

WILTSHIRE POLICE



Via email



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date 09/11/2023

Our ref **FOI 2023/949**

Reply contact name is:

Dear

I write in connection with your request for information dated 02/10/2023 concerning the Application of the NPCC Security Systems Policy.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the Learning and Development team, Crime and Communications Centre, at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote with Response

1. What is documented regarding the above staff being informed that your chief constable has banned the failed Type A systems that lose their Unique Reference Number (URN) from contacting your police communications centre on initial activation? These have therefore joined the Type B alarms in no longer having a URN, namely those that refuse to abide by the policy. This matter of education is relevant to the correct application of the Codes of Ethics of Fairness, Honesty, Integrity, Accountability. These are essential requirements to the application of the Code of Ethics and the National Decision Model.
Intruder URN's will lose police response after 3 false activations in a rolling 12 month period (2 for HUA URN's). The alarm company can apply to reinstate response after 90 days clear. If, after 6 months, no application to reinstate has been received, the alarm company are advised of deletion and have a further 14 days to reinstate. The alarm records are set to response withdrawn to make CCC staff aware if there were to be an activation during this time. Response would be sent if there was further evidence of a crime or suspicious activity at the location.

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2. What is documented about the above staff being educated in the requirement of a Keyholder to firstly attend all premises without a URN as per your published policy, namely the premises with the Type B and Failed Type A activations are to be treated the same? (See sections 3.1.1. Level Three – Withdrawn, and 3.6.4.)

Please note the attached policy and Wiltshire Police appendix that may inform this question.

It is the job of the alarm monitoring company to notify keyholders. If a system is on response withdrawn, the ARC will firstly contact the keyholder, and response will be sent if they confirm that a crime has taken place. Type B activations will not receive a response unless there is further evidence of suspicious activity or a crime has taken place at the scene.

3. If there is no documentation to 3) above, what documentation is there to explain to the alarm purchasing public that clearly states the Type B and Withdrawn Type A can be treated differently, namely the Type B alarms can always be considered for attendance but the failed Type A's never can be, having been banned from contact by your chief constable?

All information regarding response to Type B systems can be found in the Policy NPCC Police Requirements for Security Systems: 3.6 POLICE ATTENDANCE - TYPE B SECURITY SYSTEMS (NON-COMPLIANT)

Type A systems on response withdrawn can be considered for attendance if there is further evidence of suspicious activity or that a crime has taken place at the scene.

4. What is documented about the training given to new communications centre staff on the application of the Health and Safety at Work Act to all sensor anomaly incidents, Type A (with a URN), Type B (without a URN) and the failed Type A (that have had their URN 'Withdrawn' or 'Deleted') as per the Appendix G form?

Please note the attached policy and Wiltshire Police appendix that may inform this question.

5. What is documented about any added training input which educates the above staff on the reason why your chief constable has added to the Appendix G the reason for the Civil Tort Legislation, namely The Occupiers Liability Act 1957, added as recent as April 2022?

Your chief constable states, 'Police officers will not normally enter the premises without the keyholder. However, this may be necessary on occasions due to suspicious circumstances. To ensure the safety of officers, the force must be pre-warned of site risks, therefore you are required to state any site hazards in accordance with the Occupiers Liability Act 1957.'

There is no added training which covers this legislation.

6. What is documented where your constabulary ever disagrees with any part of the policy and asked for a policy amendment?

Amendment included – FOI 2023/949_Appendix A_Alarms

7. What documentation is there on any local procedure that your constabulary applies to drive forward the further applications for URNs by those businesses and dwellings that wish to protect their premises by a police attendance? This drive towards 100% of premises applying for URNs would increase the Health and Safety features of the policy by alarms of a minimum standard and requirements for premise staff to be trained in order to reduce false activations, with a maximum

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number of false applications, at which the police will act to ban further calls by removal of the URN and a ban on the call from the Alarm Receiving Centre. (These points are related to points 3 and 4 above.

The NPCC sets the policy for police requirements to security systems for all forces in England, Wales and N. Ireland. I've attached a copy of the policy and Wiltshire Police Appendix A (variation).

The Policy is a public document and can be found at

www.policesecuritysystems.com/national-police-chiefs-council-security-systems-policy

The Security Systems Policy details the police response and the requirements for the private security industry involved in providing the installation, maintenance and monitoring of security systems.

Wiltshire specific appendices can be found attached.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office

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Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>