



Alarm Management
Commercial Services
P.O. Box 52
Colmore Circus Queensway
Birmingham B4 6NQ
Ver. December 15

ADMINISTRATION

Alarm Messages

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

Service Standards

Response is ultimately determined by the nature of 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 this facility engaged to have instant sounders were applicable, or choose a delay, without the response level being effected in connection with the alarm status.

Application for Unique Reference Numbers including ATM machines

Application for a Unique Reference Number will only be considered when applied for on the approved formatted Appendix F in **typed or word processed format only**, fully completed as required. We do not accept electronic applications.

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

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 responsibility to inform their customer of the URN.

ADMINISTRATION CONT

When taking over a system from a previous installer and there is a current URN for that system, 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 system is a take over of an existing system, then the current response status will apply to the new URN).

The Unique Reference Number/s must be quoted with all queries. In the interests of maintaining security of records all enquiries concerning individual alarm systems should be made via email to 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 be quoted when passing details to the Force Communication Centre.

The passing of information from any ARC or RVRC to the Force Communication 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 discrete 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 it's URN deleted for the hold up facility for poor performance, intervention/confirmation will be required to obtain a further URN.

Combined URN, when it has reached the maximum withdrawal threshold, consideration for reinstatement will be granted when, each element meets the installation protocols along with it's own individual URN.

Cheques or postal order must be made payable to 'PCC for West Midlands' and be attached to the relevant document. In the event of the cheque not being honoured, the U.R.N. 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 calls (one false call for HUA URN'S) 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 and/or has insufficient details, 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 require a reply.

ADMINISTRATION CONT

Deletion of Unique Reference Number

The system will revert to Type B as defined in section 3.4 Breach of this condition may result in action being taken against the ARC or RVRC.
Monitoring centres (ARC) or remote video recording centres (RVRC) must not pass Type B as indicated in section 3.4 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.

Send electronically only via email to alarms@west-midlands.pnn.police.uk

Data requirements

When data requires notification 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 with their current Inspectorate or postal address within twenty eight days from the time of that change.

Electronic applications for a restoral or Appendix C checks will be administered via this method. No applications (Appendix F) will be accepted electronically.

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 www.securedbydesign.com web page.

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