



Police Headquarters
London Road
Devizes
Wiltshire
SN10 2DN

The NPCC Police Requirements & Response to Security Systems have been adopted by Wiltshire Police. The following variations permitted under the terms of this document apply in this force area.

1. Automatic 999 dialling alarm equipment is not permitted.
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 receipt of a signed policy agreement (Appendix B).
3. The Wiltshire Police Service Standard is to aim to answer calls within 10 seconds, deploying immediately giving an estimated time of arrival, in urban areas we will aim to get to the incident within 15 minutes and in rural areas within 20 minutes. 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.
4. The Unique Reference Number (URN) remains the property of Wiltshire Police and must be quoted in all correspondence.

Compliant companies will be invoiced - please contact our Force Alarms Officer to request an application form and a copy of our Terms & Conditions for the Provision of Payment by Invoice.

See Appendix E for further information on URN Administrative charges.

5. Appendix G (Site Hazards Form) must be completed fully and signed by the subscriber; it is the responsibility of the subscriber to notify the Force Alarms Officer of any subsequent changes. Failure to complete the Appendix will result in the application for the URN being rejected.
6. Disclosure of Convictions applies to all compliant companies with an installing branch within the Wiltshire Police force area. With the exception of National Companies with regional branches, security checks for companies outside of this Force area will not be undertaken. All Appendix C conviction checks are to be forwarded to the Force Alarms Officer at the above email address.

7. Key holders – There is no longer a requirement for alarm companies to send Wiltshire Police a key holder list when registering new alarm systems, these details should be given to the alarm receiving centre. It is still the responsibility of the alarm owner to ensure that their key holders attend activations.
8. General Data Protection Regulation and Data Protection Act 2018

Personal data supplied by you for the purposes of this process may be held on and/or verified by reference to information already held by us on computer. This processing of personal data will be governed by the UK GDPR and DPA 2018.

All correspondence should be emailed to:

alarm@wiltshire.police.uk

For further information please refer to the NPCC Security Systems Policy

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