The Police Security Systems Policy 2015 has been revised and retitled The National Police Chiefs Council (NPCC) Police Requirements & Response to Security Systems 2018. It is available to view and download from the Secured by Design Website (www.securedbydesign.com) under Security Systems Policy.

The following clarifies how the Policy will be applied within the Essex Police District.

1. Alarm Receiving Centres.

   Alarm Receiving Centres monitoring remote signalling intruder alarms, Remote Video Response Centres monitoring detector activated CCTV systems and Monitoring Centres for stolen vehicle tracking systems, which require police response, must:

   (a) Other than in exceptional circumstances, only pass alarm calls to the Force Control Room at Essex Police Headquarters using electronic transfer (where available) or the line dedicated for use by Alarm Receiving Centres. The line will continue to be provided free of charge to policy compliant monitoring centres.

   (b) Not attempt to pass calls on any other line.

   (c) Not attempt to pass calls without a valid unique reference number or, in the case of Stolen Vehicle Tracking Centres, a stolen vehicle crime reference.

2. Alarm Installers and Alarm Receiving Centres Registered as Policy Compliant.

   Where our records reveal an alarm installation company, or alarm receiving centre, have not had responsibility for the maintenance or monitoring of a system within the Essex Police District for a period of twelve months, recognition of that company by Essex Police will normally simply lapse. If the company is subsequently contracted to install a new remote signalling system in Essex, they will need to re-apply for recognition as a policy compliant installer. Provided the company in question meets the requirements at that time, recognition will normally be restored without delay.

3. Levels of Response.

   The following two Levels of Response will apply to Type A alarm activation’s reported to Essex Police:

   **Level 1** - Provided the alarm receiving centre operator is able to provide a valid unique reference number for the system and resources are available, there
will be an immediate response. On those occasions where, all resources are already committed to other incidents, the nature of call will be assessed together with those other competing demands and prioritised accordingly.

**Level 3** - There will be no police attendance.

4. **Disclosure of Convictions.**

Appendix C is adopted and policy compliant companies with an installing branch office located in the Essex Police District may apply for Disclosure of Convictions in accordance with the Policy. Copy of Appendix C is included on this website.

5. **Submission of Appendix F & G - Administration Fees.**

(a) Notifications of new installations and variations to existing systems must be submitted using the format shown at Appendix F & G on this website. With the exception of the Health & Safety Declaration (Appendix G), forms must be typed and submitted together with a stamped addressed envelope and the administration fee.

(b) All cheques to pay the Administration Fee should be made payable to the PCC for Essex (Police and Crime Commissioner for Essex), crossed A/C Payee and endorsed on the reverse with the subscribers name and the address of the protected premises. For the information of users entitled to reclaim VAT the Essex Police code is 638 148424. Rejected cheques will be returned to the originator, either the subscriber or the alarm company as appropriate. Essex Police will be prepared to accept cheques drawn on the account of either the user, or the alarm company. Installation companies based in the Essex Police District and large National Companies making regular applications may apply to pay all future administration fees by monthly invoice.

(c) Essex Police issue two unique reference numbers to systems transmitting signals from both intruder and hold up alarm equipment.

(d) Activations from each element of the system will continue to be monitored separately. If response is subsequently withdrawn from part of the system and which later results in the deletion of the URN (under Clause 3.2.5), the deletion will only apply to the troublesome element and not the entire system.

(e) **Unique reference numbers in Essex are issued to alarm companies for individual systems. They are not transferable to other locations or alarm companies unless the company, which made the original application, is subsequently acquired or taken over by another.**

(f) Where a company, taking over responsibility for an existing system is able to identify the previous unique reference number, provided that number is still live and the system is receiving a police response, we will continue to issue a new number to the company acquiring the service contract. Although this change will now attract a registration fee, if the system was previously registered and receiving response to unconfirmed calls there will not be any requirement for the system to be upgraded at that time. Where the alarm company previously responsible for the system has already instructed this office to cancel the number, the system will be considered a new installation and will only be accepted as a confirmed alarm system. However, we will be prepared to register such systems as unconfirmed provided the new application is received within 28 days of the cancellation notice.

(g) Unique Reference Number(s) will be issued on the assumption that the cheque will be honoured. If a cheque is subsequently dishonoured the number(s) will be deactivated immediately and police response will cease. Equally, if an installer that has elected to pay by monthly invoice fails to settle the invoice, the unique reference numbers related to that invoice will be deactivated.
6. **Correspondence.**

All correspondence should be addressed to the Security Systems Office, Essex Police Headquarters, PO Box No 2, Springfield, Chelmsford, Essex CM2 6DA and must include the Unique Reference Number (URN) allocated to the system.

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