



**Alarm Management**  
Shared Services  
P.O. Box 52  
Lloyd House  
Colmore Circus Queensway  
Birmingham B4 6NQ  
Ver. March 2017

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## ADMINISTRATION

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### Alarm Messages

All Alarm Receiving Centre alarm messages must be transmitted to our Force Communications Centre using dedicated ex-directory telephone lines. The number of which will be disclosed on receipt of a signed contract.

### Service Standards

Response is ultimately determined by the nature of the demand, priorities and resources, which exist at the time a request for police response is received.

Level 1 - Immediate

Level 3 - No police attendance, keyholder response only.

Deleted - No URN

### Sounders

Commercial or residential buildings may have the facility engaged to have instant sounders, or they may choose a delay, without the response level being affected in connection with the alarm status.

### Application for Unique Reference Numbers including ATM machines

Applications for a Unique Reference Number will only be considered when applied for using the approved and formatted Appendix F application form. This form must be either **typed or word processed only**. We do not currently accept electronic applications.

Where the application is for an ATM, the appendix F must be supported with planning permission for the installation of the machine from the relevant authority in respect to the site location.

The notification of a new Unique Reference Number (URN) will be given to the service maintenance provider or a remote video recording centre (RVRC) by the return of a copy of the Appendix F, with administration details completed, along with a receipt for the application fee.

**A self addressed prepaid envelope will be required** from the service provider or RVRC for **all** correspondence requiring a reply. It will be the security provider or RVRC's responsibility to inform their customer of the URN.

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## ADMINISTRATION CONT

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When taking over a system from a previous installer with a current URN for that system still in existence, you are required to apply for a new URN in the usual manner by way of Appendix F. The new URN will then be solely for you and the customers use. (If the application is a take-over of an existing system, then the current response status will apply to the new URN).

Unique reference number/s (URN) must be quoted with all queries. In the interests of maintaining the security of our information, all enquiries concerning individual alarm systems should be made via email to [alarms@west-midlands.pnn.police.uk](mailto:alarms@west-midlands.pnn.police.uk)

For vehicle tracking systems, the exact location of the vehicle must be passed to the police on the dedicated telephone number. A 12 figure grid reference number must also be quoted when passing details to the Force Contact Centre.

The passing of information from any ARC or RVRC to the Force Contact Centre will be done via the dedicated transmission paths only.

An administration charge will be applied to each application appertaining to the individual element of the same system. Where the service provider changes, a further administration charge will apply to the new application. (URNs are not transferred from one service provider to another).

If a premises or system within the same location has its hold up URN deleted due to poor performance of the system, intervention/confirmation will be required to obtain a further URN.

When a combined URN has reached the maximum withdrawal threshold, consideration for reinstatement will only be granted when, each element meets the installation protocols along with its own individual URN.

Cheques or postal order must be made payable to 'PCC for West Midlands' and be attached to the relevant documentation. In the event of the cheque not being honoured, the URN will be deleted. Payment by BACS has not been adopted to date.

Ordnance Survey Grid Reference Numbers of 12 Figures may be requested for in certain instances.

Appendix -K-L-M-N-O-P-Q. These advisory templates are not used by WMP.

Following two false activations of the intruder URN or one false activation for a hold up alarm URN, West Midlands Police only issue advisory letters to the maintaining alarm company; we do not forward a copy to the customer.

### Incomplete and Insufficient Information on Applications

If an application form has not been completed correctly, has insufficient details or does not contain a logo or heading it will be returned to the service provider (without a URN being issued) for completion or correction.

**A self addressed prepaid envelope will be required for all correspondence that requires a reply.**

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## **ADMINISTRATION CONT**

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### Deletion of Unique Reference Number

Once the URN has been deleted the system will revert to a type B system as defined in section 3.6 of the NPCC Guidelines on Police Requirements & Response to Security Systems. Therefore monitoring centres (ARC) or remote video recording centres (RVRC) must not pass activations relating to type B systems, breach of this condition may result in action being taken against the ARC or RVRC.

### Disclosure of convictions

West Midlands Police adopts the disclosure of convictions, as outlined in Appendix C. Appendix C applications must be submitted via email

### Electronic Processing

The following processes will be accepted by email:-

- Applications for restoral of a URN to level 1
- Appendix C police checks.
- Appendix F - deletions
- Appendix F - change of name no fee
- Appendix F - change of ARC

**No appendix F applications for new URN's will be accepted electronically**

### Data requirements

When any company data requires amendment it will be the responsibility of the service provider, ARC, or RVRC to notify the Alarm Management department with any changes to the original administrative details held by WMP in respect of their current Inspectorate, company name or postal address within twenty eight days from the time of that change.

### Police Monitoring

West Midlands Police reserve the right to inspect any security system installation, security company or monitoring station. Facilities for such inspection shall be made available, if required by the Chief Officer of Police.

Alarm receiving centres, remote video recording centres or the service provider shall, if requested by the Force, provide information for the total number of systems being monitored in the Force area or have URNs allocated to the service provider.

A copy of the Guidelines on Police Requirements & Response to Security Systems may be obtained from the [www.securedbydesign.com](http://www.securedbydesign.com) web page.

The Chief Officer reserves the right to amend, alter or add to Appendix A as and when deemed necessary.