



ISLE OF MAN CONSTABULARY
meoiryn shee-ellan vannin

**Policy on Police Requirements and
Response to Security Systems**

*The Isle of Man Constabulary has adopted the National Police Chiefs' Council (NPCC)
Policy on Police Requirements and Response to Security Systems
with variations to suit local differences.*

ISLE OF MAN CONSTABULARY
POLICY ON POLICE REQUIREMENTS AND 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 NPCC "Police Requirements and Response for Security System Services" document.
- 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 NPCC "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, maintenance 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 NPCC "Requirements and Response 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 should be monitored by the Alarm Receiving Centres (ARCs), Remote Video Response Centres (RVRC) and System Operating Centres (SOC). All centres must comply with BS 5979 (Cat II), or BS EN 50518 and BS 8591.
- 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 have 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

Installation and monitoring companies that are not registered with their home force will be regarded as NON COMPLIANT. 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 installed to the required standards.
- 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 three 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 BS 8243 standard system. (All systems installed prior to DD243:2002 are designated unconfirmed).
 - (ii) Confirmed DD243:2002/2004 or BS 8243 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](#)). If the URN is for a combined system only the element of the URN at LEVEL 3 will be deleted.
- 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 or is in fear of 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 unless the call is made with good intent. 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 HUAs issued with a URN will receive LEVEL 1 response until two false calls have been received in a rolling 12 month period.

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

3.2.5 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.

3.2.6 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 The electronic security industry has seen an increase in the availability of Type B alarms. These are being sold and bought with the expectation of prompt police attendance. Whilst not wishing to preclude the ability to provide a prompt response to crimes in action, observations as to the development of this technology has led to a significant amount of false calls and additional demands and higher expectations of police attendance than would be appropriate.
- 3.6.2 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.
- 3.6.3 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.
- 3.6.4 Automatic dialling equipment **must not** be programmed to call Police telephone numbers.
- 3.6.5 Calls received from non-compliant ARCs and calls from compliant ARCs without a valid URN **may not** receive a Police response.

3.6.6 Compliant ARCs must not pass Type B system activations via the ESJCR dedicated ex-directory telephone number.

4. LIST OF COMPLIANT COMPANIES INSTALLING & MONITORING 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 & the Department of Home Affairs, Communications Division 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). [Appendix C](#) sets out a procedure for the implementation of this requirement. It is a matter for the Isle of Man Constabulary and Alarms Administrator to adopt this procedure and such adoption will be identified in [Appendix A](#).
- (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.
- (d) Once accepted will take responsibility for ensuring the company updates itself with amendments to this document, which is reviewed annually.
- (e) It is a requirement that all variations to company details, including change of inspectorate, shall be notified within 28 days to the Alarms Administrator.

4.2 Information to Customers

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 Customers 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 Prior to the signing of a contract the installing company shall give to the customer a document outlining the police requirements (see [Appendix I](#)).

5.2 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 and G](#).

5.2.1 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 & the Department of Home Affairs, Communications Division. 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.

5.2.2 Facilities for inspection of the installation shall be made available if required by the Chief Constable.

5.3 **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 and G](#).

Failure to comply could lead to the [Memorandum of Understanding](#) being implemented

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. The provision of a Keysafe type device is not an acceptable alternative.

6.2 Key holders 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 key holder 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 key holding company must be aware of the Security Industry Authority Licensing Regulations and BS 7984-1 in relation to key holding and response.

6.6 Failure of keyholders to attend, when requested, on 2 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 & 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. This should be done in accordance with BS 8473. Companies' false alarm ratios may be monitored and the Alarms Administrator reserves the right to suspend companies who consistently exceed the average.
- 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/Lone Worker 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.
 - e) When a monitoring centre attempts to cancel police attendance before a unit is deployed, the activation may be disregarded as a false call.

9. ADMINISTRATION CHARGES

Each application for a URN both intruder and HUA is subject to an administration fee payable by the system user. Acceptable methods of payment include cheque, BACS or Invoice. Lone Worker services and charges are outlined in (see [Appendix S](#)) of this document. Companies shall not misrepresent the cost of a URN to clients. The current policy on charging is set out in [Appendix E – Administration Charges](#).

- 9.1 For intruder and HUA systems the installation/maintenance company will, if requested, satisfy an invoice from the Communications Division for the payment of the URN administration fee on behalf of the system user who shall always remain responsible for the fee. The fee shall be the amount set out in the current edition of this document.
- 9.2 Late payment of invoices may result in the suspension of the URN and the end user being advised accordingly.
- 9.3 The fees for Lone Worker services will be reviewed annually and will be different from the Intruder, HUA, PA set up.

10. MEMORANDUM OF UNDERSTANDING (MoU)

For non-compliance or poor performance including false activations caused by employees of a Compliant Company or ARC the procedure set out in the MoU should be implemented before suspension of URNs (see [Appendix J](#)).

11. MISCELLANEOUS PROVISIONS

11.1 Data Protection Act 2018 and General Data Protection Regulation

- 11.1.1 From July 2018 the Data Protection Act 2018 and General Data Protection Regulation replaced the Data Protection Act 2002 and place new obligations on organisations handling personal information.

Consequently companies that supply their clients' personal information to the Alarms Administrator should ensure that they meet their obligations under the new

legislation and in particular ensure that their clients are made aware that their information will be disclosed to the Isle of Man Constabulary and how it may be used by the Isle of Man Constabulary, including the fact that where the data is relevant to a complaint, it may be disclosed to the UKAS accredited inspectorate body recognised by the NPCC.

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 28 days. An Annual Alarms Audit has since been a pre-requisite set up by the Alarms Administrator whom is also the Data Protection Officer for the Department of Home Affairs, Communications Division. This then ensures all data is compliant to the Data Protection Act 2018.

11.2 Freedom of Information & Equality

11.2.1 This Policy is publicly available and published on the Department of Home Affairs Communications Division website www.gov.im/about-the-government/departments/home-affairs/communications-division

11.2.2 Should any requests be received seeking further information about either this document, its implementation, procedures by the Alarms Administrator or Isle of Man Constabulary or any other aspect, the request is to be dealt with by the Isle of Man Constabulary Freedom of Information Officer.

11.2.3 These requirements have been drafted taking into account the appropriate principles of the Equality Act 2010.

11.3 Advertising

11.3.1 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 the Isle of Man Constabulary logo without the prior permission of the Chief Constable.

11.3.2 Non-compliant companies and ARCs that are not registered as a Compliant Company to install/monitor Type A Remote Signalling Systems must not imply to the public that they will receive LEVEL 1 police response to Type B security systems.

11.3.3 Advertising methods should not contain any references to the List held by the Alarms Administrator. The use of wording such as 'Police Approved', 'Police Preferred', 'Police Compliant' and 'Meets Police Requirements' must not be used.

11.3.4 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 comply with relevant legislation in relation to telesales/telemarketing
- 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 IOM Constabulary and the Department of Home Affairs, Communications Division, Alarms Administrator reserves the right to:-
- (a) Refuse to admit a company to the 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 or alternatively to sara.renshaw@gov.im

APPENDICES

- [Appendix A](#) – Isle of Man Constabulary/NPCC Intruder Alarm Policy
- [Appendix B](#) – Policy Agreement Form
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- [Appendix S](#) – Police Requirements for Lone Worker Services

- [Annexe A](#) – British Standards and European Norms
- [Annexe B](#) – Use of a Lone Worker Device

ISLE OF MAN CONSTABULARY & DEPARTMENT OF HOME AFFAIRS, COMMUNICATIONS DIVISION/NPCC INTRUDER ALARM POLICY

The NPCC Police Requirements and Response for Security System Services 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 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 or alternatively emailed to sara.renshaw@gov.im
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.

APPLICATION TO BE ACCEPTED ON POLICE LIST OF COMPLIANT COMPANIES/POLICE REQUIREMENTS DOCUMENT

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

You must be registered with your Home Force where your main office/headquarters is situated **before** applying to other police forces for inclusion on their List of Compliant Security Companies.

Name of Home Force	
Legal Entity Name	
Trading Name	
Companies House No.	
Registered Office	

I have read the (*) Policy on Police Requirements & Response to Security Systems). 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 (*) Police or being included on the (*) Police list of compliant companies.

I am authorised to sign this document on behalf of..... (**)

Position in Company

My company is inspected by..... for the following types of security system.....

..... (Copy of certificate to be enclosed)

(*) Enter name of Home Force

(**) Enter name of company

This is a living document and may be subject to annual amendment. It is your responsibility to ensure that your company is aware of these amendments.

Signature		Date	
Print Full Name		Title	
Trading Address			
Postcode		Telephone No	
Email (for correspondence)			
Email (for invoicing)			

Alarm Receiving Centre(s)

1	Name	
	Telephone	(for police operational use)
2	Name	
	Telephone	(for police operational use)

Please return to: Alarms Administrator, (Department of Home Affairs, Communications Division, Glencrutchery Road, Douglas IM2 6RE) or alternatively email sara.renshaw@gov.im

Data Protection Act 2018: Personal Data supplied on this form may be held on and/or verified by reference to information already held on computer. Details of the Communications Division Privacy Notice can be obtained at www.gov.im/about-the-government/departments/home-affairs/communications-division/privacy-policy

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.

NOT IN USE

ADMINISTRATION CHARGES & ANNUAL ALARMS AUDIT

1. Each application and element of a URN is subject to a non-refundable administration fee of £47.94 inclusive of VAT payable by the System User. Outline of the payment structure as below. The fee will be reviewed annually. (See **Appendix S** for Lone Worker systems URN charging).

➤ Intruder	=	£47.94
➤ HUA	=	£47.94
➤ Intruder/HUA Combined	=	£95.88

2. Upon receipt of the administration fee a URN will be allocated to the system and issued to the Alarms Company. If the applicant's cheque fails to clear the URN will be cancelled and the Alarm Company and Customer informed. Incomplete URN applications will be returned unprocessed.

3. **The administration fee is payable for:**

- a) All new URN applications will attract the full fee

Existing System Taken Over

- a) Where a new occupier/owner/legal entity of premises takes over an existing security system the full fee will be payable
- b) Any further URNs allocated at the same site/premises will be treated as a separate entity and a full fee will be applicable
- c) The same fee (as above) will be payable where an existing user decides to change their security company or a security company takes over an existing system.

In the above cases a, b, c & d the system retains false alarm history.

Where a security company cancels a URN, a period of 28 days grace should be given to allow another security company to either take over the existing URN, or apply for a new URN. Where a security company applies to take over a URN from an existing company and/or maintenance contract, they may do so supported by the customer's authority. If the takeover paperwork is given to the Alarms Administrator within the 28 days grace there will be no charge.

4. **The administration fee is not applicable when:**

- a) A compliant security company acquires/purchases another compliant security company.
- b) A security company loses their inspectorate accreditation or ceases to trade and another company takes over the URNs within 90 days.

5. **Alarms Audit**

An Annual Alarms Audit has been introduced in order to keep up to date with General Data Protection Regulations 2018 along with best practice and compliance. The format of this audit is outlined below:-

- a) Spreadsheet of all URNs sent from the Alarms Administrator to each corresponding Security Provider to be cross referenced and then returned referencing any such discrepancies as follows:
- Grammatical errors
 - Change of company/domestic or commercial names and/or addresses
 - URNs no longer active or maintained
 - Missing URNs and/or paperwork

The above Annual Alarms Audit has been instilled so that we are not in breach of any General Data Protection Regulations 2018 and this also ensures correct data is held with consent and that we are not with-holding old data.

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 & The Department of Home Affairs, Communications Division 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.

APPLICATION TO INSTALL OR VARY A SECURITY SYSTEM

Appendix F (August 2021)

NOTICE OF:	Choose an item.	INT URN	1	
VARIATION REASON(S)	Choose an item.	Installation Date		HUA URN
	Choose an item.	Variation Date		URN

NAME OF ALARM RECEIVING CENTRE		NAME OF INSTALLER		NAME OF MAINTAINER	
Police Ref		Police Ref		Police Ref	
Address		Address		Address	
Email		Email		Email	
Tel		Tel		Tel	

DETAILS OF PROTECTED PREMISES					
Householder Surname		Inits		Title	
Business Name					
Trading/Signage/Building/Other Name					

Address (1)					
Address (2)					
Town/City					
County					
Postcode		Tel at premises	(include dialling code)		
		Mobile			
		Email			

Type of Premises	Choose an item.				
Or Other Type		O/S Grid Map Ref			

Directions from main road (include if rural / new site etc.)					
--	--	--	--	--	--

IF THIS FORM IS NOT COMPLETED AS APPROPRIATE, OR THE HAZARD AND SITE RISK STATEMENT IS NOT ENCLOSED, IT WILL BE RETURNED UNPROCESSED

Data Protection Act 2018: Personal Data supplied on this form may be held on and/or verified by reference to information already held on computer. Details of the Communications Division Privacy Notice can be obtained at www.gov.im/about-the-government/departments/home-affairs/communications-division/privacy-policy

TYPE OF SYSTEM	
Choose an item.	
TYPE OF CONFIRMATION	
Choose an item.	
ADDITIONAL FEATURE(S)	
Choose an item.	
Choose an item.	
Choose an item.	
GRADE OF SYSTEM	
Choose an item.	
STANDARD TO WHICH INSTALLED	
Choose an item.	
EXISTING URN	
IAS	
HUA	
CCTV	
PREVIOUS USER (company name if applicable)	
ADMIN FEE	SOUNDER DELAY
Choose an item.	Choose an item.
CONTRACT NUMBER	
PRINT NAME	
POSITION	
DATE	

Appendix F (lists)

KEY TO COMPLETION OF APPENDIX F	
<p>Select option 1, 2 or 3 in the 'Notice of' field, then select the appropriate data from the following lists. i.e. If number 1 is selected, complete all the fields marked (1) below.</p> <p>nb. If number 3 is selected, complete all the fields relevant to the variation.</p>	
NOTICE OF	<ol style="list-style-type: none"> 1. Application for a Unique Reference Number (URN) 2. Application to reinstate a Unique Reference Number (URN) 3. Variation to an existing security system
VARIATION REASON(S) (1 2 3)	Upgrade to Confirmation Signalling Amendment New User Change of User Name Address Amendment Additional Features Takeover from Another Maintainer Change of Alarm Receiving Centre Cancellation of URN System Removed
TYPE OF PREMISES (1)	Retail Commercial Public Sector Licensed Domestic Industrial Bank / Financial Institutional Other
TYPE OF SYSTEM (1)	Intruder Alarm (IAS) Hold Up Alarm (HUA) Combined IAS/HUA CCTV Lone Worker
TYPE OF CONFIRMATION (1 2 3)	Audio Visual Sequential Audio & Sequential Visual & Sequential Visual & Audio Visual, Audio & Sequential
ADDITIONAL FEATURES (1 2 3)	None Fog (Intruder) CCTV Lighting Chemical Trace Access Control Fog (HUA)
GRADE OF SYSTEM (1 2 3)	Grade 2 Grade 3 Grade 4
STANDARD TO WHICH INSTALLED (1)	BS 4737 PD6662 2004 + DD243 2004 PD6662 2010 + BS 8243 PD6662 2017 + BS 8243 BS 4737 + DD243 2002 BS 4737 + DD243 2004 BS 6799 Class VI BS 7042 BS 8243

	BS 8418 2003 BS 8418 2010 BS 8418 2015 BS 8484 Secured By Design Standard
ADMIN FEE (1 2 3)	Applicable Not Applicable
SOUNDER DELAY (1)	0 Minutes 5 Minutes 10 Minutes 15 Minutes

APPENDIX G (August 2021)

HAZARDS AND SITE RISKS STATEMENT – HEALTH & SAFETY ACT
(MUST BE COMPLETED BY OCCUPIER)

Police officers will not normally enter the premises without the keyholder. However, this may be necessary on occasions due to suspicious circumstances. So officers may be pre-warned of site risks you are required to state any site hazards.

Tick (✓) in shaded areas as relevant:

There are <u>NO</u> Hazards							
Hazard Details apply to the Building(s) and Grounds of the Premises							Select (✓) all that apply
POND		BASEMENT		DOGS		CONTAGIOUS SAMPLES	
SWIMMING POOL		FRAGILE ROOF		DANGEROUS ANIMALS		FLAMMABLE SUBSTANCES	
RIVER FRONTAGE		DANGEROUS STRUCTURE		FIREARMS / SHOTGUNS (excluding air weapons)		FUEL STORAGE	
GLASS COPING WALLS		LOW CEILING BEAMS		AMMUNITIONS		CHEMICALS	
RAZOR WIRE		SLIPPERY FLOORS		EXPLOSIVES		RADIOACTIVE MATERIALS	
INSPECTION PITS		FURNACE		DANGEROUS MACHINERY		ASBESTOS	
SETTLEMENT TANKS		ELECTRICITY SUB STATION		GAS CYLINDERS		SPRINKLER SYSTEM	
VATS		ATM INSIDE PREMISES		TOXIC MATERIALS		SECURITY FOGGING DEVICE	
PLEASE NOTE ANY OTHER SITE HAZARDS OR ADDITIONAL FEATURES							

Should site circumstances change you must send an update for our records

1. I am aware that there is a police alarm administration fee payable on the issue of **each** URN or element of a URN

Intruder	=	£47.94
HUA	=	£47.94
Intruder/HUA Combined	=	£95.88

2. If this form is being completed in preparation for a take-over of a URN from an existing company and/or maintenance contract, I hereby authorize that change:

Complete ALL fields:

Customer Signature		Print Name	
Address of protected premises			
Postcode		Date	
Alarm Company - Name			
Alarm Company - Signature		Print Name	
Position in Company		Date	

NOTICE OF URN TO INSTALLER SPECIMEN LETTER



Isle of Man
Government

Reiltys Ellan Vannin

Department of Home Affairs

Communications Division

Head of Division : Mark Bradley

APPENDIX H

[Back to Index](#)



Our Ref:

[Date]

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), or BS 8418 and Codes of Practice identified in the Policy and that the installing company issue a certificate to that effect.

Yours sincerely,

[Name]
Alarms Administrator



**Isle of Man
Government**

Reiltys Ellan Vannin

Department of Home Affairs
Communications Division

Head of Division : Mark Bradley



Our Ref:

[Date]

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 **3 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. If your system has a separate Hold-Up Alarm Police response will be withdrawn after 2 false calls in any rolling 12 month period.
9. 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.
10. 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.
11. **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.**
12. In accordance with the Data Protection Act 2018 and the General Data Protection Regulation 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. The Communications Division's Fair Processing Notice can be obtained at www.gov.im/about-the-government/departments/home-affairs/communications-division/fair-processing-notice.

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.

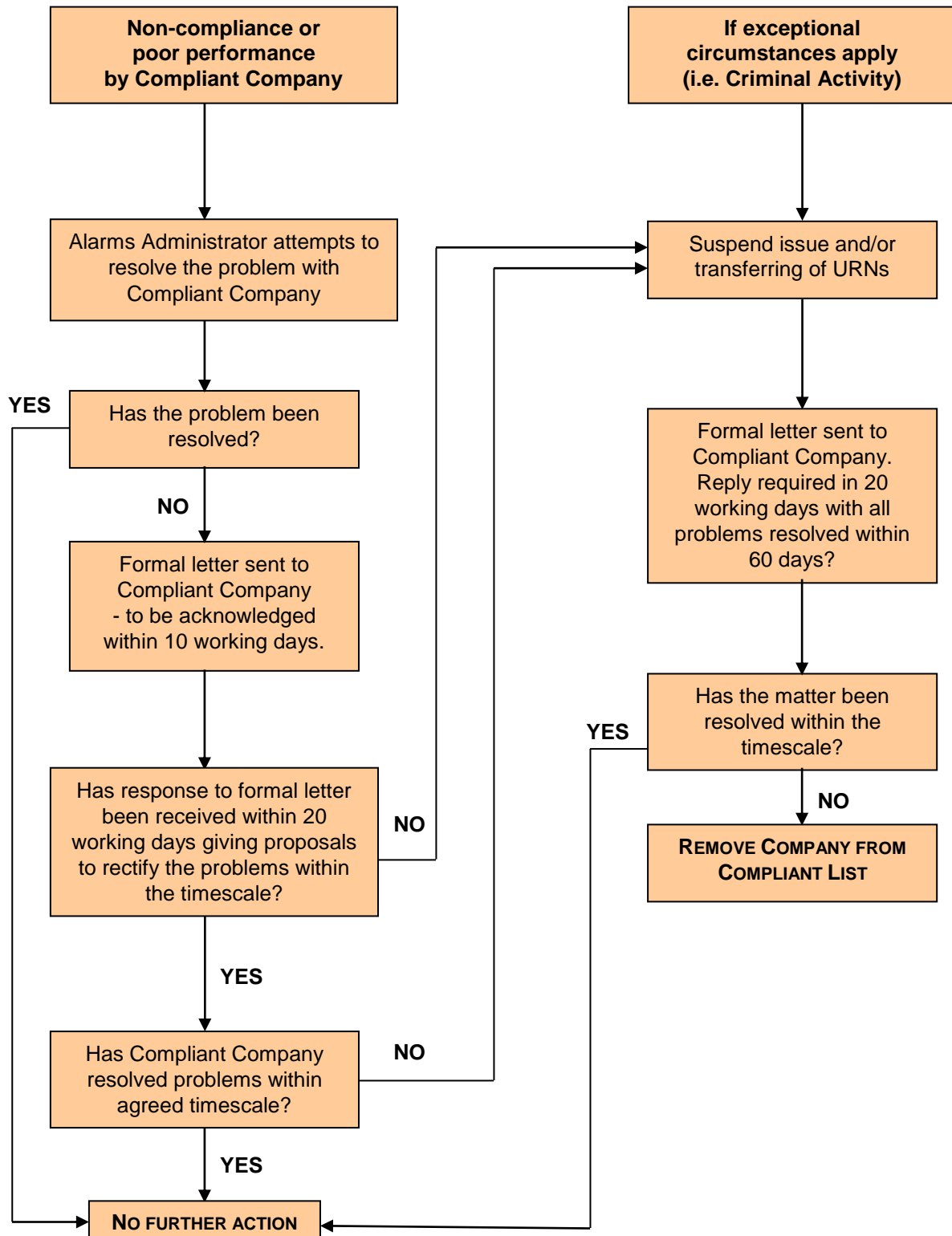
In the interests of security please make any enquiries to me regarding your alarm in writing. For your protection we cannot discuss security matters by telephone.

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



SPECIMEN LETTER TO CUSTOMER ON COMPLETION OF INSTALLATION



Isle of Man
Government

Reiltys Ellan Vannin

Department of Home Affairs
Communications Division

Head of Division : Mark Bradley



Our Ref:

[Date]

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 three 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 three 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.

Ensure that the maintaining alarms company or the alarms receiving centre is informed before commencement of any building or electrical work that may affect the operation of the Intruder or Hold-Up Alarm.

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.

KEYHOLDERS

You should provide your Alarm Company with at least two keyholders for your property. These keyholders should be trained to operate the alarm, be contactable by telephone, have adequate means of transport to attend the premises at all hours, shall have access to all relevant parts of the premises and able to attend the premises within a 20 minute period. A keysafe product is not to be used as an alternative to a keyholder.

HOLD-UP ALARMS (HUA)

The new Security Systems Policy states: *“HUAs may be operated to summon urgent Police assistance when a person is threatened or is in fear of immediate personal violence or criminal act”*. 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
- d) Publican – who sees a fight

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

DATA PROTECTION ACT 2018 / GENERAL DATA PROTECTION REGULATION

In accordance with the Data Protection Act 2018 and the General Data Protection Regulation personal information relating to you and your keyholders in connection with the Security System may be held in electronic format. Personal data supplied may be held on and/or verified by reference to information already held on computer.

Please ensure that relevant names and addresses are current. The Communications Division's Fair Processing Notice can be obtained at www.gov.im/about-the-government/departments/home-affairs/communications-division/fair-processing-notice.

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

Yours sincerely,

[Name]
Alarms Administrator



Isle of Man
Government

Reiltys Ellan Vannin

Department of Home Affairs
Communications Division

Head of Division : Mark Bradley



Our Ref:

[Date]

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 three 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

SPECIMEN LETTER TO CUSTOMER ADVISING WITHDRAWAL OF RESPONSE



Police Headquarters
Duke's Avenue
Douglas
Isle of Man

Our Ref:

[Date]

Dear [Name]

URN [Number] – Security System at [Address]

I refer to previous correspondence concerning the operation of the Security System at your premises. Regrettably 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

c.c. Security Company

REINSTATEMENT OF POLICE RESPONSE SPECIMEN LETTER

APPENDIX N

[Back to Index](#)



**Isle of Man
Government**

Reiltys Ellan Vannin

Department of Home Affairs
Communications Division

Head of Division : Mark Bradley



Our Ref:

[Date]

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**

WITHDRAWAL OF URN NUMBER – SPECIMEN LETTER TO CUSTOMER

APPENDIX O
[Back to Index](#)



Isle of Man
Government

Reiltys Ellan Vannin

Department of Home Affairs
Communications Division

Head of Division : Mark Bradley



Our Ref:

[Date]

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 without an application for reinstatement. As a result the decision has been made to delete the URN allocated to your system effective 14 days from the date of this letter.

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



Police Headquarters
Glencrutchery Road
Douglas
Isle of Man

Our Ref:

[Date]

Dear [Name]

URN [Number] – Security System at [Address]

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

Response has remained withdrawn for a period in excess of 6 months without an application for reinstatement. As a result the decision has been made to delete the URN allocated to your System effective from 14 days from the date of this letter.

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]
Inspector

**NATIONAL POLICE CHIEFS' COUNCIL (ENGLAND, WALES AND NORTHERN IRELAND)
AND THE ASSOCIATION OF BRITISH INSURERS (ABI)**

REQUIREMENTS AND RESPONSE TO SECURITY SYSTEM SERVICES

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

Requirements for Security System Services

- I For the issue of a URN by the Isle of Man Constabulary Police Alarms Administrator 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 BS EN ISO/IEC 17065:2012 by the United Kingdom Accreditation Service.
- 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'.

APPENDIX Q (contd)

- 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 NPCC 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 NPCC 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 and ethically.
- 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 NPCC Security Systems Group or the ABI to all Certification Bodies accredited to this Scheme.

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

TEN POINT PLAN FOR HOLD-UP ALARMS**1) FILTERING**

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) HUA 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) SINGLE ACTION 'SINGLE PUSH' HUA DEVICES ARE NOT PERMITTED

this has been standard in the industry for many years, systems must be upgraded to 'double push' HUA devices.

8) TIME DELAY DEVICES ARE NOT PERMITTED

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.

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.

POLICE REQUIREMENTS FOR LONE WORKER SERVICES

1. INTRODUCTION

- 1.1 This appendix sets out the police requirements for the provision of lone worker services requiring police response.
- 1.2 Monitoring centres who meet these police requirements will be able to apply for a URN to gain police response for lone worker systems.
- 1.3 Monitoring centres shall have filtering and verification processes in place to cut out any false alarms from LWDs and the police shall only be called in situations where a police response is required. In non-threat situations other types of response from other agencies or supervisors may be required. In these circumstances the police should not be called otherwise it may count as a false activation.
- 1.4 The supplier shall inform the customer of the Security Systems Requirements including this appendix.
- 1.5 The customer shall be trained by the supplier to use the LWD and also how to cancel any false activations that occur so as to minimise any false calls.

2. URN REQUIREMENTS

2.1 The Monitoring Centre will apply to the Isle of Man Constabulary Police Alarms Administrator for a URN. The cost of the URN will depend on the number of devices monitored nationally:

- Under 250 = £65.00 plus VAT per annum
 - 250 – 500 = £75.00 plus VAT per annum
 - 500 or above = £100.00 plus VAT per annum
- Renewable Annually

2.2 The Monitoring Centre will apply to the Isle of Man Constabulary Police Alarms Administrator using the Appendix F of these requirements.

3. FALSE ALARMS

3.1 The amount of false alarms as stated in clause 3.1.4, 3.1.5 & 3.2 of the main Security Systems Requirements does not apply to lone worker systems.

4. DEVICE AND SUPPLIER REQUIREMENTS

4.1 Lone Worker Devices shall meet the lone worker device requirements laid down in BS 8484.

4.2 Lone Worker Suppliers shall:

- a. Meet the lone worker supplier requirements laid down in BS 8484
- b. The supplier shall be certified by a United Kingdom Accreditation Service (UKAS) accredited certification body to the provisions of the Police Requirements and Response to Security Systems document.

5. MONITORING CENTRE REQUIREMENTS

5.1 The monitoring centre shall:

- a. Meet the requirements of BS 8484
- b. Conform to BS 5979 CAT II or BS 8691CAT II
- c. Be certified by a United Kingdom Accreditation Service (UKAS) accredited certification body in accordance with the provisions of the requirements for lone worker systems.

6. LEGAL REQUIREMENTS

All the documentation and data pertaining to personal data with respect to Lone Worker/Body Worn Video Services shall be processed in accordance with the Data Protection Act 1998 and from May 2018 the Data Protection Act 2018 and General Data Protection Regulations.

7. POLICE ATTENDANCE

- 7.1 Lone worker services which meet the requirements of the Security Systems Requirements will receive a LEVEL 1 – Immediate police response, (see 3.1.1 of this document).
- 7.2 If police response is withdrawn it will be for a period of 3 months, or until the customer can prove to the relevant police force that the cause of the false alarms has been corrected.
- 7.3 Police response will not be withdrawn by individual police forces without prior consultation with the security systems secretariat.

8. PROCEDURES

- 8.1 When a LWD is activated the monitoring centre shall carry out the procedures set down in BS 8484 and those set down in the response agreement, (note the response agreement does not supersede the police requirements).
- 8.2 The monitoring centre operator is to determine the nature of the incident from audio information received and where safe to do so, contact the lone worker either by 2 way radio or other means to find more about the incident to ensure the correct level of response is attained and that the police are not called to a non-emergency response.
- 8.3 Once the monitoring centre operator has determined that the incident does require an emergency police response the operator is to contact the police giving as much information about the incident as possible including the lone worker details and any information about other responders dispatched to the incident.
- 8.4 The operator is to update the police control room on any changes to the incident or lone worker location whilst the police are attending the incident.
- 8.5 The operator shall monitor the incident until informed otherwise by the police. The audio recordings of the incident may be required for police investigation and/or evidential purposes and should be managed as per the Data Protection Act 2018.

APPENDIX S (contd)

9. MANAGEMENT INFORMATION

- 9.1 The monitoring centre and the supplier shall ensure that they have a false alarm management system in place.
- 9.2 The monitoring centre shall hold statistics on all their customers and when required provide the police with relevant data.
- 9.3 The monitoring centre shall inform the customer when false alarms occur and when the customer is about to lose police response.

10. INDEMNITY

This document does not impose any liability on any police force, its officers or the police and crime commissioner arising out of the failure or timeliness in responding to an activation from a lone worker if the location information is not accurate.

ANNEXE A**British Standards and European Norms***(Current Issue unless stated – see Notes 1 & 2)*

BS 4737	Intruder Alarms in Buildings (<i>mostly withdrawn see Note 2</i>)
BS 7042	High Security (<i>withdrawn see Note 2</i>)
BS 5979 (Cat II)	Alarm Receiving Centres
BS 6799	Wire free Alarms (<i>withdrawn see Note 2</i>)
BS 7858	Security screening of individuals employed in a security environment
PD6662:2017	Scheme for the application of European Standards for Intruder and Hold Up Alarm systems
PD 6662:2010	Scheme for the application of European Standards for Intruder and Hold Up Alarm systems. (Remains acceptable for new systems until 31 st May 2019)
PD 6662:2004	Scheme for the application of European Standards for Intruder and Hold Up Alarm systems.
IA 1501:2015	Industry agreement on PD6662:2010
PD6669:2017	Guidance for the Provision of Alarm Transmission Systems (ATS) (Optional Standard – to be review April 2019)
BS EN 50518	Series – Monitoring and Alarm Receiving Centre
BS EN 50131	Series – Intruder and Hold Up Alarms
BS EN 50136	Series – Alarm Transmission systems
BS EN 50131-8	Security Fog Devices (applies under PD6662)
BS 8473	Management of False Alarms
BS 8243	Installation and configuration of Intruder and HUAs designed to generate confirmed alarm systems (<i>applies under PD6662:2010 – Note 1</i>)
BS 8484	Provision of Lone Worker Device Services

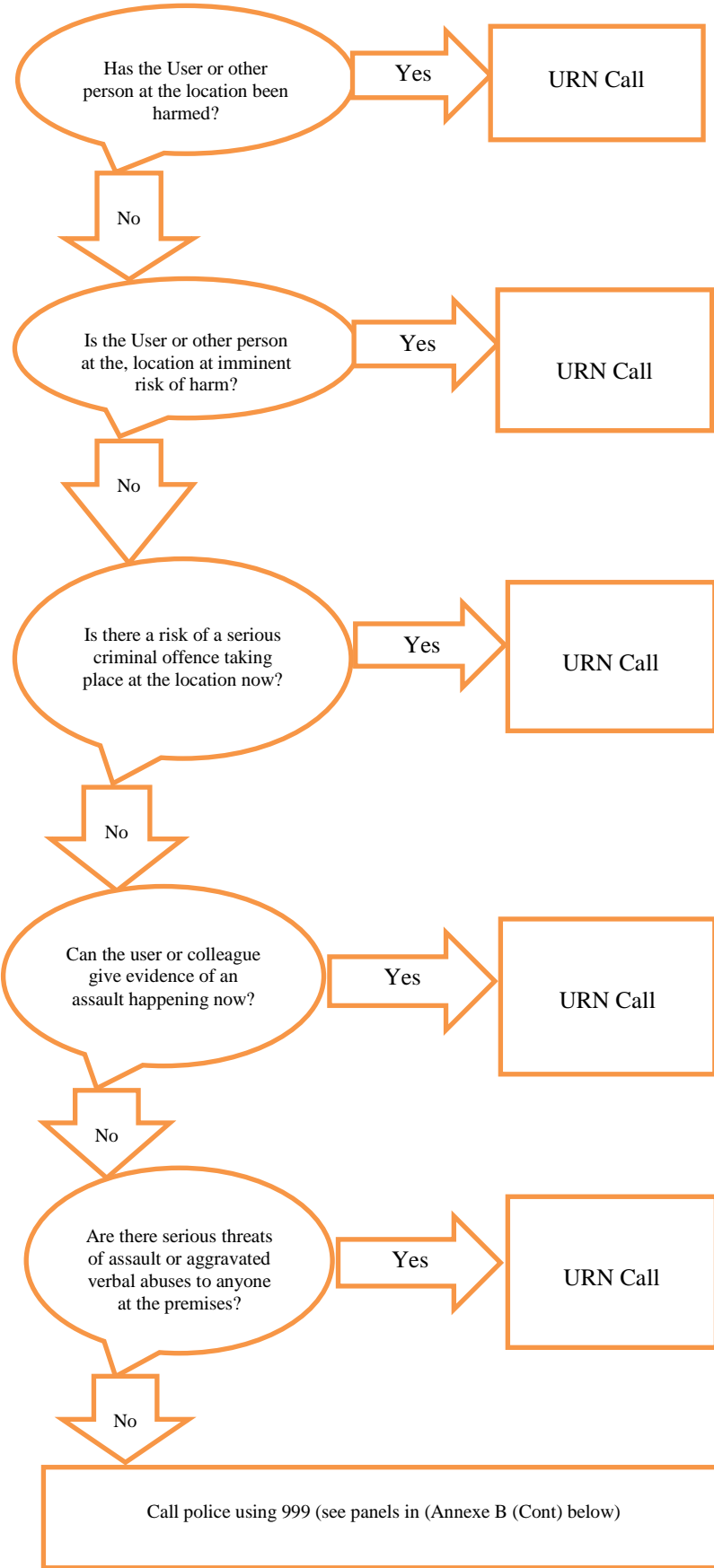
British Standard Institution Drafts for Development (Latest Issue)

BS DD 242	High Security (<i>withdrawn see Note 2</i>)
BS DD 243	Applies under PD 6662:2004 (<i>see Note 1</i>)
BS DD 244	Wire Free Alarms (<i>withdrawn see Note 2</i>)
BS DD 263	Alarms Systems Commissioning, Maintenance and Remote Support (<i>applies under PD 6662:2010 – see Note 1</i>)
BS 9263:2016	Alarms Systems Commissioning, Maintenance and remote support (applies under PD6662:2017)
DD CLC/TS 50131-7:2010	Alarm Systems – Intrusion Systems – Application Guidelines
DD CLC/TS 50131-7:2008	Alarm Systems – Intrusion Systems – Application Guidelines
DD CLC/TS 50131-7:2003	Applies under PD 6662:2004 (<i>see Note 1</i>)

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.
- 3 BS 8591 is used in conjunction with BS EN 50518 series.

Use of a Lone Worker Device Advice to ARC operators on when, and when not, to use the URN



This note gives guidance to ARC operators monitoring Lone Worker alarms.

In principle, the LW URN can be used in situations when there is risk to the Lone Worker, but not if there is no direct or indirect threat to the lone worker.

It also gives information to suppliers and customers to clarify the difference between requesting police response from a Lone Worker Device (LWD) and when a phone call to the police is more appropriate.

A “fixed site” is defined as the customer’s site where the LW does not normally leave the premises.

All URN calls should have a confirmed location.

Serious criminal offence at a fixed site does include:

- Serious threats being made to assault anyone at the site
- Threatening, abusive words or behaviour causing fear and distress to staff or members of the public, i.e. malicious/aggravated verbal abuse
- Such situations which may apply to others at the site and which may subsequently affect the Lone Worker.

Serious criminal offence does not include non-emergency situations, including:

- Shoplifting (999)
- Disputes arising from customer complaints (999)
- Forecourt drive offs (999)
- Noisy parties in hotel rooms (999)

(See panel below for an expanded list and which number to call in such situations)

For non-URN situations

Use the following services to contact police
Fixed site situations: Use 999 for:

- Shoplifting
- Drive-offs/biking
- Noisy parties
- Drug taking
- Criminal offence (any) already occurred
- Minor disorder/anti-social behaviour in the premises

External situations: Use 999 for:

- Public Order outside of premises
- Criminal offence in progress outside of premises

Contacting the Police when using the URN system

The ARC Controller should say:

- “This is a Lone Worker Personal Attack Alarm URN XXXX-XX”

And then give the following information:

- The accurate location
- The reason for the event being policed
- That an assault has/is being committed or that serious threats and abuse have been heard on audio/reported by user and the user is in fear of being assaulted.
- Maintain audio contact with the User
- Inform Police if there are any changes to the situation, e.g. Weapons are involved or the situation has downgraded.

Note: Do not use the terms Amber or Red Alert as they mean nothing to the Police.