediately in writing to the relevant Police Force utilising the form as shown in **APPENDIX A**.

12. INFORMATION TO THE PUBLIC

12.1 Members of the public seeking advice from the police will be offered the services of a Crime Prevention Officer and/or a copy of **APPENDIX B** – Public Advice Regarding the Purchase of a Security System. Information relative to installation companies will be obtained from alarm companies directly or from UKAS accredited independent inspectorate bodies.

13. ADVERTISING

13.1 In order to ensure that the public are not misled, under no circumstances will companies selling or promoting security systems use the ACPOS logo or other police crest or signage on publicity materials. In addition, public expectation should not be heightened by misleading or inaccurate explanations of police response levels on any documentation or publicity materials circulated to customers.

14. ADMINISTRATION AND VARIATIONS

14.1 Some minor variations to this policy are permitted in relation to individual force responses, administration procedures and charging structures. Such variations are shown at **APPENDIX C** – Administration and Force Variations.

14.2 The policy will be subject to regular review and update where appropriate to encapsulate evolving standards.

15. FINAL DISCRETION

15.1 The Association of Chief Police Officers in Scotland reserves all rights relative to:

- a) the level of police response to a security system activation
- b) the issuing of Unique Reference Numbers for security systems
- c) alter, amend or add to this policy as required

15.2 This policy shall not be held to create any legal obligation or duty on the Scottish Police Service, individual police officers, civilian employees or relevant police

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authorities arising out of any acts or omissions connected with a security system installation or activation including police failure to respond to a security system call or otherwise.

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NOTE 1

UKAS Accredited Certification Bodies provide certification for a very wide range of products and services, and against a wide variety of standards and codes of practice.

For the installation and services provided by an installing company and/or Alarm Receiving Centre (ARC) to be regarded for the purposes of the ACPOS Security Systems Policy as being certified, the installation and services need to be certified under a certification system that has been accepted by the Scottish Police Service as being a certification system tailored to the security systems sector of the security industry, and one that includes (among other elements) elements such as the following:-

- a) Inspection, auditing and certification of compliance with the applicable technical standards and codes of practice referenced in paragraph 3.2 of this Policy, and (in the case of ARC's) inspection and certification against BS 5979, Category II. In the case of security system installations, the surveillance carried out by the Certification Body as part of the certification system will need to include an inspection/ functional test of installation (s) for compliance with the appropriate technical standards and codes of practice referenced to in this Policy.
- b) Auditing the company's compliance with BS 7858 (Security Screening of Personnel)
- c) A system for the Certification Body to investigate and report on complaints made to the Certification Body by the Scottish Police Service, concerning certified companies and/or concerning the products/services provided by certified companies.

The Scottish Police therefore require installers, maintainers and monitoring centres to be certified by a certification body that has been accredited to EN 45011 or EN 45011 and E45012 by UKAS.

At the present time, the Certification Bodies whose certification systems have been accepted by the Scottish Police Service are:-

- NSI (National Security Inspectorate) (which operates the "NACOSS" "Gold", "Silver" and "Bronze" approval/certification services), Sentinel House, 5 Reform Road, Maidenhead, Berkshire, SL6 8BY. Tel: 0845 006 3003
- SSAIB (Security Systems and Alarms Inspection Board), 131 Bedford Street, North Shields, Tyne & Wear, NE29 6LA. Tel: 0191 296 3242

NOTE 2

The ACPOS Security Systems Policy requires that all member companies responsible for the installation/services provided by the installation, maintenance or monitoring company shall have adequate and relevant insurance in respect of employers, product, public, efficacy and wrongful advice liability (minimum £1,000,000).

NOTE 3

ACPOS has designated that all systems installed to DD 243:2002 onward are designated as a “confirmed” system and any system installed prior to DD 243: 2002 is designated as an “unconfirmed” system.

NOTE 4

This policy has been has been assessed for the potential impact on all areas of diversity including racial, disability and sexual discrimination, the Human Rights Act 1998 and with the key principles of the Freedom of Information (Scotland) Act 2002 to ensure compliance with all relevant legislative requirements.

NOTIFICATION OF SECURITY SYSTEM DETAILS

1. NOTIFICATION OF (PLEASE TICK AS APPROPRIATE)

- New security system, **without** remote signalling facilities (i.e. bell, siren, other sounder only)
- New security system, **with** remote signalling facility (i.e. connected to Central Monitoring System)
- Variation of details for an existing alarm system (COMPLETE SECTION 2,3,8 and 10 ONLY)

2. PREMISES TO BE PROTECTED

Name of occupier

Business name displayed at premises (if different).....

Full Address (indicate if this is part of
sub-divided property, and include
floor, flat or unit number as appropriate)

Post Code

Type of Premises

Telephone Number **at premises**

Contact name for customer

OS Grid Reference

If new occupier, name of previous occupier

3. TYPE OF SECURITY SYSTEM

Type of system: Intruder PA Combined Intruder/PA Detector-activated CCTV

Installation Standards Applied: PD6662 DD243 (PD 6662/DD243 are mandatory for new systems)

Other (supply details)

Confirmation Technology used (please tick): Sequential Audio Video

Method of Signalling e.g. Digital/Redcare etc.

Audible bell/sounder: None Instant Delay minutes.....

Additional Features, e.g. Smoke/Chemical release, CCTV etc.

4. DETAILS OF SECURITY COMPANY

Name
Address

Post Code
Telephone Number

5. DETAILS OF MONITORING STATION

Name
Address

Post Code
Telephone Number

6. RESPONSE

Do you employ another agency or security guard as the first line of response in the event of an alarm call?	YES/NO
If YES , please give details of company	
Name
Address

Post Code
Mobile Number
Telephone Number

7. ADDITIONAL INFORMATION

Any information to be included in the Police alarm record (e.g. access to property and/or any hazards to be aware of)

.....
.....
.....
.....
.....
.....
.....

Signature:

8. VARIATIONS (Applicable to existing security systems only)

NOTE: Any new occupier taking over an existing system must apply for a new URN. An administration fee of £40.00 is applicable.

If new occupancy also results in changes to the existing system: -

- *If the system was installed prior to 2002 it must be upgraded to meet the requirements of PD6662.*
- *If the system was installed after 2002 then upgrade to meet the requirements of DD243 will suffice.*

State existing URN

State variation

Cancellation/Take-over date of contract* / /

* delete as appropriate

9. DETAILS OF RAID/PERSONAL ATTACK FACILITIES

Method of Signalling e.g. Digital/Redcare etc.

Audible Alarm

- 1 None
- 2 Instant
- 3 Delay Minutes

10. DETAILS OF KEYHOLDERS

Include as many keyholders as possible. If you have more than 4, add details on a blank sheet

<p>1st Keyholder</p> <p>Name</p> <p>Address</p> <p>.....</p> <p>.....</p> <p>Tel. No.</p> <p>Mobile No.</p>	<p>2nd Keyholder</p> <p>Name</p> <p>Address</p> <p>.....</p> <p>.....</p> <p>Tel. No.</p> <p>Mobile No.</p>
<p>3rd Keyholder</p> <p>Name</p> <p>Address</p> <p>.....</p> <p>.....</p> <p>Tel. No.</p> <p>Mobile No.</p>	<p>4th Keyholder</p> <p>Name</p> <p>Address</p> <p>.....</p> <p>.....</p> <p>Tel. No.</p> <p>Mobile No.</p>

Signed: _____ Date: _____

(PRINT NAME) _____

APPENDIX B

SCOTTISH POLICE SERVICE

PUBLIC ADVICE REGARDING THE PURCHASE OF A SECURITY SYSTEM AND SUMMARY OF THE ACPOS SECURITY SYSTEMS POLICY

Introduction

The Scottish Police Service encourages improvements to building security, including the installation of security systems. This information sheet has been compiled for the benefit of those intending installing a security system and for people already associated with a security system or systems.

It seeks to provide advice relating to the purchase and management of a security system and also summarises the requirements of the Scottish Police Services Security Systems Policy. By taking cognisance of the information contained in this leaflet, it is anticipated that the number of false calls relative to security systems may be substantially reduced, affording the Police greater time to deal with genuine calls requiring Police attention.

The Scottish Police Service responds to activations of remote signalling security systems which are installed and maintained by companies who conform to the ACPOS Security Systems Policy and whose business is subject to inspection by Independent Inspectorate Organisations accredited by the United Kingdom Accreditation Service (UKAS). Such Inspectorate Bodies publish lists of relevant companies.

Currently these are the:-

- NSI (National Security Inspectorate) (which operates the “NACOSS” “Gold”, “Silver” and “Bronze” approval/certification services), Sentinel House, 5 Reform Road, Maidenhead SL6 8BY. Tel: 0845 006 3003
- SSAIB (Security Systems and Alarms Inspection Board), 131 Bedford Street North Shields, Tyne and Wear, NE29 6LA. Tel: 0191 296 3242.

It should be noted that the Scottish Police Service does not normally respond to security systems, which are either installed, by non-compliant security companies or which are audible only unless there is further evidence of a crime being or having been committed. This therefore places an emphasis on family, friends or neighbours responding to any activation in the first instance.

Purchasing a System

Before purchasing any security system there is some basic questions that you should ask yourself, before the final decision to install is made.

- Before disclosing personal security details, have I checked the address and credentials of the company and seen proof of identify from their representative?
- Is the company subject to any independent inspection process by a UKAS accredited inspectorate?
- Is the installation of an alarm a requirement of my insurance company and if so, is the alarm company acceptable to my insurer?
- Have I sought written quotations from at least 3 security system installers?
- Does the quotation:-
 - Specify that the installation will be to current British or European standards and a certificate will be issued by the installer to this effect?

- Does the company operate a 24 hours call-out service and emergency attendance within 4 hours?

Intruder Alarm Policy

This section of the information sheet provides a summary of the conditions of the Scottish Police Services Security Systems Policy. If however you require further information, please contact your local Crime Prevention Officer.

1. The security system should be installed, maintained, monitored and managed to the current British and European Standards.
2. The Police will maintain a record of all security system activation's notified to them.
3. You and any person operating the alarm will receive training by the installer, including methods of cancelling accidental operations of the alarm.
4. You must nominate at least 2 keyholders, trained to operate the alarm, able to attend immediately on request, contactable by telephone and with their own transport.
5. Any external audible sounder should cease after 20 minutes and alarms causing annoyance under the terms of the Control of Pollution Act may result in prosecution. Some local authorities may have applicable byelaws, which place additional responsibilities on the occupier of premises with an external audible sounder. Please check with the installing company and your local authority for details.
6. In terms of the Data Protection Act 1984 and 1998, the Police will hold personal information relating to you and your keyholder in connection with the intruder alarm on computer.
7. Both your security systems maintenance company and local Police station must be informed immediately of details of keyholders. This includes any changes, whether of a temporary or a permanent nature (this should be within 7 days of installing a new system, taking over an old system or any change of keyholder).
8. Response to compliant security system activations will receive a LEVEL 1 priority response based on the competing demands and resources available to the Police at that time. After 4 false calls in any 12 month period police response will be reduced to LEVEL 2 routine response. If a further three calls are received within the same 12 month period police response may be reduced to LEVEL 3 and attendance withdrawn completely. You will be advised in writing of any diminution in response levels. This can have serious consequences on appropriate levels of insurance cover provided by your insurance company.
9. Following any reduction in response levels from Level 1 to Level 2, a period of 3 months must elapse after which an application in writing can be made to the Alarms Administrator. Only where the police are satisfied that remedial action has been taken and there has been no further activations within a 3 month period will response be restored / upgraded. ***It therefore in your interest to identify and correct the cause of any false alarm at the earliest opportunity.***
10. Unconfirmed systems which have had police response withdrawn (Level 3) will require confirmation technology (BS DD243: 2002 or later) to be installed. Written proof of such upgrading must be supplied by the installing company before police response is reinstated to level 1. Whilst there is still a requirement to have a three month monitoring period free from false alarms, Force discretion may be given in terms of immediate reinstatement to level 1 response for such newly confirmed systems.
11. After deletion of a URN any subsequent application for reinstatement will only be granted where the system meets the full requirements of PD6662 and in compliance with Para. 3.3 of the Policy. A new application form and fee of £40.00 will be applicable.

Conclusion

If you comply with all the foregoing advice, you will assist the Police in providing greater protection of your property and a more efficient and effective service to the public.

All correspondence relating to intruder alarm systems should clearly show the alarm users name, address and post code and should be addressed to:-

SCOTTISH POLICE SERVICE

ADMINISTRATION AND FORCE VARIATIONS PERMITTED UNDER THE ACPOS SECURITY SYSTEMS POLICY

The Scottish Police Security Systems Policy has been adopted by POLICE FORCE. Under this policy some minor variations are permitted in relation to individual force response and a charging structure has been introduced in order to recover Police administration costs in respect of security systems. No charge is made in respect of Police response to security system activations.

ADMINISTRATION

The following administration charges and variations permitted under the terms of this policy apply in this force area.

Each individual application for a Unique Reference Number (URN) is subject to a one off administration charge payable by the system user. Individual forces will determine the level of such charge to a maximum of £40, inclusive of VAT. POLICE FORCE has set this charge at **£40.00** which is payable by cheque made out to POLICE FORCE. This cheque should be submitted when applying for a URN

The URN will not be given to an Alarm company unless the force is in receipt of a completed application form and the customer's cheque has cleared.

POLICE FORCE reserve the right to inspect security system installations, security companies and central monitoring stations, and facilities for such inspections shall be made available if required.

CORRESPONDENCE

All correspondence must be addressed to the Security Systems Administrator POLICE FORCE,

A stamped addressed envelope is required when submitting URN application forms or for any other correspondence requiring a reply.

The administration fee is payable for new URN applications, new occupiers of premises taking over existing security systems and applications for the re-issue of deleted URNs.

Payment will be returned in the event of a security system for whatever reason not proceeding after the issue of a URN.

URN must be quoted in all correspondence

TRANSFERRING ACTIVATION DETAILS

All central monitoring stations must transfer security system activation information via the following (ex directory) Force Control Room telephone number.

Caller line identification is operated and central monitoring stations must not bar this facility on Police calls.

VARIATIONS

Automatic 999 calls are not permitted within the POLICE FORCE area

POLICE FORCE does not recommend delays being introduced into the operation of audible warning devices. Any such delays will be at the instance of the alarm user/insurance company and must be notified to the Alarms Administrator.

SCOTTISH POLICE SERVICE

SECURITY SYSTEM USER POLICY EXPLANATION LETTER

Dear Sir/Madam

SECURITY SYSTEM AT (COMPANY) (ADDRESS)
UNIQUE REFERENCE NUMBER

I am pleased to note that you are having a security system installed at your premises. Every possible attention is paid to calls emanating from such systems but in this connection we must seek your co-operation on the following important matters. Failure to comply with any of the following conditions may result in the Police withdrawing response to your alarm.

1. **Keyholders**

- (a) There must be at least two keyholders available for call out
- (b) They must have a telephone at their home address
- (c) They must reside not more than 20 minutes travelling time from the premises for which they are responsible
- (d) They must have their own transport to ensure prompt attendance. Police transport will not be provided
- (e) Your Alarm Company and the Police must be informed immediately of details of keyholders and of any changes whether of temporary or permanent nature.

(f)

Data Protection Act 1998

Personal data supplied may be held on, and/or verified by reference to information already held on computer.

You are advised that Police personnel may have to be withdrawn from the alarmed premises before the arrival of a keyholder, in the event of other commitments. In this case a keyholder may contact the Police and ask them to attend, if he/she considers it necessary, before entering the premises.

If the keyholder refuses to attend premises when required, this may lead to the withdrawal of future Police response.

2. **False Alarms**

Because of the considerable amount of time expended attending false calls, the Scottish Police Service has formulated the following policy.

Every alarm user having an alarm system, which produces four false calls within a period of 12 months, shall be served with a notice requiring action to be taken to prevent further false calls. If, when subsequent calls are

received we have other high priority calls to contend with, your alarm call may be delayed whilst we deal with those calls.

Should more than seven such calls be received within any 12 month period, during which time this notice has been served, Police response shall be withdrawn for a minimum period of 3 months.

Will you, therefore, please ensure that those involved in the operation of your alarm system are familiar with its functions and are informed of the importance of avoiding its accidental operation. Also, in the event of technical faults, please inform your alarm maintenance company as soon as possible after the fault has become apparent.

3. Noise Nuisance

Your attention is also drawn to the Code of Practice on Noise from Audible Intruder Alarms 1982, issued under the Control of Pollution Act 1974, in respect of noise, nuisance and keyholder response. This recommends a 20 minute limit on the operation of audible warning devices.

Should you require any further information, please contact the Security Systems Administrator

Yours faithfully

SCOTTISH POLICE SERVICE

ISSUE OF UNIQUE REFERENCE NUMBER

Dear Sir/Madam

SECURITY SYSTEM AT (COMPANY) (ADDRESS)

I acknowledge receipt of your completed Appendix A - Notification of Security System Details as per the ACPOS Security System Policy.

The Unique Reference Number allocated by POLICE FORCE to the above alarm is which must be quoted in all future correspondence relating to this installation.

Should the alarm be activated, your Central Station operatives must immediately notify the Police at:-

This number is for the exclusive use of passing messages relating to the activation of Security Systems requiring Police action. The message must include the Unique Reference Number and failure to quote the URN will result in Police attendance being refused.

The Unique Reference Number MUST be quoted in all future correspondence relating to this installation.

It is a requirement of POLICE FORCE that all Security Systems installed should meet the British Standards and Codes of Practice identified in the ACPOS Security Systems Policy and that the installing company issue a certificate to that effect.

We acknowledge receipt of your cheque for £... (inc. 17.5% VAT) as payment for the issue of this URN. The receipt reference is xx.

Should you require any further information, please contact the Security Systems Administrator

Yours faithfully

.....
Security Systems Administrator

SCOTTISH POLICE SERVICE

Security System located at:

Dear Sir/Madam

**REDUCTION OF POLICE RESPONSE TO LEVEL 2 (ROUTINE)
UNIQUE REFERENCE NUMBER:**

Security System activations are only one example of the demands placed on the Scottish Police Service for an immediate response. False calls significantly outnumber genuine calls and divert Police resources.

In an effort to reduce the unacceptable high number of false calls received by the Police it has been necessary to introduce a policy governing the installation, maintenance and use of security systems. The policy includes a close monitoring of all false activations. Records indicate that there have been at least 4 false calls from the security system at your premises within the last 12 months.

A call is deemed false unless caused by a criminal attack on the premises or on the alarm system or caused by actions of the emergency services.

The current level of false calls means that priority may be given to other urgent calls for our assistance and response to your system may therefore be delayed. For your premises to return to the original high priority response, it must be free from false calls for a period of 3 months, after which your alarm installer may apply, in writing, to the Security Systems Administrator, for reinstatement to Level 1. Such an application must be accompanied by an activation history confirming that the original cause of false activations has been rectified.

Regrettably, should the security system accrue 7 or more false calls within a 12 month period it will be necessary to consider the withdrawal of Police response to activations from your security system, a situation we would wish to avoid with your co-operation.

You are advised to contact your insurance company and alarm installer and inform them of the contents of this letter as soon as possible.

Should you require any further information, please contact the Security Systems Administrator, at the above address.

Yours faithfully

Security Systems Administrator

SCOTTISH POLICE SERVICE

Security System located at:

Dear Sir/Madam

**WITHDRAWAL OF POLICE RESPONSE
UNIQUE REFERENCE NUMBER:**

I refer to previous correspondence concerning the operation of the security system at your premises and have to advise you that continued monitoring of your security system has indicated that 7 or more false calls have been received within the last 12 months.

Following careful consideration, I have to inform you that Police response to your security system will be withdrawn as of 0001 hours on (date).

Reinstatement of response can only be considered after confirmation technology to BS DD243 (2002 onward) has been integrated into the security system. This allows for the filtering of false activations by the Alarm Receiving Centre (ARC) prior to them being passed to the Police.

During the period of withdrawn response, you are advised to make arrangements for your keyholders to be informed of all security system activations by your ARC. The Police will only attend if the keyholder substantiates that a crime has occurred.

As the Police response is about to be withdrawn, I must point out that this action could affect any insurance cover you may have relating to the premises. *You are advised to contact your insurance company and alarm installer and inform them of the contents of this letter as soon as possible.*

Please note that a personal attack system, which conforms to the agreed monitoring standards, will attract a Level 1 response at all times, unless misuse of the system is identified (7 non attack incidents received within a 12 month period).

Should you require any further information, please contact the Security Systems Administrator, at the above address.

Yours faithfully

Security Systems Administrator

SCOTTISH POLICE SERVICE

REINSTATEMENT OF POLICE RESPONSE

Dear Sir/Madam

SECURITY SYSTEM AT (COMPANY) (ADDRESS)
UNIQUE REFERENCE NUMBER

I refer to your recent correspondence requesting the reinstatement of Police response to your security system and write to advise you that priority police response will be reinstated from date as post mark.

It should be noted that the Police will continue to monitor false calls to your premises and should a high incidence of false calls occur, consideration might be given to again downgrade the Police response.

I trust that the action you have taken will continue to be effective and thank you for your efforts in this matter.

You are advised to contact your insurance company and alarm installer and inform them of the contents of this letter as soon as possible.

Should you require any further information, please contact the Security Systems Administrator

Yours faithfully

.....
Security Systems Administrator

SCOTTISH POLICE SERVICE

FAILURE OF KEYHOLDER TO ATTEND

Dear Sir/Madam

SECURITY SYSTEM AT (COMPANY) (ADDRESS)
UNIQUE REFERENCE NUMBER

As you may be aware, the security system was activated at your premises about **(Time & Date)**. It is my information that the keyholder failed to respond to this activation within a satisfactory time period.

In view of the excessive number of calls emanating from security systems, POLICE FORCE, in the interests of efficiency and effective use of resources upholds a Policy in relation to the installation, maintenance and use of all such systems. This includes the expectation that keyholders will attend any such activation within 20 minutes. I would ask that you bring this to the attention of all your designated keyholders and notify any changes to keyholder details to your alarm company and the police.

Police personnel attend all remotely monitored alarm activations and will wait (if possible) for twenty minutes pending the arrival of the keyholder but cannot be committed to remain thereafter.

I hope that you will henceforth endeavour to ensure an efficient response to any subsequent activation and that we continue to work in partnership to reduce crime and promote community safety.

Should you require any further information, please contact the Security Systems Administrator, POLICE FORCE, Address,

Yours faithfully

.....
Security Systems Administrator

SCOTTISH POLICE SERVICE

DISCRETIONARY MONITORING PERIOD

Dear Sir/Madam

SECURITY SYSTEM AT (COMPANY) (ADDRESS)
UNIQUE REFERENCE NUMBER

On you experienced your fourth false alarm call. This qualified you to receive a warning letter, which was sent to you by post at that time. On you had your seventh false alarm call which, in accordance with the ACPOS Security Systems Policy, would normally have qualified you for Withdrawal of Police Response to this alarm and your premises.

It was decided due to the type of property and the contents being protected, the system should be monitored for a discretionary period up to 21 days. **Please be aware, however that should your system accrue further false calls the decision to withdraw Police response will be reconsidered.**

I suggest most strongly that you contact your Alarm Company immediately to rectify the equipment faults. We also would like to stress the importance of thorough staff training to eliminate user faults.

You are advised to contact your insurance company and alarm installer and inform them of the contents of this letter as soon as possible.

Should you require any further information, please contact the Security Systems Administrator,

Yours faithfully

.....
Security Systems Administrator

SCOTTISH POLICE SERVICE

DECLARATION OF ACCEPTANCE OF PROVISIONS OF ACPOS SECURITY SYSTEMS POLICY

I/we (company name/address)..... Agree to accept the provisions of the ACPOS Security Systems Policy.

Signature

Name (printed)

Position in Company

NSI or SSAIB registration details

.....

.....

Please return this document to the Alarms Administrator,

SCOTTISH POLICE SERVICE

Security System located at:

Dear Sir/Madam

DELETION OF UNIQUE REFERENCE NUMBER:

I refer to my previous correspondence concerning the withdrawal of Police response as of (date) in respect of the security system at your premises.

This indicated that reinstatement of response would be considered provided Confirmation Technology (DD 243 2002 onwards) was integrated into the security system to allow filtering of false activations by the Alarm Receiving Centre prior to them notifying the Police of an activation.

As we have received no communication advising us that Confirmation Technology (DD 243) has been installed, I have to inform you that details of your security system will now be deleted from our records as of 0001 hours on. Following deletion of a URN any subsequent application for reinstatement will only be granted where the system meets the full requirements of PD6662, i.e. treated as a new system. An application fee of £40.00 will be applicable.

Please note that a personal attack system, which conforms to the agreed monitoring standards, will attract a Level 1 response at all times, unless misuse of the system is identified (7 non attack incidents received within a 12 month period).

You are advised to contact your insurance company and alarm installer to inform them of the contents of this letter as soon as possible. Your Security System Installer should also advise their Alarm Receiving Centre to refrain from using the deleted Unique Reference Number.

Yours faithfully

Security Systems Administrator