The Isle of Man Constabulary has adopted the Association of Chief Police Officers Policy on Police Response to Security Systems with variations to suit local differences.
ISLE OF MAN CONSTABULARY
POLICY ON POLICE RESPONSE TO SECURITY SYSTEMS

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1. **INTRODUCTION**

1.1 The Isle of Man Constabulary recognises the rapid development of technology and its use within Security Systems. This Policy details the Police response that can be expected to an electronic Security System which is identified in the Association of Chief Police Officers (ACPO) Requirements for Security System Services.

1.2 In April 2004 the Emergency Services Joint Control Room (ESJCR) became operational under the auspices of the Isle of Man Government Department of Home Affairs Communications Division. In April 2006 the Isle of Man Constabulary delegated responsibility for the Alarms Administration to the Communications Division. The delegation of this function brought together administrative procedures that, until that time, had been undertaken separately by both the Communications Division and the Isle of Man Constabulary. This amalgamation aims to provide a more effective service to both the Security Companies and their clients.

1.3 To enable a Security System to be recognised within the ACPO Requirements for Security Systems it must comply with the Isle of Man Constabulary Policy on Police Response to Security Systems and a recognised Standard or Code of Practice controlling Manufacture, Installation, Maintenance and Operation. Such Standards must be in the public domain and not be product-based.

1.4 The installation and services provided by the installing company and an Alarm Receiving Centre/Monitoring Centre (ARC) shall be certified by a United Kingdom Accreditation Service (UKAS) accredited Certification Body in accordance with the provisions of the ACPO Requirements for Security Systems (see Appendix Q).

1.5 Additional operational restrictions by the Isle of Man Constabulary are outlined within Appendix A of this Policy.

2. **SCOPE OF POLICY**

2.1 **Type A - Remote Signalling Systems**

2.1.1 Systems terminating at a recognised ARC that must conform to BS5979 (Cat II). This Policy does not cover alarms in vehicles or Remote Video Response Centre (RVRC) for CCT.

2.1.2 Unique Reference Numbers (URNs) will be issued to these Systems.

2.1.3 ARCs dealing solely with alarm systems within their own company premises (in-house monitoring) are exempt from the BS 5979 Cat II certification provided that:

   a) the facility was operational with Police consent prior to 31st October 1995 and there has been no change of premises
   b) there is no monitoring of any alarm or security device in premises other than those owned by that company i.e. no Third Party commercial risk is undertaken
   c) the intruder alarm systems are operated in accordance with all other aspects of this Policy

2.2 **Type B - Security Systems**

URNs will not be issued to Security Systems that operate outside procedures identified at Clause 2 and Type A requirements.
3. Police Attendance

3.1 Type A Systems

3.1.1 For Type A security systems there are three levels of Police response:

**LEVEL 1 – Immediate/Urgent/Priority**
It should be noted that Police 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 2 – Routine**
Police response is desirable but attendance may be delayed - e.g. due to resource availability.

**LEVEL 3 – Withdrawn**
No Police attendance - keyholder response only.

Between 0700 and 1800 hours – Monday to Friday (excluding Bank Holidays) – most intruder alarms at commercial premises that would normally receive LEVEL 1 response will receive a LEVEL 3 response. Subject to Clause 3.2 Hold-Up Alarms will receive a LEVEL 1 response at all times.

3.1.2 The Isle of Man Constabulary has adopted a Policy on the use of confirmed alarm technology as part of the effort to reduce false calls.

3.1.3 All new applications will only qualify for a URN and Police response if messages to be passed to the Police are to be ‘confirmed’ or activation of the System due to criminal attack is verified by a keyholder or private patrol officer/warden. Unconfirmed systems - that become subject to withdrawal of Police response - will only qualify for restoration of response if messages passed to the Police are subsequently confirmed to the required standard.

3.1.4 Security Systems issued with a URN will receive LEVEL 1 response until two false calls have been received in a rolling 3 month period.

3.1.5 Following two false calls in 3 months the Police response will move to LEVEL 2 and the Client will be advised in writing, with a copy being forwarded to the Alarm Company (see Appendix L). This will remain valid until the alarm has been free of false calls for 3 months. Following five false calls in 12 months LEVEL 3 will apply and Police response will be withdrawn. The Client will be advised in writing - with a copy to the Alarm Company who will be required to inform the ARC - that all alarm messages to the Police will not receive a response from the Police (see Appendix M). This will remain valid until the System has been free of false calls for 3 consecutive months.

3.1.6 Following withdrawal of Police response the following conditions will apply in order to reinstate response:

(i) Unconfirmed Intruder Alarm Systems will need to be upgraded to a confirmed DD243:2004 or BS8243:2010 standard system. (All systems installed prior to DD243:2002 are designated unconfirmed).
Confirmed DD243:2002/2004 or BS8243:2010 Systems will require the cause of the false alarms identified, remedial action taken and have a period of 3 months free of false calls (supported by evidence from the Security Company) or have a second form of confirmation installed.

Where a System has been upgraded a copy of the NSI Compliance/SSAIB Conformity certificate will be required by the Alarms Administrator.

3.1.7 Should the level of false calls result in the restoration of response being delayed for more than 6 months the URN will be deleted and the Occupier (see Appendix O) and the Security Company advised in writing (see Appendix P).

3.1.8 The Isle of Man Constabulary and the Alarms Administrator will consult with representatives of relevant organisations to assist in the monitoring of the effect of confirmed technology and to make applicable recommendations to update the Policy and/or relevant Codes of Practice.

3.1.9 Following withdrawal of Police response LEVEL 1 may be restored following 3 months free of false calls. To restore response the Occupier or the Security Company shall apply in writing to the Alarms Administrator, supported by evidence from the Security Company, that the System has been free of false calls and the original cause has been identified and rectified. After Police response has been resumed only activations that have been confirmed or verified will be passed for Police attendance.

3.2 Hold-Up Alarms

3.2.1 A deliberately operated device, known as a HUA, may be operated to summon urgent Police assistance when a person is threatened with immediate personal violence or criminal act. If the device is portable it will not require any additional information concerning its location other than the address of the premises. These devices must not be used to summon assistance in circumstances other than this. Misuse to summon Police attendance to non-attack incidents may result in LEVEL 3 response.

3.2.2 Installation and reinstatement of HUAs must comply with the Ten Point Plan as specified in Appendix R.

3.2.3 In a System with both HUA and Security System the remote signal shall differentiate between the two types.

3.2.4 HUA systems conforming to Clause 3 will attract LEVEL 1 response. Where the threshold for withdrawal of Police response is reached the withdrawal will apply to the facility (Intruder or HUA) which has reached the threshold. That part to which response has not been withdrawn continues to receive response until it reaches the withdrawal threshold in its own right. Police response is then withdrawn but will count from the original withdrawal date so that application for restoration applies to both parts of the System at the same time.

3.2.5 Following withdrawal of response to the HUA Police response may be restored following receipt of evidence from the Security Company that the HUA has been free from false calls for 3 consecutive months.
3.3 **Key Fob Entry / Portable Ancillary Control Equipment (PACE)**

3.3.1 To meet industry standards through the UK and the European Community all future alarm installations must meet this standard. This facility is now the accepted means for a keyholder of a premise to de-activate an Alarm System.

However, following consultation with local Companies and learning of the concerns expressed by them, the Isle of Man Constabulary has decided that Keypad Entry **will** be allowed to continue with certain requirements in place.

3.3.2 The following requirements must be met for Keypad Entry to be utilised –

a) at the time of application for a new URN a request is made for authorisation by way of a letter explaining the above

b) that the applicant agrees that - should the Isle of Man Constabulary have reason to consider Keypad Entry is the cause of activations at the premises - the Alarms Administrator will insist on the Key Fob Entry (PACE) System being adopted

c) the decision to utilise the Keypad Facility is at the request of the applicant and is done so with the knowledge of their Insurance Provider

d) where the option to use Keypad Entry has been requested Systems must still provide a method of confirmed signalling

3.4 **Engineer Resets**

3.4.1 The Isle of Man Constabulary DOES NOT consider that Engineer Resets should be a mandatory requirement following alarm activation. It has been viewed that the decision as to when the Alarm Engineer is called to attend premises should be left at the discretion of the person responsible for the premises.

3.4.2 It must be remembered that every activation of an alarm is recorded and repeated calls for the Isle of Man Constabulary to attend premises for false activations may result in a reduced level of response or complete withdrawal of police attendance.

3.4.3 The Isle of Man Constabulary is aware of certain geographical limitations as to the remote monitoring of alarms. Whilst this situation is not ideal the Police must rely on the integrity of the Companies involved to provide a standard of service that both their clients and insurers find acceptable.

3.4.4 These variations to the Policy do not infer any additional responsibilities on the Isle of Man Constabulary to guarantee a response to an alarm or the time taken for the Police to attend.

3.5 **Secondary Communications Systems – Dual Path Signalling**

It has been recognised that - due to the topography of the Isle of Man and the unavailability of secondary alarm communication facilities such as ‘Redcare’ - for practical reasons, the Isle of Man Constabulary cannot insist on the installation of this System. It is, however, recommended that installers advise clients of this limitation to their System and all efforts are made to provide this facility in the first instance.
3.6 **Type B Security Systems**

3.6.1 To obtain Police attendance Type B security systems will require some additional indication from a person at the scene that a criminal offence is in progress that indicates a Police response is required. This will require the presence of a person(s) such as a member of the public, owner or agent at or in close proximity to the location of the incident.

The addition of electronic means, or non-compliant systems, to provide confirmation will not promote such Systems to Type A or achieve Police response.

3.6.2 There is no guarantee of Police response to Type B systems. Type B calls should be passed to the Police directly from a person at the location of the incident by dialling 999 or public telephone lines as appropriate. The level of Police response will depend on the quality of the information received.

3.6.3 Automatic dialling equipment **must not** be programmed to call Police telephone numbers.

3.6.4 Calls received from non-compliant ARCs and calls from compliant ARCs without a valid URN **may not** receive a Police response.

4. **List of Compliant Companies Installing Type A Security Systems**

4.1 **Inclusion on List of Compliant Companies**

To identify companies conforming to this Policy it is necessary for the Isle of Man Constabulary to hold a List of Policy Compliant Companies (the List). Inclusion on the List does not amount to confirmation that the Company, or its work, has been inspected by the Police. Only Companies so listed may install, maintain and/or monitor Type A Systems on the Isle of Man. Where a Company loses Police recognition under this Policy its existing clients will have 3 months in which to make alternative maintenance/monitoring arrangements.

Companies applying for inclusion on the List must do so using **Appendix B** and shall:

(a) be inspected and recognised by an independent Inspectorate Body as at Clause 1.4 above

(b) not have as a principal or employ in the surveying, sale, installation, maintenance or administration of security systems, persons with criminal convictions (other than spent convictions).

(c) maintain a representation within the Isle of Man or within reasonable distance thereof. Companies operating nation-wide through Regional Offices may be included on the List on evidence that local engineering support is maintained by them.

4.2 **Information to Customer**

The List is for administrative purposes. Members of the public seeking advice from the Isle of Man Constabulary or the Alarms Administrator about companies capable of installing remote signalling systems will be advised to seek information from UKAS accredited Inspectorate Bodies directly.

4.3 **Notice to Customer Type A Systems**
Prior to the signing of a Contract the Installing Company shall give to the Customer a letter from the Alarms Administrator outlining the ‘Conditions for the installation of a remote signalling Security System’ (see Appendix I – Letter to Potential Customer).

5. **NOTICE TO INSTALL TYPE A SECURITY SYSTEM**

5.1 **Notice to Install**

Notice of intention to install a Type A Security System requiring a URN shall be sent to the Alarms Administrator at the Communications Division in the form of Appendix F.

5.1.1 This will result in the issue of a URN which must be quoted in any communication regarding the installation – the URN is issued and owned by the Police. An activation received from an ARC without a current URN will be treated as a Type B system and will not receive a Police response without additional evidence of an offence in progress.

5.1.2 Facilities for inspection of the installation shall be made available if required by the Alarms Administrator or Chief Constable.

5.2 **Variations from Original Application Details**

Any variations to the original URN application details shall be notified within 28 days to the Alarms Administrator in the form of Appendix F.

6. **KEYHOLDERS**

6.1 All premises with Type A systems shall have at least two keyholders, details of whom will be maintained by the ARC or through arrangements with a central keyholding service.

6.2 Keyholders shall –

- be trained to operate the Alarm
- be contactable by telephone
- have adequate means of transport to attend the premises at all hours
- have access to all relevant parts of the premises
- be able to attend within 20 minutes of being notified

Failure to comply with the above instructions could result in the URN being suspended.

6.3 If a keyholder is not available for any reason (e.g. sickness, holiday) a replacement must be provided to cover the period of unavailability.

6.4 The maintenance of keyholders records is the responsibility of the ARC not the Alarms Administrator.

6.5 Customers who employ a commercial keyholding company must be aware of the Security Industry Authority Licensing Regulations in relation to keyholding and response.

6.6 Failure of keyholders to attend, when requested, on 3 occasions in a rolling 12 month period, will result in the withdrawal of Police response for a 3 month period. The procedure for reinstatement will be as Clause 3.1.6.
6.7 Requests for Police response should only come from the ARC’s, keyholders should not contact the Police asking for their attendance unless they have arrived at the protected premises and there is a crime in progress or a crime has been committed.

7. **DELAYS OF AUDIBLE SOUNDER AND ALARM ACTIVATED SECURITY DEVICES**

7.1 Save for as outlined at Clause 7.2 there is no requirement for Security Systems to have audible or visual warning devices delayed following activation of the System.

7.2 Intrusion detection systems in commercial premises may be required to have audible and visual alarm warning devices delayed for a maximum of 10 minutes where the Chief Constable determines that the call handling time, location of premises and the Isle of Man Constabulary Service Standards would enable officers to attend the premises within that time. (see Appendix A)

7.3 Occupiers of premises within such a 10 minute delay area may apply to have this requirement waived due to individual circumstances.

8. **FALSE ALARM MONITORING**

8.1 There is an obligation on the part of the Installer, Maintenance Company, Customer and ARC to employ all possible means to filter out false calls. Companies installing Type A Systems will have their performance judged on their false call rate. This may be achieved by use of a formula and referral to the installers Inspectorate Body as set out at Appendix D. The Alarms Administrator may determine whether the formula will be based on Police statistics or on those supplied by the Company.

8.2 Definition – for the purpose of this Policy a false alarm is an alarm call which would normally be passed to the Police and has not resulted from:

   a) a criminal attack, or attempts at such, on the protected premises, the alarm equipment or the line carrying the alarm signal

   b) actions by the Emergency Services in the execution of their duty

   c) a call emanating from an HUA system made with good intent

   d) activation of detectors without apparent damage or entry to the premises and line faults will be considered as false alarms unless proved otherwise.

9. **ADMINISTRATION CHARGES**

Each application for a URN is subject to an administration fee payable by the System user. The current policy on charging is set out in Appendix E – Administration Charges.

10. **MEMORANDUM OF UNDERSTANDING**

For non-compliance or poor performance by a Compliant Company or ARC the procedure set out in the Memorandum of Understanding should be implemented before suspension of URNs (see Appendix J).
11. **MISCELLANEOUS PROVISIONS**

11.1 **Data Protection Act 2002**

11.1.1 Data supplied to the Alarms Administrator in relation to Security Systems may be held in electronic format and Companies should notify Customers that (a) limited data supplied by them may be held in that manner and (b) where the data is relevant to a complaint it may be disclosed to the UKAS accredited Inspectorate Body recognised by ACPO.

11.1.2 *It is important that the information supplied is accurate and kept up-to-date. Any alterations to the personal data supplied by Security Companies must be notified to the Alarms Administrator within 14 days.*

11.2 **Advertising**

11.2.1 Installation Companies, ARCs and Inspectorate Bodies shall not use terminology which might raise in the mind of the Customer a guaranteed or unrealistic expectation of Police response to a Security System and shall not use an ACPO logo or reference in advertising material without written permission from the ACPO General Secretariat or the Isle of Man Constabulary logo without the permission of the Chief Constable.

11.2.2 The use of wording such as ‘Police Approved’, ‘Police Preferred’, ‘Police Compliant’ and ‘Meets Police Requirements’ must not be used.

11.2.3 Companies engaged in telesales techniques should comply with the following:

- The supplier is not to make any representations of the product being approved, endorsed or authorised by the Isle of Man Constabulary
- The script reflects the above
- Each supplier should be comply with relevant legislation in relation to telesales/telemarking
- Each supplier should monitor sales staff, the content of sales calls, be able to identify individual telesales operators and avoid any instances of high pressure selling e.g. through recording of calls
- Each supplier should be aware any complaints made to the Isle of Man Constabulary regarding sales tactics may be re-directed to the relevant Regulatory Body for investigation.

12. **FINAL DISCRETION**

12.1 The Policy does not impose any liability on the Isle of Man Constabulary, its officers or employees or the Department of Home Affairs Communications Division and its employees arising out of any acts or omissions connected with the Security System installation, including failure or timeliness in responding to any activations.

12.2 The Chief Constable reserves the right to:-

(a) refuse to admit a company to the Compliant List
(b) refuse to issue a Police URN for any installation

(c) refuse Police response to any Security System installation

(d) to alter, amend or add to this Policy as necessary

12.3 Issues which may require amendment to this Policy must be forwarded, in the first instance, to the Alarms Administrator, Communications Division, Communications House, Glencrutchery Road, Douglas. Isle of Man IM2 6RE
APPENDICES

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Annexe A – British Standards and European Norms
ISLE OF MAN CONSTABULARY/ACPO INTRUDER ALARM POLICY

The ACPO unified Security Systems Policy has been adopted by the Isle of Man Constabulary and the Department of Home Affairs Communications Division.

The following Variations permitted under the terms of the Policy apply to the Isle of Man.

1. Automatic 999 dialling alarm equipment is not permitted.

2. All central monitoring station alarm messages must be transmitted to the Emergency Services Joint Control Room (ESJCR), Communications House on a dedicated ex-directory telephone line - the number of which will be disclosed on receipt of a signed Policy Agreement (see Appendix B).

3. There are no facilities to signal direct to the ESJCR.

4. The Isle of Man Constabulary Service Standards are:

   LEVEL 1 - all calls will be treated as 999 calls and the target will be specified in the Isle of Man Constabulary Policing Plan in use at that time

   LEVEL 2 - response may be delayed according to resource availability but the aim of the Isle of Man Constabulary is to attend within 20 minutes

   LEVEL 3 - no Police attendance unless there is supporting evidence of a crime taking place

5. Between 0700 and 1800 hours – Monday to Friday (excluding Bank Holidays) – most intruder alarms at commercial premises that would normally receive LEVEL 1 response will receive a LEVEL 3 response. Subject to Clause 3.2 Hold-Up Alarms will receive a LEVEL 1 response at all times

Details of keyholders held by ARCs will be supplied by the ARC to the Isle of Man Constabulary or ESJCR by return telephone call when required.

6. In April 2006 the Isle of Man Constabulary delegated responsibility for the Alarms Administration to the Communications Division who operates the ESJCR. The delegation of this function brought together administrative procedures that, until that time, had been undertaken separately by both the Communications Division and the Isle of Man Constabulary.

7. Enquiries regarding specific Alarm Systems must be in writing or electronic means.

8. All correspondence should be addressed to the Alarms Administrator, Communications Division, Communications House, Glencrutchery Road, Douglas, Isle of Man IM2 6RE

9. The Unique Reference Number (URN) must be quoted in all correspondence. In the interests of maintaining security of records all enquiries concerning individual Alarm Systems must be made in writing or electronic means. Telephone enquiries regarding Systems or particular alarm activations will not be accepted.
POLICY AGREEMENT FORM

This form must be completed in BLOCK CAPITALS and signed by an authorised person at the Company Head Office.

I have read the Isle of Man Constabulary Policy on Police Response to Security Systems and the ACPO Requirements for Security System Services (see Appendix Q). I agree to comply with every requirement of these documents.

I acknowledge that failure to comply will result in my Company no longer being accepted by the Isle of Man Constabulary or being included on the Isle of Man Constabulary List of Compliant Companies.

I am authorised to sign this document on behalf of:

Name of Company ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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Disclosure of Convictions

The intention is to curtail those with criminal convictions having access to premises and information relating to the security of premises. The offences should, therefore, be relevant, such as involving theft, dishonesty, serious assault, drugs and offences of indecency.

A Police check must not take the place of normal recruitment procedures. References should be required and taken up in the case of all new appointments with unexplained gaps in employment being satisfactorily accounted for.

Each Applicant seeking employment where their duties will include surveying, sales, installation, maintenance and administration of security systems (in accordance with BS7858) with a Company on the Isle of Man Constabulary’s List of Compliant Security System Installers, or a prospective Company wishing to go on the List, will be required to undergo a Police check. This should be done after selection but, preferably, before appointment.

Employers are responsible for carrying out such check and this can be done on-line at http://www.disclosurescotland.co.uk.

This check will provide the Employee with details of any unspent recordable convictions.

Employers may wish to make a statement available to people who may be subject to a criminal records check under these arrangements to reassure them that ex-offenders will not automatically be rejected.
FALSE ALARM MONITORING FORMULA

The following Formula may be used to monitor the performance of Companies installing remote signalling alarms

\[
\text{upper action level} = \left( a + \frac{1}{N} \right) \left( 1 - \frac{1}{9(Na + 1)} \right) + Z \sqrt{\frac{1}{9(Na + 1)}}
\]

\( a \) = Isle of Man Constabulary false alarm rate for a particular reference period (i.e. 28 days, month or year)

\( N \) = the number of installations for a particular Company

\( Z \) = the value taken from tables based on normal distribution. The figure of 1.64 has been chosen to give the following Producers risk and Consumers risk.

**Producers Risk** - the probability of wrongly identifying as inefficient a Company whose false alarm rate is the same as the Isle of Man Constabulary rate is 1 in 8000.

**Consumers Risk** - the probability of wrongly identifying as efficient a Company whose false alarm rate is the same as the upper action level is 7 in 8. This would be less for Companies operating above the upper action level.

**NB.** Each installing Company will have a different upper action level dependent upon their total number of installations.

**Mode of Application**

The application of the Formula is only a guide which will intimate to those monitoring performance that a problem may need to be addressed.

Where a Company has a false alarm rate which exceeds the upper action level for that particular Company for 3 consecutive months or for any 6 months in a rolling 12 month period the following procedure will apply:

The Alarm Installation/Maintenance Company will be notified in writing that their false alarm rate exceeds their upper action level. They will be requested to reduce their false alarm rate to inside of their upper action level within 3 months.

(i) Where a claim is made that the upper action level has been exceeded on the grounds of unique types of alarm installations a revised rate may be introduced at the discretion of the Chief Constable. Where the Chief Constable considers a claim for a revised upper action level is unacceptable he may refer the matter to the appropriate independent Inspectorate for arbitration.

(ii) Where a reduction to the false alarm rate is not achieved within a 3 month period the Chief Constable will consider the following options -

(a) if the Company appears to have made little or no effort to resolve the problem an immediate withdrawal of facilities to acquire new URNs will take place until the Company has reduced their false alarm rate to within their upper action level. The circumstances will be reported to the appropriate Inspectorate Body as a serious non-compliance with the ACPO Requirements for Security Systems Services (See Appendix Q).

\[\text{or}\]

(b) if the Company demonstrates it has tried but been unsuccessful in reducing their false alarm rate to within their upper action level the circumstances will be reported to the appropriate Inspectorate Body as a non-compliance. The Chief Constable may agree objectives with the Company to resolve the matter - in such cases the URN facility will not be withdrawn.
ADMINISTRATION CHARGES

1. Each application for a URN is subject to a non-refundable administration fee of £55.00 inclusive of VAT payable by the System User. The fee will be reviewed every two years.

2. The URN will not be given to the Alarm Company until the cheque in respect of the URN administration fee has cleared and the completed application form accepted. Incomplete URN applications will be returned un-processed.

3. The administration fee is payable for:
   a) new URN applications
   b) new occupiers/owners of premises taking over existing Security Systems (false alarm history deleted)
   c) applications for re-issue of deleted URNs

NB. Security Company taking over another Security Company. Where a Security System has been cancelled by a Security Company (Company A) prior to notification being received that the Security System is to be taken over by another Security Company (Company B) the System will be regarded as a new Security System.

4. The administration fee is not applicable and URNs will retain their false alarm history:
   a) where a Security Company takes over another Security company
   b) premises change of name or franchisee (evidence will be required to ensure it is a change of name only and not change of owner/user

5. In the event the installation does not proceed after the URN has been allocated the fee is non-returnable.

6. All Security System ARCs operating under this Policy must utilise the dedicated ex-directory line advised by the Alarms Administrator.

These administration charges do not represent a charge for the Isle of Man Constabulary attendance at alarm calls nor do they form a contract with the occupier of the premises for response to calls.

Note: If the company pays the URN fee on behalf of the customer referred to above, the Isle of Man Constabulary and the company agree that this shall not constitute or imply any partnership, joint venture, agency fiduciary or other relationship between either the company and system user or the company and the Isle of Man Constabulary.
### NOTICE OF INTENTION TO INSTALL SECURITY SYSTEM / NOTICE OF VARIATION TO EXISTING SECURITY SYSTEM

**PLEASE COMPLETE IN BLOCK CAPITALS**

<table>
<thead>
<tr>
<th>NOTICE OF:</th>
<th>INT URN 1</th>
<th>HUA URN 2</th>
<th>URN 3</th>
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<tbody>
<tr>
<td>VARIATION REASON(s):</td>
<td>Installation Date:</td>
<td>Variation Date:</td>
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**ALARM RECEIVING CENTRE**

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<td>Tel:</td>
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**INSTALLER**

**MAINTAINER**

**TYPE OF SYSTEM**

**TYPE OF CONFIRMATION**

**ADDITIONAL FEATURES**

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**TYPE OF SIGNALLING**

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<th>Secondary</th>
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**STANDARD TO WHICH INSTALLED**

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<tr>
<th>EXISTING URN NO.</th>
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<tr>
<td>Intruder</td>
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**PREVIOUS USER (Company Name when applicable)**

**ADMIN FEE**

**SOUNDER DELAY**

**contract no:**

**Signature**

**Print Name:**

**Position in Company:**

**Date:**

### DETAILS OF PROTECTED PREMISES

<table>
<thead>
<tr>
<th>HOUSEHOLDER / OCCUPIER</th>
<th>Title:</th>
<th>Initial(s):</th>
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<tr>
<td>Surname:</td>
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<tr>
<td>Business Name:</td>
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<td>Trading Name (if different):</td>
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<th>Telephone</th>
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<th>Type of</th>
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<th>If other, state:</th>
<th>O/S Grid Map Ref FIG</th>
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<th>Directions from Main Road: (Rural /New Sites)</th>
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**IF THIS FORM IS NOT COMPLETED AS APPROPRIATE OR THE HAZARD AND SITE RISK STATEMENT OR THE FEE IS NOT ENCLOSED IT WILL BE RETURNED UNPROCESSED**

**Data Protection Act 2002:** Personal data supplied on this Form may be held in electronic format and/or verified by reference to information already held on computer.
Select the type of Notice from 1 to 3
Then select the appropriate data i.e. if 1 is selected you will need to choose data from the headings marked with a 1

Note: If 3 is selected choose data relevant to the Variation

<table>
<thead>
<tr>
<th>NOTICE OF:</th>
<th>1. Application for a Unique Reference Number (URN)</th>
<th>2. Application to Reinstate a Unique Reference Number (URN)</th>
<th>3. Variation to an Existing Security System</th>
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<th>TYPE OF SYSTEM (1)</th>
<th>TYPE OF CONFIRMATION (1 2 3)</th>
<th>ADDITIONAL FEATURES (1 2 3)</th>
<th>TYPE OF SIGNALLING (1 2 3)</th>
<th>TYPE OF PREMISES (1)</th>
<th>VARIATION REASON(s) (1 2 3)</th>
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<tr>
<td>Intruder Alarm</td>
<td>Audio</td>
<td>None</td>
<td>Digital Communicator</td>
<td>Retail</td>
<td>Upgrade to Confirmation</td>
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<tr>
<td>Hold-Up Alarm</td>
<td>Visual</td>
<td>None</td>
<td>Monitored Line</td>
<td>Commercial</td>
<td>Signalling Amendment</td>
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<tr>
<td>Combined IA/HUA</td>
<td>Sequential</td>
<td>Smoke Generator</td>
<td>Direct Line</td>
<td>Public Sector</td>
<td>New User</td>
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<tr>
<td></td>
<td>Audio and Sequential</td>
<td>CCTV</td>
<td>Radio</td>
<td>Licensed</td>
<td>Change of User Name</td>
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<tr>
<td></td>
<td>Visual and Sequential</td>
<td>Lighting</td>
<td>Dual Signalling</td>
<td>Domestic</td>
<td>Additional Features</td>
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<td></td>
<td></td>
<td>Chemical Trace</td>
<td></td>
<td>Industrial</td>
<td>Takeover from another Maintainer</td>
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<td></td>
<td></td>
<td>Access Control</td>
<td></td>
<td>Bank or Financial Institution</td>
<td>Maintenance Contract Cancelled</td>
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<td>Other</td>
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<th>ADMIN FEE (1 2 3)</th>
<th>STANDARD TO WHICH INSTALLED (1)</th>
<th>SOUNDER DELAY (1)</th>
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<td>PD6662 2010 + BS8243</td>
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<td>BS 4737 + DD: 243 2002</td>
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<td>BS 8418 2003</td>
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<td>CAT5 ATSVIVR</td>
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HAZARDS AND SITE RISK STATEMENT (HEALTH & SAFETY)

THIS FORM IS CONFIDENTIAL AND MUST BE COMPLETED AND SIGNED BY THE OCCUPIER

Police Officers will not normally enter the premises without the keyholder. However this may, on occasions, be necessary due to suspicious circumstances. In order that attending Police Officers may be pre-warned you are required to state any site hazards or risks.

The following list is not definitive but intended as a guide to some of the most common types of hazards. You should carefully consider your premises and grounds to identify any other risks or hazards and record them under “OTHERS”.

MY SECURITY SYSTEMS COMPANY NAME IS: .................................................................

The following applies to the building(s) and grounds of these premises:

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<th>POND</th>
<th>DOGS</th>
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<tr>
<td>SWIMMING POOL</td>
<td>DANGEROUS ANIMALS</td>
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<tr>
<td>RIVER FRONTAGE</td>
<td>FIREARMS</td>
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<td>GLASS COPING WALLS</td>
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<td>RAZOR WIRE</td>
<td>EXPLOSIVES</td>
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<td>DANGEROUS MACHINERY</td>
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<td>CONTAGIOUS SAMPLES</td>
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<td>FRAGILE ROOF</td>
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<td>FUEL STORAGE</td>
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<td>LOW CEILING BEAMS</td>
<td>CHEMICALS</td>
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<tr>
<td>SLIPPERY FLOORS</td>
<td>RADIO ACTIVE MATERIALS</td>
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<tr>
<td>FURNACE</td>
<td>ASBESTOS</td>
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<tr>
<td>ELECTRICITY SUB-STATION</td>
<td>SPRINKLER SYSTEM</td>
</tr>
</tbody>
</table>

OTHERS:


IF NO SITE HAZARDS OR RISKS, STATE NONE:

Name of Occupier / Premises

Address

Town       Postcode

Telephone No

I confirm that the Alarm Receiving Centre has been given details of TWO KEYHOLDERS CAPABLE OF ATTENDING WITHIN 20 MINUTES of notification. I am aware that persistent failure unjustifiably of keyholders to attend within that time may result in the WITHDRAWAL OF POLICE response and/or approval for the System.

Signed:       Print Name:

If commercial business -

State position in Company:       Date:

ADMINISTRATION FEE (if applicable) must be enclosed with this Form and returned to your SECURITY SYSTEMS COMPANY – Cheques/Postal Orders should be made payable to: IOM GOVERNMENT. Please do not send cash.

The Administration Fee does not represent a charge for attendance to activations from your Security System nor does it form a contract with the occupier of the premises for response to activations. Should site hazards and risk circumstances change you MUST update our records – there is no charge for this update.

Data Protection Act 2002

Personal data supplied on this form may be held on and / or verified by reference to information already held on computer.
Dear [Name]

[PROPERTY ADDRESS]

I acknowledge receipt of your recent Notice of Intention to Install a Security System at the above address.

Details of activations received at your Alarm Receiving Centre should be passed to the Emergency Services Joint Control Room (ESJCR) by telephoning 01624 631414. The message must include the Unique Reference Number [NUMBER] (URN) for use in the ESJCR and failure to quote the URN will result in Police attendance being refused.

**THIS UNIQUE REFERENCE NUMBER MUST BE QUOTED IN ALL FUTURE CORRESPONDENCE RELATING TO THIS INSTALLATION.**

It is a requirement of the Isle of Man Constabulary that all security systems installed should meet the following standards - BS EN 50131-1 (PD6662 scheme for the implementation of European Standards), BS 4737, BS 7042, BS6799 or BS 8418 and Codes of Practice identified in the Policy and that the installing company issue a certificate to that effect.

Re-setting of intruder alarm systems should be carried out only by a representative of your security systems company. Please note instant bells are permitted on residential premises / a ten minute bell delay will be required at this location / instant bells will be permitted at this location.

Yours sincerely,

[Name]
Alarms Administrator
Dear [Name]

CONDITIONS FOR THE INSTALLATION OF A REMOTE SIGNALLING SECURITY SYSTEM

In April 2004 the Emergency Services Joint Control Room (ESJCR) became operational under the auspices of the Isle of Man Government Department of Home Affairs Communications Division. In April 2006 responsibility for the Alarms Administration passed to the Communications Division to undertake on behalf of the Isle of Man Constabulary. The transfer of this function brings together administrative procedures that, until that time, had been undertaken separately by both the Communications Division and the Isle of Man Constabulary. This amalgamation aims to provide a more effective service to both the Security Companies and their Customers.

A properly installed Security System will help to protect your premises when it is unoccupied. As you are considering the installation of a remote signalling Security System you should be aware that the Isle of Man Constabulary has safeguards to reduce levels of false calls which divert them away from other tasks in your community.

To avoid misunderstanding here is a précis of the conditions. However, should you require further information please contact the Alarms Administrator at the Communications Division.

1. The alarm must be installed and monitored by a company that is certified by a UKAS Accredited certification body. The company must also have been accepted onto the List of Companies who comply with the Isle of Man Constabulary Policy on Police Response to Security Systems.

2. Such acceptance by the Isle of Man Constabulary does not imply guarantee of the company’s work. You should seek confirmation from the company that it is compliant with Police Policy and is acceptable to the Isle of Man Constabulary for the transmission of alarm messages from new installations.

3. You (and any person operating the alarm) will receive training on the operation of the System by the installer including methods of cancelling accidental operations of the alarm.

4. Commercial premises may be required to have a 10 minute delay of sounders to give the Isle of Man Constabulary the opportunity to attend and detain offenders. You may apply to the Alarms Administrator for exemption to the delay.
5. It causes annoyance and discomfort to persons residing in the area of protected premises if a burglar alarm rings due to a false alarm for an unnecessary length of time. Therefore installing companies shall advise Customers of the desirability of a 20-minute limit on the operation of audible warning devices.

6. Security systems will receive a Police response determined by the nature of demand, priorities and resources which exist at the time. After **2 false calls in any rolling 3 months** you will be advised in writing so that you may take remedial action but subsequent calls may receive a lower priority.

7. Following **5 false calls in any rolling 12 months** Police attendance will be withdrawn. We will continue to attend Hold-Up Alarms where these are identified separately by the Alarm Receiving Centre provided the attack alarm does not generate a total of 5 false calls.

   If your alarm includes a monitored transmission system the Police will only respond to a maximum of 2 line faults in any 12 months.

8. Police attendance may be restored if written application is made following **3 months free** of false calls or when the System has been upgraded to current Policy requirements. The application must be supported by written evidence from your Security Company. It is, therefore, in your interest to identify and correct the cause of any false alarm at the earliest opportunity.

9. On completion of the administration procedures your Security Company will be issued with a Unique Reference Number (URN) which identifies your System within our database to speed call handling. This number should be used in all correspondence to the Alarms Administrator but please do not disclose it to any unauthorised person.

10. There is a requirement to have at least two keyholders, details of whom will be maintained by the Alarm Receiving Centre. Keyholders shall (a) be trained to operate the Security System (b) be telephone subscribers (c) have adequate means of transport to attend the premises at all hours (d) have access to all relevant parts of the premises and (e) be able to attend within 20 minutes of being notified.

11. In accordance with the Data Protection Act 2002 personal information relating to you and your keyholders in connection with the Security System may be held in electronic format. Please ensure that relevant names and addresses are current.

   It is regretted that such constraints are imposed but they are essential if the Isle of Man Constabulary is to maintain the credibility of alarm systems, reduce false calls and provide you with an acceptable service.

   In the interests of security please make any enquiries to me regarding your alarm in writing. For your protection we cannot discuss security matters by telephone.

   This advice is brought to you with the co-operation of the Alarm Installation Company. If you have any questions regarding the content please contact me.

   Yours sincerely,

   [Name]
   Alarms Administrator
MEMORANDUM OF UNDERSTANDING

Non-compliance or poor performance by Compliant Company

- Alarms Administrator attempts to resolve the problem with Compliant Company
  - Has the problem been resolved?
    - YES
    - NO
      - Formal letter sent to Compliant Company - to be acknowledged within 10 working days.
        - Has response to formal letter been received with 20 working days giving proposals to rectify the problems within the timescale?
          - YES
          - NO
            - NO FURTHER ACTION
            - YES
              - Has Compliant Company resolved problems within agreed timescale?
                - NO
                - YES
                  - NO FURTHER ACTION
                  - YES

If exceptional circumstances apply (i.e. Criminal Activity)

- Suspend issue and/or transferring of URNs
  - Formal letter sent to Compliant Company. Reply required in 20 working days with all problems resolved within 60 days?
    - YES
    - NO
      - Has the matter been resolved within the timescale?
        - YES
        - NO
          - REMOVE COMPANY FROM COMPLIANT LIST
Dear [NAME]

OPERATION OF YOUR SECURITY SYSTEM

We are pleased to note that you have had a Security System installed at your premises. Every possible attention is paid to calls emanating from such Systems but in this connection we must seek your co-operation on the following important matters.

Failure to comply with any of the following conditions may result in the Isle of Man Constabulary withdrawing response from your System.

You are advised that Police personnel may have to be withdrawn from the premises before the arrival of a keyholder. Should that be the case the keyholder may contact the Isle of Man Constabulary and ask them to re-attend if there is evidence of an offence.

FALSE ALARMS

Because of the considerable amount of time expended attending false calls the following Policy has been formulated:

- Every user having a System which produces two false calls within a rolling period of 3 months shall be served with a notice requiring action to be taken to prevent further false calls. If, when subsequent calls are received, the Isle of Man Constabulary has other high priority calls to contend with, Police response may be delayed whilst those calls are dealt with.

- Should more than four such calls be received within any 12 month period Police response shall be withdrawn for a minimum period of 3 months free from false calls.

Will you, therefore, please ensure that those involved in the operation of your Security System are familiar with its functions and are informed of the importance of avoiding its accidental operation. Also, in the event of technical faults, please inform your System Maintenance Company as soon as possible after the fault has become apparent.

NOISE NUISANCE

Your attention is also drawn to the fact that, should an audible alarm give rise to complaints you may be liable to prosecution.
HOLD-UP ALARMS (HUA)

The new Security Systems Policy states: “HUA s may be operated to summon urgent Police assistance when an assailant enters a previously defined area with the obvious intention of harming or threatening any person within that defined area”. However in many instances HUAs are used where there is no threat to persons within a defined area. Without knowing the circumstances under which the HUAs are activated the Police must respond. You should be aware that, in the current Policy, if you use the HUA twice within in a rolling 12 month period and there is no threat to persons in a defined area, you will lose Police response for a period of time.

Accidental misuse happens when staff are not trained in the use of a HUA or visitors to the premises have access to the HUA and press it out of curiosity. It is important that the HUA is placed where members of the public cannot have access. Accidental misuse also occurs where duress codes are used. This is when a member of staff enters the duress code instead of the normal set or unset code. To prevent this happening all staff (including cleaning staff) that have access to the codes should be properly trained in the use of duress codes.

**Accidental misuse of your HUA system could cause you to lose Police response. Guard against this possibility.**

The following are examples of intentional but non-essential operation of a HUA activation:

a) Garage forecourt attendant - when someone has driven off without paying for petrol  
b) Shopkeeper - because someone leaves the store without paying for goods  
c) Householder - who hears a suspicious noise outside

A HUA is there to summon Police assistance when you are threatened. **DO NOT** use it for any other purpose.

**DATA PROTECTION ACT 2002**

Personal data supplied may be held on and/or verified by reference to information already held on computer.

Should you require further advice please do not hesitate to contact this office.

Yours sincerely,

[Name]  
Alarms Administrator
Dear [Name]

INTRUDER ALARMS AND FALSE CALLS

Intruder alarms are only one example of the demands placed on the Isle of Man Constabulary for an immediate response. False calls significantly out-number genuine calls and divert Police resources.

In an effort to reduce the unacceptably high number of false calls received by the Isle of Man Constabulary it has been necessary to introduce a Policy governing the installation, maintenance, monitoring and use of intruder alarms.

The Policy includes a close monitoring of all alarm calls. Records indicate that there appears to have been at least two false calls from the alarm at your premises within a 3-month period. In view of this you are advised to contact your Alarm Company at the earliest opportunity in an effort to resolve what appears to be a problem with your alarm system or its operation.

The current level of false calls means that priority may be given to other urgent calls for assistance and response to your alarm may, therefore, be delayed. For your alarm to return to the original high priority response it must be free of false calls for 3 months.

Regrettably, should the false calls persist it will be necessary to consider the withdrawal of Isle of Man Constabulary response to activations from your alarm – a situation that they would wish, with your co-operation, to avoid.

You are advised to contact your Insurance company and inform them of the contents of this letter as soon as possible as your insurance cover may be affected.

This information is brought to you with the assistance of your Alarm Company. Should you have any queries in respect of this letter please contact the Alarms Administrator in writing at the above address. Please ensure that you quote your Unique Reference Number.

Yours sincerely

[Name]
Alarms Administrator

c.c. Security Company
Dear [Name]

URN [Number] – Security System at [Address]

I refer to previous correspondence concerning the operation of the Security System at your premises. Regretfully continued monitoring of your Security System has indicated that further false calls have been received.

Following careful consideration I have to inform you that Police response will no longer be given to your Security System after [Date].

Reinstatement of response can be considered following notification from your Security Company that a System with confirmed technology has been installed and that only confirmed activations will be passed to the Police.

If you already have a confirmed System your Security Company may apply for reinstatement of response when they are able to provide evidence that a 3 month period free from false calls has been achieved.

Should you have any queries concerning confirmed technology please speak to your Security Company.

During the period of withdrawn response your keyholder will continue to be informed of all activations by your monitoring station.

As the Police response is about to be withdrawn I must point out that this action could affect any insurance cover you may have relating to the premises. You are, therefore, advised to contact your Insurance Company and Security System Installer and advise them of the contents of this letter as soon as possible.

If you have any queries in respect of this letter please contact the Alarms Administrator at the Communications Division, Communications House, Glencrutchery Road, Douglas in writing – quoting your Unique Reference Number.

Please note that in the interests of security enquiries in relation to this letter will not be discussed by telephone.

Yours sincerely

[Name]
Inspector
Operational Support Unit

c.c. Security Company
Dear [Name]

URN [Number] – Security System at [Address]

Further to your application dated [Date] for the reinstatement of Police response to the above premises.

The situation has now been reviewed and I am able to inform you that Police response to calls received from your Security System at the above address has been reinstated to LEVEL 1 with immediate effect.

This decision, however, must be made without prejudice on the part of the Isle of Man Constabulary to again reducing response should a high incidence of false calls occur or should you fail to comply with the Isle of Man Constabulary Policy on Police Response to Security Systems.

I trust that the action you have taken will continue to be effective and may I thank you for your efforts in this matter.

Yours sincerely

[Name]
Alarms Administrator
Dear [Name]

URN [Number] – Security System at [Address]

I refer to previous correspondence regarding the withdrawal of Police response from the above Security System.

Response has remained withdrawn for a period in excess of 6 months and it has not been possible to reinstate response. Consequently a decision has been made to withdraw from monitoring the System with effect from the [Date].

Your Security System Company has been instructed not to pass any further calls to the Isle of Man Constabulary after that date.

Where a URN has been withdrawn an application for the issue of a new URN shall not be considered unless:

(a) a System that complies with the Isle of Man Constabulary Policy on Police Response to Security Systems has been installed or – if such a System is already installed – action has been taken to remedy faults inherent within that System

and

(b) a period of not less than 3 months has elapsed after which it can be demonstrated that the previous false alarm problem has been resolved.

You are advised to contact your Alarm Company as a matter of urgency so that the situation can be resolved.

If you have any queries in respect of this letter please contact the Alarms Administrator at the Communications Division, Communications House, Glencrutchery Road, Douglas in writing – quoting your Unique Reference Number.

Please note that in the interests of security enquiries in relation to this letter will not be discussed by telephone.

Yours sincerely

[Name]
Alarms Administrator
Dear [Name]

URN [Number] – Security System at [Address]

As a direct result of poor system performance Police response was withdrawn from the above System on the [Date] and has remained withdrawn for a period in excess of 6 months.

Consequently a decision has been made to withdraw the URN with effect from the [Date]. After that time further calls must not be passed to the Police by the ARC who should be instructed that no further calls will be responded to by the Isle of Man Constabulary.

Your Customer is fully aware of the situation.

Where a URN has been withdrawn an application for the issue of a new URN shall not be considered unless:

(a) a System that complies with the Isle of Man Constabulary Policy on Police Response to Security Systems has been installed or – if such a System is already installed – action has been taken to remedy faults inherent within that System

and

(b) a period of not less than 3 months has elapsed after which it can be demonstrated that the previous false alarm problem has been resolved.

If you have any queries in respect of this letter please contact the Alarms Administrator at the Communications Division, Communications House, Glencrutchery Road, Douglas in writing – quoting your Unique Reference Number.

Please note that in the interests of security enquiries in relation to this letter will not be discussed by telephone.

Yours sincerely

[Name]
Alarms Administrator
ASSOCIATION OF CHIEF POLICE OFFICERS (ENGLAND, WALES AND NORTHERN IRELAND)
AND THE ASSOCIATION OF BRITISH INSURERS

REQUIREMENTS FOR SECURITY SYSTEM SERVICES

The Isle of Man Constabulary and the Department of Home Affairs Communications Division have adopted the ACPO guidelines as amended.

Requirements for Security System Services

I
For the issue of a URN and/or to meet the minimum general recommendations for member companies of the Association of British Insurers (ABI), the installation / services provided by the Installation, Maintenance or Monitoring Company shall be certified in accordance with the provisions of this document by a Certification Body accredited to EN 45011 by UKAS.

II
The Certification Body shall -

a. Be a company limited by guarantee and not having a share capital. The company is to be formed in accordance with the relevant Companies Act.

b. Ensure the company law members/guarantors of the certification body shall be limited companies properly formed in accordance with the relevant Companies Acts or suitable individuals.

c. Ensure the memorandum and articles of association and their company law members/guarantors are specific to a Certification Body and identify the objects of a properly constituted Certification Body.

d. Provide audited accounts, where applicable, or such other accounts as are mandatory under Company Law, to show compliance with Clause 4.2(i) BS EN 45011: 1998.

e. Carry out surveillance of certified service providers in accordance with the provisions of paragraph III. Surveillance shall be conducted at a minimum frequency of once per year and, for installation companies, this surveillance shall include an inspection/functional test of installation(s) for compliance with the appropriate documents identified in Annexe A.

f. Have documented procedures for the inspection and test of installed and maintained systems to ensure compliance with the appropriate documents identified in Annexe A.

g. Ensure personnel who have access to Third Party security arrangements as a result of this process shall be subject to a security vetting procedure which identifies any unspent convictions or associations, which may be deemed unacceptable.

h. Be required to establish if certification has been given and/or withdrawn by any other Certification Body accredited to this Scheme when an Installation, Maintenance or Monitoring Company makes application for acceptance.
i. Where disciplinary action is pending, in process or has resulted in expulsion by Certification Body ‘A’ of an Installation, Maintenance or Monitoring Company, for non-compliance with documents identified in Appendix A, the non-compliance causing the disciplinary action must be resolved prior to approval by another Certification Body ‘B’.

j. Deal with any complaint against an Installation, Maintenance or Monitoring Company made by the Isle of Man Constabulary or member company of the ABI in accordance with the Memorandum of Understanding (Appendix J) identified in Annexe A below.

k. Invite a member of the ACPO Security Systems Group and the ABI, to attend board meetings as an observer for agenda items relating to this Scheme.

l. Be invited to the ACPO Security Systems, Industry Liaison, Group Meetings and/or relevant meeting held by the ABI as and when deemed necessary by the Association.

III Installing, Maintaining and/or Monitoring Companies

The Installing, Maintaining and/or Monitoring Company, commensurate with the services they provide, shall -

a. Vet personnel who have access to Third Party security arrangements in accordance with British Standard 7858 which ensures personnel of good repute and identifies any unspent convictions or associations which may be deemed unacceptable.

b. Trade lawfully.

c. Have adequate and relevant insurance in respect of employers, product, public, efficacy and wrongful advice liability.

*Guidance*: Insurance cover to a minimum of £1,000,000 per incident.

d. Have competent management with responsibility for all services provided.

*Guidance*: Management must be conversant with the relevant standards for the services they provide and be competent to inspect and test systems. Their responsibility extends to services provided by sub-contractors who must comply with all aspects of this document.

e. Have sufficient competent staff to carry out their contractual demands and the requirements of standards.

*Guidance*: The contractual demands and requirements of standards includes the design, planning, installation, system performance, operation, commissioning, false alarm management, complaint handling, maintenance and repair for security systems in accordance with the appropriate documents in Annexe A.

f. Have adequate arrangements, documented procedures and systems in place for all of their activities.

*Guidance*: This covers all aspects of a company’s installing, maintaining and monitoring activities and includes –

- Personnel (includes vetting, competence, qualification)
- Sales (includes enquiry, survey, quotation, order)
- Installation (includes design planning, commissioning, training of subscribers)
- Maintenance (includes preventative and corrective)
- System performance
Confidentiality
Handling of system activations, i.e. intruder alarm filtering
Complaint handling

The documented procedures are to the extent necessary to achieve consistency of application; in the case of NSI companies they will require a certificated quality management system.

Complaint handling needs to show logging, corrective action and review procedures.

g. Have suitable premises where confidentiality can be maintained and with adequate safeguards for security of information on a 24 hour basis.

 Guidance:
Any means of electronic security protection used for this purpose shall comply with the minimum standards of these procedures. ARCs must comply with the appropriate standards in Annexe A.

h. Have the necessary resources to support those activities.

 Guidance:
The necessary resources extends to all that are necessary to provide the services offered e.g. tools, test equipment, vehicles, office equipment, spares, personnel etc.

i. Shall have sufficient business activity, relevant to the scope of this Policy, to enable competence and trading history to be determined by certification bodies.

j. Have immediate access to and comply with the standards and documents identified in Annexe A.

k. Have customer contracts describing the products and services to be supplied together with the associated terms and conditions.

 Guidance:
They are to be fair and reasonable, describe the products and services to be provided, show title to any equipment, describe the terms of the warranty and detail all the charges applicable.

l. Not engage in pressurised selling or unfair business ethics.

IV New standards and documents applicable to this Scheme will be notified by the Secretary to the ACPO Security Systems Group or the ABI to all Certification Bodies accredited to this Scheme.

V Where amendments to this Scheme are deemed appropriate by ACPO and/or the ABI a consultation meeting will be instigated for attendance by those concerned.
## ANNEXE A

### British Standards and European Norms

*Current Issue unless stated – see Notes 1 & 2*

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS 4737</td>
<td>Intruder Alarms in Buildings <em>(mostly withdrawn see Note 2)</em></td>
</tr>
<tr>
<td>BS 7042</td>
<td>High Security <em>(withdrawn see Note 2)</em></td>
</tr>
<tr>
<td>BS 5979 (Cat II)</td>
<td>Alarm Receiving Centres</td>
</tr>
<tr>
<td>BS 6799</td>
<td>Wire free Alarms <em>(withdrawn see Note 2)</em></td>
</tr>
<tr>
<td>BS 7858</td>
<td>Security screening of individuals employed in a security environment</td>
</tr>
<tr>
<td>PD 6662:2010</td>
<td>Scheme for the application of European Standards for Intruder and Hold Up Alarm systems</td>
</tr>
<tr>
<td>PD 6662:2004</td>
<td>Remains acceptable for new systems until 31 May 2012 <em>(see Note 1)</em></td>
</tr>
<tr>
<td>BS EN 50518</td>
<td>Series – Monitoring and Alarm Receiving Centre</td>
</tr>
<tr>
<td>BS EN 50131</td>
<td>Series – Intruder and Hold Up Alarms</td>
</tr>
<tr>
<td>BS EN 50136</td>
<td>Series – Alarm Transmission systems</td>
</tr>
<tr>
<td>BS 8473</td>
<td>Management of False Alarms</td>
</tr>
<tr>
<td>BS 8243</td>
<td>Installation and configuration of Intruder and HUAs designed to generate confirmed alarm systems <em>(applies under PD6662:2010 – Note 1)</em></td>
</tr>
</tbody>
</table>

### British Standard Institution Drafts for Development (Latest Issue)

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS DD 242</td>
<td>High Security <em>(withdrawn see Note 2)</em></td>
</tr>
<tr>
<td>BS DD 243</td>
<td>Applies under PD 6662:2010 <em>(see Note 1)</em></td>
</tr>
<tr>
<td>BS DD 244</td>
<td>Wire Free Alarms <em>(withdrawn see Note 2)</em></td>
</tr>
<tr>
<td>BS DD 263</td>
<td>Alarms Systems Commissioning, Maintenance and Remote Support <em>(applies under PD 6662:2010 – see Note 1)</em></td>
</tr>
</tbody>
</table>

**Notes**

1. Certain standards are in a period of ‘Dual running’ with previous issues and either current OR the previous issue may be acceptable for a specified, limited period.

2. Certain older and withdrawn standards or parts of standards are still included in this list for the benefit of legacy systems that remain in service.
**TEN POINT PLAN FOR HOLD-UP ALARMS**

1) **FILTERING**
The ARCs are not in a position to pass only confirmed HUAs to the Police. The fact that someone does not answer the telephone does not confirm the activation is genuine as access to the telephone may be restricted or staff are too busy to answer it. In the event of the telephone being answered an operator is not always in a position to determine, from what is (or is not) heard, if the activation is genuine.

However, the ARCs are in a position to attempt to filter unwanted false activations, with confirmation in place false calls will be reduced.

2) **WITHDRAWAL OF POLICE RESPONSE**
The Intruder Alarm part of a System will be allowed to receive the current amount of false calls before withdrawal of response. Police response will be withdrawn to the HUA part of the system after a maximum of 2 false calls in a rolling 12 month period.

Where a System loses response to an HUA the Security Company should liaise with the end user to see if the Hold-Up element is necessary. If it is not required it should be removed.

Police response may be restored following receipt of evidence from the Security Company that the HUA has been free of false calls for a period of 3 consecutive months.

Response may be reinstated to HUAs before the 3 month period in the following circumstances:

i) The Security Company must satisfy the Isle of Man Constabulary that a significant change has been made to that particular System to prevent further false calls. Reinstatement in this way can be obtained only once.

ii) An additional form of confirmation has been installed to the System

3) **HUA DEVICES ON CIE OR ACE SHOULD BE SEGREGATED FROM THE MAIN KEYS, DEDICATED, DEFINED AND ARE 2 SEPARATE BUTTONS SYNCHRONISED PUSH.**

4) **PA DEVICES ON CIE OR ACE SHOULD BE ENGINEER PROGRAMMED ONLY (DEFAULT OFF)**
The implementation of this action will be dependent on the programming ability of the CIE or ACE. Re-engineering may be needed and therefore a lead time will be required. This will stop the HUA signal being transmitted during watchdog failures or if the CIE reverts to default programming due to power problems.

5) **DURESS CODES WILL BE ALLOWED FOR BS 7042 OR BS EN 50131–1 GRADE 4 SYSTEMS**
Notification of this type of Alarm must be advised to the Alarms Administrator and highlighted to the Customer.
6) **DURESS FACILITY SHOULD BE ENGINEER PROGRAMMED ONLY (DEFAULT OFF)**
   The implementation of this action will be dependent on the programming ability of the CIE or ACE. Re-engineering may be needed and therefore a lead time will be required. The purpose of this software change is to ensure that the duress facility is restricted to BS 7042 and EN 50131 Grade 4 systems and not customer programmable. This will stop the duress signal being transmitted during watchdog failures or if the CIE reverts to default programming due to power problems.

7) **NO SINGLE ACTION ‘SINGLE PUSH’ HUA DEVICES SHOULD BE ALLOWED**
   Only 2 separate buttons with synchronised push systems should be allowed as this would stop accidental activation by people ‘bumping’ against the HUA. Although this has been standard in the industry for many years systems will need to be upgraded to ‘double push’ HUA devices in the event of losing Police response.

8) **NO TIME DELAY DEVICES ARE TO BE ALLOWED**
   In these types of systems the HUA is pressed once to start a timer. The occupier can then answer a door, check for intruders etc. If the HUA is not pressed a second time the timer will time out and the HUA is sent. This type of arrangement is a recipe for false alarms and will need to be redesigned in the event of losing Police response.

9) **PORTABLE HUA DEVICES (WIRELESS DEVICES) SHOULD BE DEDICATED AND NOT INCORPORATE ANY OTHER FUNCTION AND SHOULD HAVE 2 SEPARATE BUTTONS, SYNCHRONISE PUSH TO ACTIVATE**
   This requirement is to stop single button type HUAs, e.g. care alarm type systems being used for HUAs. Although this has been standard in the industry for many years Systems will need to be upgraded to ‘double push’ wireless devices in the event of losing Police response.

10) **TRAINING / RE-TRAINING OF USERS**
    The training or re-training of Users should be incorporated into the maintenance. The User should also be made responsible for the training of their keyholder(s) and this should be documented with the maintenance report.

    Documentation should be provided to indicate when to use and when not to use a HUA device. The keyholder(s) should be made aware of the serious implications of misuse.