

# SECURITY ALARMS AND ALARM POLICY



FIRST PRINCIPLE

[norfolk.police.uk/firstprinciple](http://norfolk.police.uk/firstprinciple)  
[suffolk.police.uk/firstprinciple](http://suffolk.police.uk/firstprinciple)

## Top Tips

Always use approved companies

Get at least two quotes

Get confirmation that the company is registered with the Police

Make yourself familiar with the policy

PREVENT CRIME

PROTECT COMMUNITIES



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*



**SUFFOLK**  
CONSTABULARY



**Security systems are one of the many essential tools in the fight against crime, in particular, burglary and theft. The British Crime Survey shows that intruder alarms do reduce the likelihood of burglary.**

## Security Alarms and Security Alarm Companies

To obtain information on companies who supply and install security systems such as intruder alarms, personal attack alarms, CCTV systems etc., within your area, we advise you contact the following independent inspectorate bodies who will provide you with the relevant details. The police are not able to provide this information.

- National Security Inspectorate NSI on [www.nsi.org.uk](http://www.nsi.org.uk) 01628 637512
- Security Systems & Alarms Inspection Board (SSAIB) on [www.ssaib.org](http://www.ssaib.org) 0191 296 3242

If you are also planning to invest in the type of security system that would receive automatic police response to its alarm activations, then only security companies 'approved' by an independent inspectorate body and who are registered with the police force in your locality are permitted to offer this service.

Once you have obtained details from an independent inspectorate body of 'approved' security companies, who install security systems in your locality

to the required European/British standards and are compliant with the National Police Chiefs' Council (NPCC) Police Response to Security Systems policy, we advise that you:

- Check the address and credentials of the company and proof of identify from their representative before disclosing personal security details.
- Obtain written quotations from at least two security companies.
- Ask if the security company representative can provide you with a list of police rules for occupiers of 'monitored' alarmed premises and also written confirmation that they are currently registered with the police force in your area, for the transmission of alarm activations from new installations.
- Ensure that the quotation specifies that the installation will be to European/British Standards for that relevant security system. Also ask about the terms of maintenance and monitoring contracts.
- Ask if company operates a 24-hour call-out service and emergency attendance within four working hours.
- Find out if the installation of a

security system is a requirement of your insurance company and if the security company is acceptable to the insurer.

- When investing in security systems for your home or business it is not advisable to deal with cold callers or tele sales enquiries. You should avoid doing doorstep or telephone business.

## Alarm Policy

The Security Systems Policy is a public document designed to give details of police response and the requirements for the private security industry involved in providing the installation, maintenance and monitoring of such systems.

The direction which the policy has taken can be summarised as follows:

- To reduce the number of false calls passed to the police.
- To relate the policy to police response, to electronic security systems and not just intruder alarms.

- To place technical requirements into nominated standards and codes of practice.
- To place responsibility for compliance with those standards in the hands of approved independent inspectorates. Enforcement of standards should not be a police function.
- To avoid the repetitive discussions over technical and administrative matters which do not affect the nature of police response or the level of false calls passed to the police.
- To achieve a unified approach to the administration process.
- To maintain the credibility of security systems as crime prevention and detection methods.

A copy of the policy can be found on the secured by design website at the following link:

[https://www.securedbydesign.com/index.php?option=com\\_content&view=article&id=283:security-systems-policy&catid=93:site-content](https://www.securedbydesign.com/index.php?option=com_content&view=article&id=283:security-systems-policy&catid=93:site-content)

# First Principle: Related links



Check out our Crime Prevention information using the QR code to take you to the First Principle Pages  
Alternatively go to [Advice - First Principle | Suffolk Constabulary](#)

**Secured by Design (SBD)** tests and assesses the quality security products and crime prevention projects. <http://www.securedbydesign.com/>



More Security Products can also be found at:  
<http://www.soldsecure.com/>



You can always report intelligence or information anonymously to Crimestoppers

<http://www.crimestoppers-uk.org/>



Full details about Neighbourhood Watch and how to set up a scheme, visit [www.ourwatch.org.uk](http://www.ourwatch.org.uk)



Call us on 101 or [Report on Line](#). In an emergency always dial 999