



# **NPCC - Police Response to Security Systems**

## **APPENDIX A - Variations to Policy**

Leicestershire Police has adopted the NPCC Security System Policy 2018.  
The following variations permitted under the terms of the policy apply in this police area.

All monitoring station alarm messages must be transmitted to our Force Control Room on our dedicated ex-directory telephone lines, the numbers of which will be disclosed on receipt of a signed contract (Appendix 'B'). Alarm companies must advise Leicestershire Police of the monitoring station which supports their alarm installations.

Leicestershire Police will adopt the employment criteria as listed in paragraph 2.3.2 (b) and such persons must complete an application form as per Appendix 'C'.

The Leicestershire Police Service Standard is to aim to attend all urgent (Grade 1) calls within 15 minutes throughout the County.

All correspondence should be addressed to the Alarms Office, Leicestershire Police HQ, St Johns, Enderby, Leicester LE19 2BX. Stamped addressed envelopes are **not** required.

An administration charge of £52.18 (inclusive of VAT) is required for each application for a new URN. Leicestershire Police will allocate individual URNs to each separate signalling intruder and personal attack alarm within premises and the charge is applicable for each. Cheques must be submitted together with the Appendix 'F' and made payable to the OPCC for Leicestershire. In the event of a cheque not being honoured, the URN will be deleted.

New occupants must apply for a new URN. If the system has not been upgraded then any previous history will be carried over to the new URN.

If an alarm company takes over a system that has a current URN they may do so by sending in a variation (Appendix F) together with the appropriate fee. Any existing activation history will apply unless the system is upgraded and a new URN applied for.

The Unique Reference Number (URN) must be quoted in all correspondence. In the interests of maintaining security of records all enquiries concerning individual alarm systems must be made in writing or by electronic means.

Following deletion of a URN reinstatement of response will not be considered unless a new application is submitted and a new or upgraded system has been installed which conforms to this policy. If the system has a current URN when upgraded it is strongly advised that a new URN is applied for. This is because all existing false alarm history cannot be deleted from the record. A new URN, whilst not obligatory, is therefore of benefit to the subscriber who should **always** be given the option to apply for a new URN.

Although Leicestershire Police has adopted the 10 Point Plan for Personal Attack Devices/HUAs (Appendix T) we will not withdraw police response to these alarms until **3** false activations in a rolling 12 month period.

All requests for reinstatement of police response to personal attack alarms must be made via an Annex B with an ARC report evidencing 90 days clear of false activations. The addition of confirmation technology will be considered as part of the request but will not be mandatory as each case will be assessed according to risk. The cause of all false activations must be fully documented together with a full explanation of action taken to rectify the situation. All equipment must comply with the 10 Point Plan (Appendix T).

***Date of last revision June 2018***