



Alarm Management
Shared Services
P.O. Box 52
Birmingham B4 6NQ
Ver. April 2024

ADMINISTRATION

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 signed documentation.

Service Standards

1. Service standard level agreement for:
 - i. Process time for URN administration
 - 5 working days from receipt of completed application to payment request
 - 3 working days from receipt of payment to issue of URN.
 - ii. Process time for Appendix C checks
 - 10-15 working days subject to correct paperwork being submitted

NB: West Midlands Police will use reasonable endeavours to meet the service levels but does not guarantee that the service will be provided within the time scales.

2. 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. However, the West Midlands Police Service Standard is to aim to attend all urgent calls in urban areas within 15 minutes. Commercial premises in these areas may be required to have an audible sounder delay on remote signalling systems. In all other areas an instant sounder is permitted. In exceptional circumstances companies may apply in writing for exemption to the delay requirement according to individual risks

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 **word processed only and submitted by email**.

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 email along with confirmation that the Police admin fee has been received by BACS.

It will be the security provider or RVRC's responsibility to inform their customer of the URN.

ADMINISTRATION CONT

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 unless for a large takeover where the URN may be transferred at the discretion of WMP Alarms Administration. New or transferred URN's will then be solely for you and the customers use, the current response status will apply to the new URN.

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.

If a premises or system within the same location has its hold up URN deleted due to poor performance of the system, 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.

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@westmidlands.police.uk

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

Ordnance Survey Grid Reference Numbers of 12 Figures, What3words or a map may be requested in certain instances to confirm locations.

Administration Fees

West Midlands Police adopts the fee structure as per Appendix E (Correct as of 1st April 2024):-

Intruder Alarm URN - £55.60 + VAT (£66.72)

Hold Up Alarm URN - £55.60 + VAT (£66.72)

CCTV URN - £55.60 + VAT (£66.72)

Existing System takeover for both URN's - £79.60 + VAT (£95.52) – Applies only when BOTH Intruder and HUA URN's are still in existence.

Loneworker URN – see Appendix V

ADMINISTRATION CONT

Deactivation of Unique Reference Number

Once a URN has been deactivated, the system will revert to a type B system as defined in Section 3.6 of the NPCC Police Operational Advice and Security Industry Requirements for 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.

Key holders

Companies submitting applications for a URN are asked to ensure that each key holder nominated is able to comply fully with the NPCC Police Operational Advice and Security Industry Requirements for Response to Security Systems - 2.8 in all respects. SIA certified guarding companies will be accepted as a single key holder, provided they fulfil the NPCC Police Requirements. In particular, they must be capable of attending the premise within the required time scale and be trained to operate the alarm system. If a key holder arrives before police officers, and does not require the services of the police, they are encouraged to call their ARC and stand down the police response. This may avoid incurring false alarms. In cases where officers are successfully stood down before they have been deployed to the incident, the alarm activation is not counted. A protocol using passwords may need to be established between your client and their ARC for this arrangement to work successfully.

Disclosure of convictions

West Midlands Police adopts the disclosure of convictions, as outlined in Appendix C. Appendix C applications must be submitted via email. **West Midlands Police will only process applications for subjects that live in the West Midlands area, unless evidence is provided that the subject is based at a regional company office which has been registered with West Midlands.**

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
- Appendix F - change of ARC
- Appendix F – URN applications

All payments to be electronic via BACS. Security companies are notified separately of the full procedure for payments.

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. This includes any changes to the original administrative details held by WMP in respect of their current

ADMINISTRATION CONT

Inspectorate, company name or postal address within twenty eight days from the time of that change.

The Unique Reference Number (URN) remains the property of West Midlands Police and must be quoted in all correspondence. In the interests of maintaining security of records, all enquiries concerning individual security systems must be made in writing or electronic means. Telephone enquiries regarding systems or particular alarm activations will not be accepted.

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 this Force.

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 Police Operational Advice and Security Industry Requirements for Response to Security Systems may be obtained from the www.policesecuritysystems.com web page.

West Midlands Police reserves the right to amend, alter or add to Appendix A as and when deemed necessary.

WMP 15/02/23