

Appendix A (April 2022)



NPCC – Police Operational Advice & Security Industry Requirements for Response to Security Systems: Lincolnshire Police Variations

**Security Systems Alarms Administrator
Lincolnshire Police HQ
Crime Prevention & Partnerships
PO Box 999
Lincoln
LN5 7PH**

Tel: 01522 558117

Email: alarms@lincs.police.uk

The NPCC (National Police Chief's Council) Police Operational Advice & Security Industry Requirements for Response to Security Systems Document has been adopted by Lincolnshire Police. The following variations permitted under the terms of the policy apply in this police area.

Lincolnshire Police Variations;

1. Automatic '999' dialling alarm equipment is not permitted and should not be programmed to dial any other Lincolnshire police telephone numbers, or transmit taped messages.
2. All central monitoring station alarm messages must be transmitted to our Force Control Room, Police Headquarters on dedicated ex-directory telephone lines. The number of which will be disclosed on issue of each new URN (Appendix L).
3. All New URN applications for New Alarm System installations for a URN or element of a URN is subject to an administration fee payable by the system user. The URN fee is **£57.60** (inclusive of 20% VAT) and effective from 01/04/2022, this is payable to "PCC For Lincolnshire" in the form of a cheque only and must accompany the Appendix F and G. The URN fee will be reviewed annually by the Security Systems Group. (See Appendix V for Lone worker systems URN charging).

Existing System Taken Over

- a) Where a new occupier/owner/legal entity of premises takes over an existing security system with one element the full fee will be payable.
- b) Where a new occupier/owner/legal entity of premises takes over an existing security system with both intruder and HUA elements a **reduced fee of £86.40** (inclusive of 20% VAT) will be payable.
- c) Any further URNs allocated at the same site/premises will be treated as a separate entity and fees as at a) and b) above will apply
- d) 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..

See Appendix E for further information on URN Administrative charges

Appendix A (April 2022)

4. The Lincolnshire Police Service Standard is to aim to attend all urgent calls within 10 minutes in urban areas within the county. Commercial premises in these areas must have a 10-minute audible sounder delay on remote signalling systems. In all other areas an instant sounder is permitted. In exceptional circumstances companies may apply in writing for exemption to the delay requirement according to individual risks.
5. URN audits will be sent to alarm companies approximately every 24 months and must be processed and returned by post by the alarm company within 28 days or a date set by the force alarms administrator. All notices or other documents required for the issue or processing of a URN must be sent by post. Commercial security system companies must enclose a stamped addressed envelope with all correspondence requiring a reply. All correspondence should be addressed to; **Security Systems Alarms Administrator, Lincolnshire Police Headquarters, Crime Prevention & Partnerships, PO Box 999, Lincoln, LN5 7PH.**
6. Lincolnshire Police adopts the disclosure of convictions as outlined in Appendix C. All applications, Appendix C, must be marked 'Private and Confidential' and received with proof of identity in order to carry out a Police check and establish the identity of the applicant. **We require a Photocopy Photo ID (e.g. passport or photo-card driving licence) and another form of ID, which must show your current address and be dated within the last 3 months (not a driving licence). If you do not possess a passport or photo-card driving licence then you must produce your birth certificate. Photocopies of the relevant pages of these documents must accompany this form.**
7. All new applications for systems with both Intruder and Hold Up Alarms will be issued with two URNs. Please supply a **separate** Appendix F for each. Please note that the URN administration fee is payable for each URN issued and therefore applications for systems that have both an Intruder and Hold Up Alarm will need to ensure that the URN Fee is paid for each URN issued.
8. Grid or map references are essential to enable police officers to accurately pinpoint the location of the protected premises, especially during periods of darkness.

As supplied by the installer's sales / surveyor: Grid / Map references should be completed on Appendix F, and in respect of newly built premises or properties, including existing buildings that have been subject to major conversion. If not available, enclosing a small map or sketch plan drawing of the access routes to location would prove helpful.
9. Any security system installer or ARC seeking inclusion on the Lincolnshire Police list of compliant companies must first complete and return Appendix B, and attach a photocopy of their membership certificate issued by the appropriate independent inspectorate body.
10. Evidence will be required for applications for a change of company trading name or franchisee only. No administration fee is payable.
11. The Unique Reference Number (URN) remains the property of Lincolnshire Police and must be quoted in all correspondence. In the interests of maintaining security of records, all enquiries concerning individual security systems must be made in writing. Telephone enquiries regarding systems or particular alarm activations will not be accepted.

The NPCC Policy is a 'living' document within the public domain and has been published in electronic format. It is the compliant companies' responsibility for ensuring the company updates itself with amendments to the policy, which is updated annually. If any future amendments are made, the relevant information will be relayed to installers or ARC's via their inspectorate bodies in the first instance, or by accessing NPCC's security systems policies web site via:- website www.policesecuritysystems.com or www.securedbydesign.com via site map