



# **States of Jersey Police**

## **SECURITY SYSTEMS POLICY**

**The States of Jersey Police have adopted the Association of Chief Police Officers Security Systems Policy 2006, with variations to suit legislative differences.**

**June 2008**



## States of Jersey Police - Security Systems Policy

### 1. Introduction

- 1.1 The Association of Chief Police Officers (ACPO) of England, Wales and Northern Ireland recognises the rapid development of technology and its use within security systems. This policy details the Police response which can be expected to an electronic security system, which is identified in the ACPO “Requirements for Security System Services”.
- 1.2 To enable a security system to be recognised within the ACPO Requirements for Security Services, it must comply with the ACPO Policy on Response to Security Systems and a recognised standard of code of practice controlling manufacture, installation, maintenance and operation. Such standards must be in the public domain and not be product-based.
- 1.3 The installation and services provided by the installing company and an alarm receiving centre/monitoring centre, shall be certified by a UKAS accredited certification body in accordance with the provisions of the ACPO Requirements for Security Services.
- 1.4 It should be noted that Police response is ultimately determined by the nature of demand, priorities and resources that exist at the time a request for Police response is received.

### 2. Scope of Policy

#### 2.1 Type A - Remote Signalling Systems

Systems terminating at BS 5979 (latest draft) recognised alarm receiving centres and system monitoring centres (ARCs).

**PROVIDED:**

- **the system, (including sequential installations), is verified by audio or visual means;**
- **when verified by private patrol officer/warden, keyholder or member of the public in response to suspicious activity or sign of criminal attack;**

Systems operating via Police control rooms with the specific approval of the Chief Officer of Police.

Unique reference numbers (URNs) will be issued to these systems.

#### 2.2 Type B - Security Systems

Systems for which Police attendance may be requested and which operate outside the procedures identified at Section 1 and Type A requirements.

Unique reference numbers will not be issued to these systems.



### 3. Police Attendance

3.1 For **Type A** security systems there are three levels of Police intervention.

**Level 1** - Immediate/Urgent.

It should be noted that police response is ultimately determined by the nature of demand, priorities and resources that exist at the time a request for police response is received.

**Level 3** – Withdrawn. No Police attendance, keyholder response only.

#### 3.2 Type A Systems

3.2.1 The Police Service has adopted a policy on the use of confirmed alarm technology as part of the effort to reduce false calls. The key stages and time scales are as follows.

3.2.2 On introduction of this policy, security systems which are or become, subject to withdrawal of Police response will only qualify for restoration of response if messages passed to the Police are confirmed. As from 1<sup>st</sup> August 2008, all new installations will only qualify for URN and Police response if installed to the current standard **DD243/PD6662**.

3.2.3 Security systems issued with a Unique Reference Number (URN), including systems installed prior to adoption of this Policy, will receive LEVEL 1 response until three false calls have been received in a rolling 12-month period.

3.2.4 Following two false calls in 12 months the occupier will be advised in writing and the maintaining alarm company, notifying them of the situation and recommending urgent remedial action.

3.2.5 Following three false calls in twelve months LEVEL 3 will apply and Police response will be withdrawn. The customer will be advised in writing with a copy to the maintaining company.

3.2.6 Following withdrawal of response, the following conditions will apply in order to reinstate police response:

(i) Unconfirmed systems will need to be a confirmed DD243 (current standard) system (all systems installed prior to DD243 2002 are designated unconfirmed).

(ii) Confirmed DD243 systems will require the cause of the false alarms identified and remedial action taken. Reinstatement of police response can be achieved immediately following compliance with the above. Where a system has been upgraded, a copy of the NSI Compliance/ SSAIB Conformity certificate will be required by the police.

(iii) Systems will have to wait three months free of false calls (supported by evidence from the security company).

The Security Company should apply for reinstatement of response using **Appendix E**



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- 3.2.7 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 and the security company advised in writing.
- 3.2.8 ACPO will invite representatives of relevant organisations to assist in the monitoring of the effect of confirmed technology and to make recommendations to update the Policy and/or relevant codes of practice.



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### 3.3 Personal Attack Alarms (deliberately operated devices)

- 3.3.1 Personal attack alarms will attract LEVEL 1 response. A personal attack alarm 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. If the device is portable it shall contain technology to enable the exact location to be determined. These devices may 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.
- 3.3.2 In a system with both personal attack (deliberately operated) and security systems, the remote signal shall differentiate between the two types. Unless this distinction is made, any withdrawal of Police response sanction will apply to all personal attack calls from the system.
- 3.3.3 Personal attack (PA) systems conforming to Section 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 PA) which has caused 3 or more of the false calls. 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 is contemporaneous for both facilities.
- 3.3.4 The technology of reducing false calls by AUDIO OR VISUAL MEANS confirming activity within the alarmed premises is endorsed. Such systems, known as AUDIO OR VISUAL CONFIRMED ALARMS, must be operated in accordance with a UKAS accredited certification body, and installation of such technology must be included in the "Notice to Install".
- 3.3.5 In many instances PA's are used where there is no threat to persons within a defined area. Without knowing the circumstances under which the PA's are activated, the Police must respond. You should be aware that in the current policy, if you use the PA twice within a rolling twelve 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 PA or visitors to the premises have access to the PA and press it out of curiosity. It is important that the PA is placed where members of the public cannot have access.

The following are examples of intentional but non-essential operation of a PA 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 or publican who sees a fight in progress.
- d) Householder who hears a suspicious noise outside

A PA is there to summon police assistance when you are threatened. DO NOT use it for any other purpose.



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### 3.4 Type B Security Systems

- 3.4.1 To obtain Police attendance, Type B systems will require some additional indication that an offence is in progress or local circumstances which indicate that Police response is required. This will usually require human intervention such as a member of the public, owner or agent visiting or viewing the premises, and the level of Police response will depend on the quality of the information received. The addition of electronic means to provide confirmation will not promote such systems to Type A or automatically achieve Police response. Calls for police attendance will be by 999 or public telephone lines as appropriate.
- 3.4.2 Automatic dialling equipment must not be programmed to call Police telephone numbers.



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

4.1 To identify companies conforming to this Policy, it is necessary for each Police Force to hold a list of policy compliant companies. 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 and maintain Type A systems in the particular Police area. Where a company loses Police recognition under the Policy, its existing customers will have 12 months in which to make alternative maintenance/monitoring arrangements.

Companies apply for inclusion using **Appendix B** and shall:

- a) be inspected and recognised by an independent inspectorate body as at paragraph 4.1;
- b) not have as a principal or employ in the surveying, sale, installation or maintenance of security systems, persons with criminal convictions (other than spent convictions). **Appendix C** sets out a procedure for the implementation of this requirement. It is a matter for individual Chief Constables to adopt this procedure and such adoption will be identified at **Appendix A**.
- c) Installing companies outside of Jersey will be accepted to the compliant list provided the above criteria is met **AND** local engineering support has been arranged with a compliant company.

### 4.2 Information to Customer

The compliant list is for Police administrative purposes. Members of the public seeking advice from the Police about companies capable of installing remote signalling alarms will be advised to seek information from inspectorate bodies directly.

### 4.3 Notice to Customer Type A Systems

Prior to the signing of contract the installing company shall give to the customer a document outlining the Police Policy.

## 5. Notice to Install Type A Security System

5.1 Notice of intention to install a Type A security system requiring a Unique Reference Number (URN) shall be sent to the Chief Officer of Police in the form of **Appendix E**.

This will result in the issue of a Police Unique Reference Number (URN) which must be quoted in any communication regarding the installation. An activation received from an ARC without a current Police URN will be treated as a Type B system and not receive a Police response without additional evidence of an offence in progress.

Facilities for inspection of the installation shall be made available if required by the Chief Officer of Police.



### 5.2 Variations

Any variations to the original URN application details shall be notified within 14 days to the Chief Officer of Police in the form of **Appendix F**.

## 6. Keyholders

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. Keyholders shall be trained to operate the alarm, be telephone subscribers, have adequate means of transport to attend the premises at all hours, shall have access to all relevant parts of the premises and shall be able to attend within 15 minutes of being notified. The maintenance of key holder records is the responsibility of the Alarm Receiving Centre, not the police.

- 6.1. Key Holders must comply with the Association of British Insurers Guidance on Key holders for Commercial Premises.
- 6.2. Failure of Key holders to attend when requested on three occasions in a rolling twelve-month period, will result in the withdrawal of police response for a three month period.

## 7. Delays of Audible Sounder and Alarm Activated Security Devices

- 7.1 Save for as outlined at 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 Officer of Police determines that the call-handling time, location of premises and the Force Service Standard would enable officers to attend the premises within that time. (See **Appendix A**.)

## 8. False Alarm Monitoring

- 8.1 There is an obligation on the part of the installer, maintenance company, customer and the monitoring centre 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.
- 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 a personal attack system made with good intent.



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Activation of detectors without apparent damage or entry to the premises and line faults, will be considered as a false alarm unless proved otherwise.

### 9. Administrative Charges

There are no current administrative charges for the issue of URN's.

### 10. Miscellaneous Provisions

#### 10.1 Data Protection (Jersey) Law, 2005

Data supplied to the Chief Officer of Police in relation to intruder alarms may be held on Police systems and companies should notify clients that:

- (a) limited data supplied by them may be held on Police systems; and
- (b) where the data is relevant to a complaint, it may be disclosed to the relevant independent inspectorate body recognised by ACPO.

Information supplied must be accurate and kept up to date. Any alterations to the personal data supplied by alarm companies must be notified to the Chief Officer of Police within 14 days.

#### 10.2 Advertising

Companies 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 Police Force logo without the permission of the Chief Officer of Police.

### 11. Final Discretion

11.1 The Policy does not impose any liability on this Force, its officers or employees or the Police Authority, arising out of any acts or omissions connected with the alarm installation, including failure or timeliness in responding to any activations. The Chief Officer of Police 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) alter, amend or add to this Policy as necessary, through the ACPO Security Systems Group.

11.2 Issues which may require amendment to this Policy must be forwarded to the Chief Officer, States of Jersey Police.



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### APPENDIX A



The Chief Officer, States of Jersey Police, PO Box 789, Jersey. JE4 8ZD

The States of Jersey Police has adopted the ACPO Security Systems Policy. The following variations permitted under the terms of the Policy apply in this Police area.

1. Automatic 999 dialling alarm equipment is not permitted.
2. The States of Jersey Police aim to attend all urgent calls within 10 minutes. All commercial premises must have a 10-minute audible sounder delay on remote signalling systems. In exceptional circumstances, companies may apply in writing for exemption to the delay requirement, according to individual risks.
3. The 2nd activation letter (LEVEL 3 letter ) will be generated by the States of Jersey Police and will be forwarded direct to the subscriber. A copy will be forwarded to the relevant alarm company.
4. The 3rd activation letter (withdrawal of Police response) will be generated by the States of Jersey Police and will be forwarded direct to the subscriber. A copy will be forwarded to the relevant alarm company.
5. In the interests of maintaining security of records, all enquiries concerning individual alarm systems must be made in writing. Telephone enquiries regarding systems or particular alarm activations will not be accepted unless confirmed by fax.
6. Applications by alarm companies to be included on the States of Jersey Police list of compliant companies installing Type A alarms must be accompanied by a complete Policy Agreement Form.
7. Commercial alarm companies must enclose a stamped addressed envelope with all correspondence requiring a reply.
8. All correspondence should be addressed to The Chief Officer, States of Jersey Police, PO Box 789, Jersey, JE4 8ZD.
9. The Unique Reference Number (URN) must be quoted in all correspondence.

Last revision 20th June 2008.



## States of Jersey Police - Security Systems Policy

<b>UK LAW</b>	<b>BAILIWICK OF JERSEY LAW</b>
Human Rights Act 1998	Human Rights (Jersey) Law 2000
Data Protection Act 1998	Data Protection (Jersey) Law 2005
Noise and Statutory Nuisance Act 1953, Section 3 and Schedule 3	Statutory Nuisances (Jersey) Law 1999 Article 2 Section 1H.
Control of Pollution Act 1974	

References to the 'local authority' will be taken to mean the Home Affairs Dept.

The Alarms Officer with the States of Jersey Police is the Crime Reduction Officer.



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## APPENDIX B

### POLICY AGREEMENT FORM

**This form must be signed by an authorised person at the company head office.**

I have read the States of Jersey Police Security Systems Policy and Requirements for Security Services. 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 States of Jersey Police or being included on the States of Jersey Police list of compliant companies.

I am authorised to sign this document on behalf of (name of company)

.....

My company is inspected by the following organisation .....

for the following types of security system .....

Signature: .....

Print full name: .....

Date: .....

Name of company: .....

Position in company: .....

Address: .....

.....

.....

Postcode: .....

Telephone number: .....

Fax number: .....

E-mail address: .....

TO BE RETURNED TO: The Alarms Administrator,  
Crime Reduction Office,  
States of Jersey Police,  
PO Box 789,  
Jersey. JE4 8ZD.

### **Data Protection (Jersey) Law 2005**

**Personal data supplied on this form may be held on, and/or verified by reference to information already held on Police systems.**



### APPENDIX C

#### DISCLOSURE OF CONVICTIONS

It is suggested that the procedure should only be entered into with companies on the list of compliant security system installers of a Police Force or a company making a bona fide application for admittance to that list.

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 and drugs.

#### Proposed Procedure

- (i) Police checks 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.
- (ii) Each applicant seeking employment where their duties will include surveying sales, installation and maintenance of security systems with a company on a Force's list of compliant intruder alarm installers, or a prospective company wishing to go on the list, will be required to complete a form. Both local and UK records are required to be checked. The form will be consistent with the model layout as shown at Form A. This will be done after selection but before appointment.
- (iii) 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. A model statement is offered at Form B.
- (iv) The Police should not be asked to confirm criminal records where the person concerned has admitted a conviction which would clearly render him or her unsuitable to install intruder alarm systems.
- (v) If a Police check is then considered necessary the employer should request then pass it to the Vetting Unit, SOJP at PO Box 789, St. Helier, Jersey, JE4 8ZD. The SOJP will charge a £20 fee to process the application, which will be invoiced on a monthly basis.
- (vi) Employers should make every effort to confirm the identity of the applicant before the Police are required to process the check. Verification of identity, date of birth and any change of name should be obtained.
- (vii) All applicants must give written permission for the Police to institute checks and also advise employers where they consider an applicant unsuitable within the terms of the Policy.
- (viii) The Police check will be limited to a PNC and local check against criminal convictions only. The Police will reply stating the person is suitable or that these details appear identical with a person who is considered unsuitable. Details of convictions **will not** be passed on to the employer.



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- (ix) Where a person wishes to complain about this decision on the grounds they have been incorrectly identified, they should have an opportunity to make representations to the Police. Where such a complaint is received by the Police, the grounds for rejection will be disclosed to the complainant but not the employer.
- (x) Where appropriate, the company should be informed they cannot be retained on or admitted to the list of Policy compliant companies as the company conditions section of the Policy has applied.
- (xi) This Policy only applies to new employees of existing companies on the compliant list and to any prospective company wishing to go on the list. Police Forces may, however, utilise this procedure if someone who is working for a company on the Policy compliant list is subsequently identified as being unsuitable through her/her criminal convictions. The subject of the report should be informed.



# States of Jersey Police - Security Systems Policy

## FORM A - TO BE RETAINED BY THE POLICE

### REQUEST FOR A POLICE CHECK IN RESPECT OF AN APPLICATION FOR EMPLOYMENT AS A SECURITY SYSTEM INSTALLER

#### PART A - to be completed by the applicant in BLOCK CAPITALS

I am aware that this employment is subject to a Police record check and I consent to such a check being performed. This has been explained to me and I understand **spent convictions** are not considered by the Police in assessing my suitability. I authorise the Police to inform my employer if they consider me to be an unsuitable employee under their Force Policy on Security Systems, because of any criminal convictions.

Signature: ..... Date: .....

Surname/family names: .....

All first names: .....

Maiden/former names: .....

Date of birth: ...../...../..... Place of birth: ..... Sex: M/F

Present address: .....

.....

.....

Previous addresses in last 5 years (*give details*): .....

.....

.....

*(continue overleaf if necessary)*

Have you ever been convicted at a court for any offence which is not now spent under the terms of the Rehabilitation of Offenders (Jersey) Law, 2001?

YES  NO

If YES, provide details overleaf, including approximate date, the offence and the Court or Police Force which dealt with you.

#### PART B - to be completed by the employer

The person identified above satisfied the conditions for requesting a Police check set out in the ACPO Policy on Security Systems. The particulars provided have been verified and I am satisfied they are accurate.

Signed: ..... Date: .....



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### PART C - for Police use only

PNC/local records only have been checked against the above details.

	<b>NO TRACE ON DETAILS SUPPLIED</b>
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	<b>THE SUBJECT APPEARS IDENTICAL WITH THE PERSON WHOSE CRIMINAL RECORD IS ATTACHED</b>
--	--

Signed: ..... Date: .....

ALL FORMS TO BE RETURNED TO THE NOMINATED OFFICER IN THE FORCE FOR IMPLEMENTATION OF THIS ACPO SECURITY SYSTEMS POLICY.

**THIS FORM MUST BE RETAINED BY THE POLICE.**

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**FORM B**

**DISCLOSURE OF CRIMINAL CONVICTIONS**

NOTICE TO: .....

The Police, in applying their Policy on intruder alarms, may preclude a company from its list of compliant intruder alarm installers if a principal or employee has criminal convictions.

In connection with your employment/application for employment, you are required to supply the personal information. Any convictions, including bind-overs, should be shown. You are required to sign the form authorising the Police to inform your employer if you are considered to be unsuitable for employment under the terms of their intruder alarm policy.

It should be noted that failure to provide relevant information, or to give false information, could lead to prosecution.

Following the checks, the Police, at their discretion, may advise an employer/prospective employer that an individual is not acceptable because of their convictions, but in so doing they will **NOT** reveal actual details.

Where you believe you have been wrongly identified, you are entitled to make representation to the Police. This should be done through the employer in the first instance.

**NB: The Rehabilitation of offenders (Jersey) Law 2001 applies to this request for information. You are NOT required to disclose a conviction which has become spent under this law.**



**APPENDIX D**

**ADMINISTRATION CHARGES**

There are no current administrative charges for the issue of URN's



APPENDIX E

NOTICE OF INTENTION TO INSTALL/RE-INSTALL A SECURITY SYSTEM

STRICTLY CONFIDENTIAL

(Please ensure that the Alarm Charge and an 'Appendix G' are attached.)

DETAILS OF INSTALLING COMPANY .....

address: ..... Tel. No. ....

PROTECTED PREMISES:

Name of householder or trading name: .....

Type of business (e.g. retail, factory, office, etc.) .....

Address (including street number) .....

.....

Parish: ..... Postcode: .....

Telephone number (inc. STD) (i) Premises: .....

(ii) Alarm line (if known) .....

Perry's Guide map reference: .....

Directions from main road: .....

.....

**Type of system** i.e. intruder/personal attack/combination/CCTV, etc.

(state)

.....

**Confirmation** Audio ..... Visual ..... Sequential ..... CCTV ..... Other (state) .....

**Additional features linked to alarm** e.g. smoke/CCTV/chemical trace/other (state) .....

.....

Is the application to take over an existing system? YES  NO

If YES, name previous company: .....



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Does system have existing URN? YES  NO

If YES, what is the URN? .....

Are you using existing circuits/detectors/control equipment/cabling or signalling devices? YES  NO

If YES, state which:.....

### TYPE OF SIGNALLING

(a) Central station connection, direct line/digital communicator/Paknet/radio link/other (please state) to central station at:

Name:.....Ad  
dress:.....Teleph  
one number:.....

- (b) Alarm by carrier (ABC)
- (c) Bell/sounder delay ..... minutes
- (d) Others (specify)

### Keyholders

Name:.....Ad  
dress:.....Teleph  
one number (inc. STD):.....

### **PLEASE MAKE SURE THE ALARM CHARGE AND AN 'APPENDIX G' ARE ATTACHED**

Police administration fee £ ..... enclosed. Signed: .....Alarm Installer

**If this form is not completed or the fee is not enclosed, it will be returned unprocessed.**

For the attention of: The Alarms Administrator,  
States of Jersey Police,  
Police Headquarters,  
P.O. Box 789,  
ST. HELIER,  
Jersey. JE4 8ZD.

Signed: ..... Date: .....

Position in company: .....

### **Data Protection (Jersey) Law 2005**

**Personal data supplied on this form may be held on, and/or verified by reference to information already held on Police systems.**



VARIATION IN SECURITY SYSTEM

STRICTLY CONFIDENTIAL

Unique Reference Number(s) .....

DETAILS OF INSTALLING COMPANY

Name: .....

Address: .....

Telephone number: .....

NAME OF PREVIOUS OCCUPIER (if applicable) .....

CURRENT OCCUPIER (Alarm charge and Appendix 'G' to be included if changed.)

Name: .....

Contact: .....

Type of business: .....

Address: .....

Telephone number: .....

AUDIBLE/VISIBLE WARNING DEVICE ALTERED/ADDED WITH ..... MINUTE DELAY

CLIENT CHANGED (as above) .....

METHOD OF SIGNALLING FROM ..... TO .....

ADDITIONAL PROTECTION FITTED INCLUDING SMOKE/CCTV/CHEMICAL TRACE

.....

INSTALLATION REMOVED .....

SERVICE MAINTENANCE SUSPENDED **AND URN TO BE DELETED**

INSTALLATION NOT PROCEEDED WITH .....

CHANGES IN SITE HAZARDS - **PLEASE ENSURE THAT AN APPENDIX 'G' IS ATTACHED**

REMARKS OR OTHER VARIATIONS: .....

**TYPE OF SIGNALLING**

**Alarm receiving centre connection**, e.g. digital communicator, radio link, etc.

State: .....



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To ARC at:

Name:.....Ad

dress:.....

..... Tel. No.....

## **KEYHOLDERS**

Name: ..... Name: .....

Address: ..... Address: .....

.....

.....

Tel. No. (inc. STD): ..... Tel. No. (inc. STD): .....

### **PLEASE ENSURE THAT THE ALARM CHARGE AND APPENDIX 'G' ARE ATTACHED IF APPLICABLE**

For the attention of:

The Alarms Administrator,  
Crime Reduction Unit,  
States of Jersey Police,  
Police Headquarters,  
P.O. Box 789,  
Jersey. JE4 8ZD.

Signed (security co.) .....

Please print name:.....

Position in company: .....

Date:.....

Send to:

The Alarms Administrator,  
Crime Reduction Unit,  
States of Jersey Police,  
Police Headquarters,  
P.O. Box 789,  
Jersey. JE4 8ZD.

### **Data Protection (Jersey) Law 2005**

**Personal data supplied on this form may be held on, and/or verified by reference to information already held on Police systems.**



### APPENDIX G

#### **Standard letter to be handed to potential customers by all alarm companies installing remote signalling alarms.**

Dear Sir/Madam,

The Police Service encourages the improvement of security of buildings, including the installation of intruder alarms. As you are considering the installing of a remote signalling alarm, you should be aware that the Police have introduced safeguards to reduce levels of false calls that divert us 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 Crime Reduction Officer.

1. The alarm must be installed to the relevant British and European Standards Installation, and monitoring of alarms must only be undertaken by companies acceptable to your local Police.
2. Such acceptance by the Police 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 Police Force for the transmission of alarm messages from new installations.
3. You and any persons operating the alarm will receive training by the installer including methods of cancelling accidental operations of the alarm.
4. You must nominate 2 keyholders, trained to operate the alarm, able to attend within 20 minutes, contactable by telephone and with their own transport.
5. If you are in commercial premises you may be required to have a 10-minute delay of sounders to give the Police the opportunity to attend and detain offenders. Domestic premises should be instant. You may apply to Police Headquarters for exemption to the delay.
6. Any external audible sounder should cut out after 20 minutes and alarms causing annoyance may result in complaints under the Statutory Nuisances (Jersey) Law 1999, Article 2 Section 1H, in respect of noise to the annoyance of neighbours. Copies are obtained from the States' Greffe, Morier House, St. Helier, Jersey, JE1 1DD.

Installing companies shall advise clients of the contents of the law, particularly the desirability of a 20-minute limit on the operation of audible warning devices.

7. Alarms will receive a Police response based on an assumption that an offence is taking place, but against the background of competing urgent calls and available resources. After 2 false calls in any 12 months, you will be advised in writing so that you may take remedial action, but subsequent calls may receive a lower priority Police attendance.



## States of Jersey Police - Security Systems Policy

8. Following 3 false calls in any 12 months, Police attendance will be refused unless accompanied by additional evidence to indicate an offence is in progress. We will continue to attend personal attack alarms where these are identified separately by the central station.
9. Reinstatement of police response can be achieved following compliance with section 3.2.6 of the policy. It is therefore in your interest to identify and correct the cause of any false alarm at the earliest opportunity.
10. On completion of the administration procedures, you will be issued with a Unique Reference Number (URN) which identifies your alarm within our files to speed call handling. This number should be used in all correspondence with the Police, but please do not disclose it to any unauthorised person.
11. Personal information relating to you and your keyholders in connection with the intruder alarm may be held by the Police on computer. Please ensure that relevant names and addresses are current.

It is regretted that such constraints are imposed but they are essential if we are 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 the Police regarding your alarm in writing. For your protection we cannot discuss security matters by telephone.

Yours faithfully,

**Chief Officer of Police**



**APPENDIX H**

**HAZARDS AND SITE RISKS**

**HAZARDS and SITE RISKS (Health and Safety Law)**

**Must be completed by 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. Examples include chemicals, settlement tanks, river frontage, ammunitions, electricity sub-stations, toxic materials, swimming pools, ponds, razor wire, open pits, basement or guard dogs.

Should list circumstances change you must update our records. (There is no fee for this variation.)

Please return to your security company or, if requested, to:

The Alarms Administrator,  
Crime Reduction Unit,  
States of Jersey Police,  
Police Headquarters,  
P.O. Box 789,  
Jersey. JE4 8ZD.

.....  
.....  
.....  
.....  
.....

Signed (Occupier).....

Please print name:.....

Position in company:.....

Date:.....

**Data Protection (Jersey) Law 2005**

**Personal data supplied on this form may be held on, and/or verified by reference to information already held on Police systems.**



### APPENDIX I

#### **TEN POINT PLAN FOR PERSONAL ATTACK DEVICES**

##### **1) FILTERING**

The ARC's are not in a position to pass only confirmed PA's 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 that 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 ARC's are in a position to attempt to filter unwanted false activations, with intervention 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 PA part of the system after a maximum of 2 false calls in a rolling 12 month period.

Where a system loses response to a PA, the security company should liaise with the end user to see if the PA 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 PA has been free of false calls for a period of 3 consecutive months.

Response may be reinstated to PA's before the 3 month period in the following circumstances:

- i) The security company must satisfy the police force concerned 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) PA 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)**



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The implementation of this action will be dependant 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 PA signal being transmitted during watchdog failures or if the CIE reverts to default programming due to power problems.

### **5) DURESS CODES SHOULD ONLY BE ALLOWED FOR BS 7042 OR BS EN 50131-1 GRADE 4 SYSTEMS**

The logic of restricting duress codes to high security systems to ensure that the risk warrants the facility. Inadvertent use of the duress codes from the CIE lead to a significant abuse of Police manpower.

### **6) DURESS FACILITY SHOULD BE ENGINEER PROGRAMMED ONLY (DEFAULT OFF)**

The implementation of this action will be dependant 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' PA 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 PA. Although this has been standard in the industry for many years, systems may need to be upgraded to 'double push' PA devices in the event of losing police response.

### **8) NO TIME DELAY DEVICES ARE TO BE ALLOWED**

In these types of systems the PA is pressed once to start a timer. The occupier can then answer a door, check for intruders etc. If the PA is not pressed a second time, the timer will time out and the PA 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 PA DEVICES (WIRELESS DEVICES) SHOULD BE DEDICATED AND NOT INCORPORATE ANY OTHER FUNCTIONALITY AND SHOULD HAVE 2 SEPARATE BUTTONS, SYNCHRONISE PUSH TO ACTIVATE.**

This requirement is to stop single button type PA's, eg care alarm type systems being used for PA's. Although this has been standard in the industry for many years, systems may 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 and this should be documented with the maintenance report. Documentation should be provided to indicate when to use and when not to use a personal attack device. The keyholder should be made aware of the serious implications of misuse.