

Force Policy Document**Security Systems (police response to)****Summary**

This policy document is about police response to incidents generated by the activation of electronic security systems and related alarm devices protecting people, premises, properties, buildings, & vehicles located throughout the County of Norfolk.



If you are unsure about the validity of the content of this policy please refer to the Policy Owner

Policy owner	Head of County Delivery Unit
Policy holder	Security Systems Officer
Author	Security Systems Officer

FPD no.	111
GPS Group	Contact and Control Room

Approved by

Legal Services	<input checked="" type="checkbox"/>
Policy owner	<input checked="" type="checkbox"/>

Implementation date	25.10.06.
Review date	25.03.13.

Note: Please send the final FPD with both signatures on it to the Force Policy Officer for the audit trail.



Please note that if the FPD still has the word **DRAFT** in the footer when asked for production, it is not taken as the definitive FPD policy.

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Review 2011: Minor Changes	Implementation date	25.10.06.
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Legal Basis

*(Please list below the relevant legislation which is the legal basis for this policy document).
You must update this list with changes in legislation that are relevant to this policy document.*

Legislation specific to the subject of this policy document

Section	Act (title and year)
	Police and Criminal Evidence Act 1984
	Criminal Justice and Public Order Act 1994
	Police (Conduct) Regulations 2004

Other legislation which you must check this document against

Act (title and year)
Human Rights Act 1998
Race Relations Act 1976 as amended 2000
Crime and Disorder Act 1998
H&S Legislation
General Data Protection Regulation (GDPR) and Data Protection Act 2018
Freedom Of Information Act 2000

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Background:

This FPD replaces the previous PPG's covering Security Systems including CCTV, and also incorporates Police Installed Temporary Alarms, former VK Radio Alarms, and details Vehicle and People Tracking systems.

Electronic Security Products:

Generally electronic security devices supplement existing physical security. They protect buildings & people within their homes or at their place of work i.e. **commercial** business premises (e.g., offices, factories, warehouses, shops); **non commercial** premises (e.g., churches, schools, sports or social clubs); and **residential** properties (including barn conversions or fixed site mobile homes). Increasingly they also protect vehicles and vulnerable people, such as lone workers, reflecting changes in the mobility of individuals and service providers.

Note: End user perception and expectations can vary greatly when operating existing or purchasing new security products in particular when replacing a defunct alarm system. Close reference is still made to former British Standards; however the new European standards (EN - Euro Norms) have since been established and are steadily replacing the old BS specifications and BS kite marks. A site risk assessment is required by some major insurance companies **before** owner occupiers purchase electronic security products as without it, full claims cover or a low premium adjustment does **not** always follow such an investment, nor guarantee a police response.

Introduction:

The rapid development of new technology in the field of electronic security has provided many options to the end user, and it is worthwhile noting that **not** all systems require police intervention or attendance. The Constabulary will continue to provide a high priority response service to confirmed incidents reported from a variety of sources indicating that a crime is in progress and / or suspicious activity by unknown individual(s) are being observed at the location, and which closely corresponds to the approximate time of an alarm activation.

ACPO guidelines and their policy on electronic Security Systems - 'police response to', were adopted nationally from 1996. ACPO have since made minor policy revisions, the most recent becoming effective from January 2011.

This FPD contains definitions of police policy, instructions and procedures. For clarity, guidance notes appear under appropriate headings.

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Overview:

Norfolk Constabulary is required to engage in a variety of operational tasks. It supports the procurement of electronic security alarm systems and attends activations generated by high quality monitored equipment.

The ACPO policy highlights a variety of product types ranging from: -

- Intruder Alarms;
- Personal Attack devices;
- CCTV systems;
- Social, medical, or welfare alarms protecting the frail elderly;
- Vehicle tracking devices using global positioning systems (GPS);
- People tracking for 'lone workers' safety, which also utilise GPS.

Now falling under review are new IT based security systems protecting remote or large sites which utilise **Internet Protocols** (IP) enabling in-house or external alarm signal monitoring, including CCTV images and fire detection. Secure IP alarm transmission paths do not yet meet all industry agreed requirements and as a result, a static guard or private security personnel normally act as first response to incidents such as trespass or any other internal security matters at the monitored location, examples of which are; an airport complex, a power station, or a large food processing plant.

**Aim:**

The Constabulary has adopted ACPO national aims and seeks to ensure the 'value of security systems' is developed by:-

1. Deterring criminality using preventative means.
2. Presenting detection opportunities with:-
 - a. the possibility of arresting those persons engaged in criminal actions and
 - b. the reduction in the distraction caused by false alarm calls.

Purpose:

ACPO policy maintains a consistent police approach to security products because:-

- It ensures a regular consultation process with insurers, the security industry, and their inspectorate bodies, and
- The policy remains subject to review whilst managing security initiatives and new product developments; also
- It ensures that the requirements of the relevant legislation are adhered to by police officers and police support staff.

Dispensations:

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The Constabulary has within its operational borders highly sensitive locations:-

- Those which could compromise national or regional security.
- Those which have been identified as a potential target of terrorism.
- Sites identified as that of key national or economic significance and all will remain exempt from this policy.

Contact and Control Room – Standard Operating Procedures

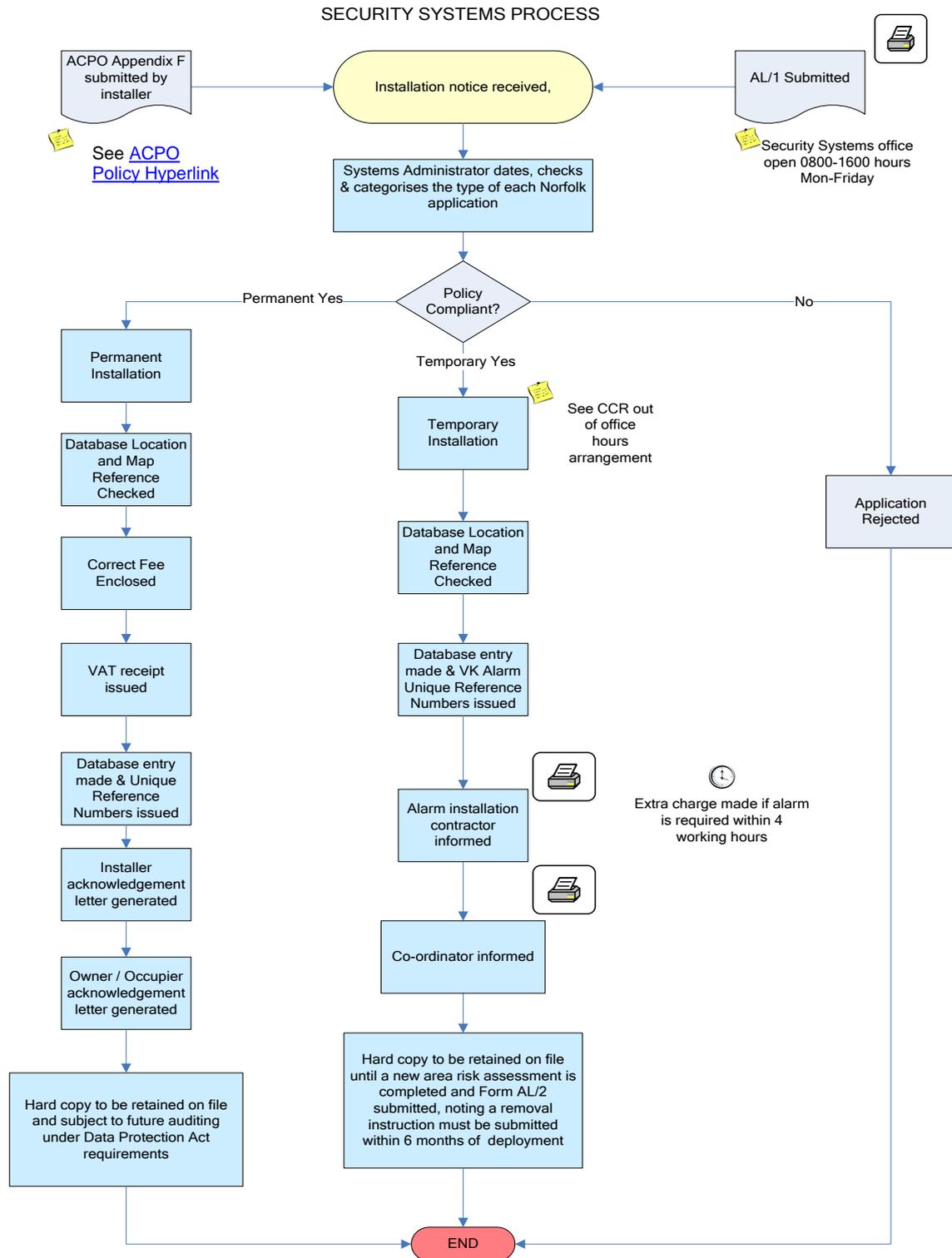
Control Room SOP: [Audible Only Scare Alarms](#) (Alarms Audible Scare)

Control Room SOP: [Monitored Security Systems](#) (Approved Alarm Systems)

Control Room SOP: [Temporary Police Alarms](#) (Police Monitored Alarms)

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Chart 1 – Security Systems Administration Process



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**Procedural Guidance:****INTRUDER ALARMS PROTECTING LOWER RISK LOCATIONS:****Audible Bell Only Scare Alarms – ACPO ‘Type B’ Systems**

The activation of a bell box sounder and / or a strobe light, where fitted, are initially designed to scare off would be intruders. Many can now be pre-programmed with an automatic dialling device informing the owner of its activation via a land line, pager, or cellular telephone message, but they must **not** be programmed with a police emergency or any other police telephone numbers. The owner simply returns to check the alarmed building or contacts another authorised person to carry out an external and internal check on their behalf.

Control Room Action and CDU Instruction:

No attendance: Grade D response **unless** the Control Room also receive a local report of a crime in progress or suspicious person(s) **at or near the scene** of the alarm activation. The CAD incident is then upgraded to an immediate Grade A response based upon the additional information provided.

Bell only scare alarms fitted without any automatic communication device:**CONTROL ROOM GUIDANCE NOTE:****Nominated Key Holders**

If the owner / occupier has previously nominated a person to attend any reported incident, police should try to request their attendance in order that they carry out an external and internal check of the alarmed building.

Nominating a responsible key holder for the building is currently not a compulsory requirement for the owner.

Key Holder Database

The Constabulary owns a key holder call-out database which records individual names and contact telephone numbers of those persons responsible for Norfolk locations. The database is maintained in-house via a subscription fee, and is updated every weekday by Security Systems Administrators. Following an incident our Control Room agents access the stored information, which is operated under GDPR and Data Protection Act 2018 guidelines.

Repair(s)

Note our boarding up contractor, Security Solutions Yes Ltd of Norwich, also maintains a database list of emergency call-out repair contractors.

If a key holder fails to arrive promptly and the premises are found insecure or subject to criminal damage, police officers will try to ensure that at least one of Security Solutions nominated repair contractors are called to secure the premises.

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Noise from alarms Informants reporting incidents of alarm bell sounders generating a noise nuisance should be referred to Environmental Health Officers working for the local authority responsible for the identified area location. At the same time, Control Room agents should create a CAD Grade D entry detailing police action taken.

MEDIUM TO HIGH RISK ALARMED LOCATIONS PROTECTED BY:

ACPO Type 'A' Monitored Systems, which communicate alarm signals:-

- (a) For key holder attendance only.
- (b) For private uniformed guarding company personnel attendance only.
- (c) For both police and key holder attendance. These must carry an active Norfolk URN (a police unique reference number).

All the above use remote signalling devices connected via a land line, internet, or by cellular network. When activated, these systems generate signals through to a 24-hour alarm receiving centre (ARC); formerly known as a central monitoring station; which can be located anywhere within the United Kingdom. ACPO recommends that any such secure ARC facilities are operated under established British Standards and thereby become subject to regular inspection by approved security industry inspectorate bodies.

CONTROL ROOM & CDU GUIDANCE NOTES - ARC INSTRUCTIONS:

Inspectorate approved ARC's must first adopt alarm filtering procedures before passing any intruder activation directly to Wymondham Control Room. Currently all ARC's utilise ex-directory land line connections to gain direct access into police control rooms. They must first quote an active Norfolk location URN and state that the signal has also been confirmed via sequential detection or, alternatively, by audio (sound) or visual (CCTV) devices. Afterwards, under contract, the ARC then state they will contact and request a nominated key holder to attend and meet police officers on scene. The key holder must carry the keys to unlock all parts of the premises in order to carry out a full internal check of the alarmed building with officers present.

CONTROL ROOM ACTION AND GRADING RESPONSE LEVEL:

All such systems receive initial '**Grade A**' response level (immediate response) **unless** (following 3 previous false calls) the active URN flags an ACPO Level 3 (Response Withdrawn) sanction notice and as a result, the intruder system now requires upgrading by the alarm maintenance company. In the latter case, the ARC is informed that key holders only are required to attend and the CAD incident is closed with a 'Grade D' marker indicating no police attendance.

PERSONAL ATTACK / OR DURESS SIGNALLING ALARMS:



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ACPO 'Type A' monitored personal attack alarms (PA) – coded signal, fixed button or hand held, portable radio PA devices known as 'Silent Alarms'**CONTROL ROOM & CDU GUIDANCE NOTES FOR PA / DURESS ACTIVATIONS:**

Unconfirmed PA activations may only be passed from approved ARC's.

The ARC must quote an active URN and confirm Norfolk location.

Even if the signal is unconfirmed by ARC, all receive Grade A immediate response level **unless**, following 2 previous false calls, the active URN flags an ACPO Level 3 'temporary response withdrawn' sanction notice (effective for a period not exceeding 90 days), **in which case activations receive a Grade D response, unless:-**

- **(a)** The ARC states it has positively filtered the call and confirms a genuine PA incident by first speaking to authorised personnel at the scene; or
- **(b)** The owner or a member of staff immediately telephones the Control Room using 999 system confirming a duress situation.

In both the above cases, the incident is **upgraded** to a Grade A response based upon the additional information provided.

PROCEDURAL GUIDANCE AND ACTION FOR OFFICERS ATTENDING PREMISES PROTECTED BY AN ALARM SYSTEM:

Officers responding to a security alarm call should endeavour to establish whether the premises have been unlawfully entered and that a nominated key holder has been called by either the alarm monitoring centre, or via Control Room agents accessing our key holder call-out database with contact details for the location.

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Officers should bear in mind -

- The possibility that the persons responsible are listening into police communications.
- The possibility that an accomplice is located in the vicinity, perhaps acting as a 'look-out' watching for the blue lights of approaching police vehicles. Accomplices may also be in mobile phone communication with intruders.
- The possibility that vehicles used by intruders may still be parked near the scene or be in the process of being driven away, perhaps towards officers approaching the location.
- The possibility of confronting armed intruders.
- The possibility that entry may have been gained by duplicate key or through adjoining buildings or maybe from other normally inaccessible points such as a roof.
- The possibility that offenders may have knowledge of the alarmed premises and be 'standing off' waiting to renew their attack after officers have departed.
- The possibility that alternative escape routes exist, either on foot or by non-vehicular means such as cycle paths.
- The possibility that, in the case of a monitored security system, the telephone lines may have been cut either inside or outside the building (identified by BT as a 'land line no response' or a permanent line break condition).

Officers should exercise extreme caution if it is necessary to enter properties especially commercial premises, which can contain hazardous equipment or substances.

Where the property **has** been unlawfully entered, officers should inform Control Room agents immediately and request back up.

Whenever possible, delay entering the premises until an authorised key holder has arrived on scene.

In cases where criminal damage has been sustained, ensure the key holder is responsible for contacting an appropriate repair service.

In the event that an appropriate repair service is not summoned, or no key holder attends, Control Room personnel will contact our agent, Security Solutions, if such arrangements are deemed necessary to secure the premises promptly. Local repair contractors will be assigned by Security Solutions upon our request, and they also are responsible for recovering costs.

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Where there is no indication of unlawful entry, officers should consider leaving the scene: -

- If the nominated key holder refuses to attend.
- If the nominated key holder does not arrive within a period of 20 minutes after being notified of the requirement to attend.
- If Control Room are in receipt of other urgent incidents requiring the officers prompt attendance. Following an external check of the premises, they must appear secure before leaving the scene.

Sensitive Alarmed Locations – Policy Exempt:

Identified Sites Carrying Special Control Room Procedural Actions:

These are:

- Sites that incorporate high security systems protecting all permanently alarmed Norfolk locations as identified by Special Branch, and which hold permanent contingency plans, or special operational response plans.
- Sites which include temporarily deployed alarm systems protecting targeted individuals, and / or, their residential properties, or commercial business premises.
- Police buildings and estate, including station armouries and witness care suites.

Sensitive Site CDU Response Action:

GRADE A – An immediate police response is required and maintained at all times, as per Control Room action plans provided.

AREA ASSIGNED POLICE TEMPORARY ALARM SCHEME:

Background of scheme:

The Constabulary, by providing short-term security alarm equipment, maintains a capability that will help and assist owner / occupiers prevent and detect crimes made against otherwise unprotected persons or property. Utilising quality Home Office standard portable alarm systems, they are mainly deployed in cases of repeat victimisation, witness protection, threats of criminal attack or arson, and in support of vulnerable persons, such as victims of domestic violence.

Temporary security equipment loaned:

A monitored intruder detection system is supplied with personal attack devices, and / or a smoke detector where specifically requested. Once connected to a mains power supply, they transmit alarm signals via a cellular network communicator, or via a land line, if available.

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Temporary equipment supplier:

Since October 2003 the supply, installation, maintenance, monitoring and removal of temporary alarms has been carried out by our external service provider, National Monitoring, based in Timperley, Altrincham, Cheshire, who provide a 24-hour / 365 days a year alarm service. Operating under a contractual partnership agreement with us and many other police forces, National Monitoring has developed expertise in this role and only utilise regionally based approved engineers. Alarm engineers will respond to any installation, maintenance or removal requirement, and be on site anywhere in the force area within 24 hours of the request being received, as standard. If the specific threat level is higher and clearly stated, their aim is to be on scene within 4 working hours. In this case the alarm provision would attract an increased deployment fee. All National Monitoring personnel have been previously subject to vetting procedures including visiting engineers who carry photo ID cards at all times. Engineers will arrive by pre-arranged appointment at the location and where possible, will always use an unmarked vehicle.

CDU policy on providing a temporary alarm system on loan:

By means of handling requests submitted from CDU, the Constabulary:-

- Provides alarm protection for targeted premises / properties at increased risk, and actual crime scenes.
- Provides quality alarm systems protecting repeat victims and witnesses.
- Provides support and reassurance for victims of domestic violence.
- Provides an increase in the ability to detect and detain offenders.
- Provides a cost effective reliable service using enhanced alarm signalling systems.
- Protects locations where a continuous police presence cannot be maintained.

CDU Risk Assessment:

- **Police officers presence on installation:** State whether Norfolk Constabulary personnel should accompany the alarm engineer to site.
- **Key Holders:** There must be a key holder readily available at all times. Nominated key holders should be made aware that there may be occasions when they are contacted by National Monitoring without reference to the police, if the system is malfunctioning. Prompt remedial action may be required by the alarm engineer revisiting site.

A temporary alarm should only be installed where an assessment has been made that a real and immediate threat of injury or damage / or theft of property exists. They should not be used solely to provide reassurance. The decision to install a temporary alarm should be deemed necessary and proportionate to the risk.

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CDU Costs:

The total cost of using temporary alarms will be paid out of VPD budgets, with installations and length of deployment strictly monitored. The budget holder will be the CDU/FPD Detective Chief Inspector or nominee and invoices will be settled by a CDU/FPD Business Manager.

Note: The Security Systems Officer based at Wymondham Control Room Support office, co-ordinates the scheme during normal office hours and provides regular management information on each deployment.

National Monitoring owns outright the equipment supplied and provides a system deployed for up to 60 days. If the alarm is still required after 60 days, a daily charge is incurred until its removal. If deployment is deemed necessary for longer than 6 months, CDU personnel should seek further advice from a Community Safety Officer on possibly sourcing a more permanent monitored alarm system.

Should the loaned equipment be destroyed, damaged, or stolen, or if the Constabulary fails to properly ensure its recovery, National Monitoring will bill the CDU/VPD Business Manager with an invoice for the loss and costs incurred relating to the equipment supplied and where found necessary, the urgent procurement of its replacement.

CDU requests for a temporary alarm system:

When an officer wishes to order a temporary alarm installation they should complete Form AL/1 (CDU/VPD) Temporary Alarm Scheme – Installation Request). The form comes with two parts: Part 1 details the location and type of system required. Part 2 details any hazards at the alarm installation and where possible, requests the owner's or / occupier's signature agreeing to the equipment's deployment. Due to equipment demand, officers should be conscious not to promise owners / occupiers that an alarm will be fitted, and should inform them that the circumstances will form part of a risk assessment.

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The following matters should be considered:-

- **Temporary alarms:** Should not be installed at properties without a constant direct power supply. In the case of pre-payment meters, the electricity supply must be switched on & maintained to the plug socket for the duration of the system's deployment.
- If the premises are already protected by an alarm system, are activations being monitored; or is there specific intelligence that might identify or compromise the existing monitored system?
- **Telephone facilities:** If the premises have a fixed telephone land line point, check the status of the service and ensure that recent bills have been paid. Note any 'calls barred' or other line restrictions. Systems make regular signal status checks with the monitoring centre using a 0800 free phone number and this will not result in any additional cost to the subscriber.
- **Cellular network signalling:** The use of GSM (Global Systems Mobile) cellular communication technology has since become the preferred option. National Monitoring will provide equipment with this facility at a slightly higher agreed contract charge. As the alarm is dependant on signal strength, this is tested by the engineer upon commissioning the system.
- **Site access:** It is expected that in the majority of cases, the installation and removal of the loaned equipment will be made by pre-arranged appointment with the owner / occupier. Ensure that time permits after commissioning for the engineer to properly instruct end users.

CDU authorisation of request:

AL/1 form must be authorised by a CDU/VPD Detective Inspector or, in their absence an immediate line manager who should ensure that the temporary alarm is an appropriate solution to the circumstances. In the likelihood of a firearms incident, a local based 'Firearms Officer' should be consulted and where necessary, endorse the application before submission.

Submitting request forms:

Both parts of the AL/1 should be immediately faxed to using a dedicated fax (Ext 4495) during normal office hours, which are Monday-Friday 0800-1600 hours inclusive. Overnight faxes are normally dealt with immediately next day, however at **weekends** or in the case of **extreme urgency**, CDU personnel may request that a Control Room Duty Supervisor process the item by directly faxing Wymondham HQ. Officers should telephone Control Room Support administration office (Ext 4494) ensuring the safe daytime receipt of fax, and that all details are legible.

CAD Comments & Objects Marker:

CDU personnel may use the revised hyperlink format outlined via OI, The Beat, Departments, Control Room, Home Page toolbar for procedure.

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**Installation Review
and Removals:**

All installations are considered as short-term measures and must be reviewed after 28 days by the officer in the case in conjunction with the CDU/VPD Detective Chief Inspector. If the installation is retained, the reasons will be recorded on Form AL/2. It would require exceptional circumstances for an installation to remain deployed beyond a period of 56 days, as after 60 days further daily rental costs are incurred if the system remains in-situ.

A decision to remove an alarm requires the completion of Form AL/2, which must be immediately faxed to OCC (see Fax Ext.4495). Upon receipt, Security Systems Administration office personnel will remove all temporary URN's assigned, delete details from the Command & Control system, and then initiate the alarm's removal. CDU faxes must include any special engineer access arrangements or any other instructions that will ensure its prompt removal. This urgent action helps meet new demand levels, and allowing the redeployment of the alarm system elsewhere.

INTER-AGENCY MONITORED ALARM SYSTEMS:**Social alarms:**

Social alarms are 24 hour monitored either directly by housing associations or local authorities during the day but in many cases, overnight and weekend monitoring is then out-sourced to commercial contact care centre's, or specific welfare alarm receiving centre's.

- No active Norfolk URN is necessary.
- Any graded police response remains dependant on the quality of information provided by the monitoring centre personnel who, via an audio sound system, are able **listen in and assess** the nature of the alarm incident. They will only pass on those activations where police attendance is deemed necessary.
- These plug-in style systems do not meet agreed industry standards, however they offer a simple low cost alternative security protection, and some of these alarms are owned and loaned out by our locally based VPD personnel.

**CONTROL ROOM
ACTION:**

Create a CAD checking for previous calls to the location, then assign an appropriate response, e.g., usually Grade A for a Bogus Caller alert, or if a medical emergency, where a forced police entry is required.

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Private non-inspectorate approved CCTV systems:

- 24 hour surveillance cameras with in-house site recording or images transmitted via remote signalling to a monitoring centre.
- Graded police response remains dependant on the real time images of a crime actually in progress at a Norfolk location being observed and recorded on site, or at a secondary location.
- No active Norfolk URN is necessary.
- The CCTV monitoring centre is required to confirm the camera's exact location and be prepared to remain on line updating our Control Room agents the nature of the incident and description of offenders. It is also required to confirm that the images stored on cassette tape or disk will be made available to attending officers.

**CONTROL ROOM
AND CDU ACTION:**

Grade A response

Vehicle Tracking and After-theft systems with vehicle immobilisation:

- Vehicle tracking system operating centre(s) - (SOC) are now, in most cases, inspectorate approved to meet police requirements.
- They engage in the 24 hour monitoring of vehicle alarm activations generated through remote GSM signalling, assisted by utilising GPS mapping and location identification.
- Included are armoured '**Cash-in-Transit**' vehicles, and their coded duress or attack alarms.
- Private or commercial vehicles must first have been **reported as stolen**.
- Approved SOC's will be issued with a national CAT5 URN.
- The SOC having stated its name and telephone number will remain on line supplying Control Room agents with exact details of the vehicle and its route direction, or static location.

**CONTROL ROOM
AND CDU ACTION:**

Grade A response

People tracking systems:

Covers alarm centres engaged in tracking people, which are now inspectorate approved, and fully comply with ACPO stated requirements. In particular, it includes those local NHS Trusts who provide their lone worker personnel with portable monitored alarm devices.

The centres conduct 24 hour monitoring of personal duress alarm activations, generated by remote GSM signalling, using GPS mapping location identification and voice communication via cellular mobile networks.

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The monitoring covers '**Lone Worker Duress Alarms,**' which are issued by employers under health and safety at work guidelines, in particular where the perceived threat level is thought to be higher. Such examples would be female district nurses, social workers, or estate agents who, whilst unaccompanied, carry out visits to their clients' at private premises.

Monitoring centres who meet police requirements will be able to apply for a Norfolk URN to gain police response for their lone worker systems.

The monitoring centre will also state its name and telephone number remaining on line supplying Control Room agents with exact details of the individual concerned and the nature of the audio confirmed duress incident together with details of either its client's direction of travel or its client's static location within Norfolk.

**CONTROL ROOM
AND CDU ACTION:**

Grade A response where supported by audio verification. ARC cassette tape or disk recordings to be made available to attending officers.

Security of Alarmed Constabulary Premises and Estate:

**Alarm Engineer
Access to Police
Premises**

Where possible, alarm engineer access to police premises should always be made via an agreed, pre-arranged appointment time organised through CDU locally based administration or support personnel.

**Authentication of
Engineer**

Any security system surveyor or maintenance engineer visiting Norfolk Constabulary property for the purpose of installing or servicing such equipment must have their photo ID properly inspected upon arrival and, where appropriate, be issued with a visitor's pass and be accompanied whilst accessing any sensitive areas located within the police building.

Where the alarm system signals through to OCC, the engineer must initially contact Security Systems Administration office on Ext 4494, or use the control room ex-directory telephone number provided to them, and have the alarm first placed into 'test signal mode'.

Upon departure, CDU local personnel should confirm with the visiting engineer that the system has been returned to its 'normal operating mode' and that any security pass issued is handed back in upon the engineer leaving the police building.

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ROLES AND RESPONSIBILITIES:**Security Systems Officer**

Responsible for the police administration of all notifiable electronic security system(s) installed to protect any building located within the County of Norfolk.

Receives and replies to any written correspondence relating to police policy and response towards electronic security systems.

Receives and answers any related telephone call or any other form of message transmitted by spoken word, fax or e-mail.

Determines whether any form of alarm meets the policy criteria or industry standards set, and to enable a graded response service be directed towards activations generated by security equipment.

Acts as a liaison with other regional police authorities and adopts a corporate approach with both internal and external stake-holders, agencies and members of the public whilst offering impartial guidance on risk, sourcing, approval of purchases, installation, maintenance, monitoring and routine operation of security alarm systems.

On behalf of the Chief Constable, operates those ACPO national policy guidelines which have been adopted, authorises the issue of police unique reference numbers to agencies and end users of electronic security systems which meet agreed criteria and offers a graded police response service.

DEFINITIONS:

Electronic Security Alarm System	Intruder detection equipment protecting zoned areas comprising of window or door contacts and heat or movement detectors linked to a power supply, control panel, external bell box sounder and strobe light and capable of connection to an internal or external remote signalling device for monitoring. If connected, the system is also capable of transmitting duress activations, such as the operation of a personal attack button.
Closed Circuit Television Camera System	CCTV surveillance cameras incorporating either static or pan tilt zoom lens linked to a power supply and internal video cassette recorder or disk, which records images and where linked, transmits those images to a monitoring centre.
Tracking Systems	Linked via satellite global positioning systems, vehicle and people tracking devices are portable, pre-programmed electronic pieces of equipment, connected via cellular mobile signalling to an alarm receiving centre computer with software capable of identifying and relaying map locations of both moving and stationary objects; and notably in good weather conditions to within an area of 3 square metres.

FPD Title: Security Systems	Policy owner: Head of Citizen Focus Command	Dept/Unit: Citizen Focus
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