



**DEVON & CORNWALL
CONSTABULARY**

Alarm Administration Office
Police Headquarters
Middlemoor
Exeter
EX4 8BT

Telephone 01392 452134

POLICE ADVICE TO MEMBERS OF THE PUBLIC SEEKING INFORMATION ON SECURITY COMPANIES

To obtain information on companies who supply and install security systems such as Intruder Alarms/Personal Attack Alarms/CCTV Systems etc, within the Devon & Cornwall Constabulary area, we advise you to contact the following Independent Inspectorate Bodies who will furnish you with the relevant details (The police are not able to provide this)

NSI (National Security Inspectorate).

Sentinel House, 5 Reform Road, Maidenhead, Berkshire SL6 8BY

Tel: 0870 205 0000. Fax: 01628 773367. Email nsi@nsi.org.uk. Website:

www.nsi.org.uk

SSAIB (Security Systems & Alarm Inspection Board).

Suite 3, 131 Bedford Street, North Shields Tyne & Wear NE29 6LA.

Tel: 0191 296 3242. Fax: 0191 296 2667. Email: ssaib@ssaib.co.uk. Website:

www.ssaib.org

The two independent Inspectorates are not-for-profit approval bodies who carry out inspection services for the security industry and protect customer interests. They themselves are governed by UKAS (United Kingdom Accreditation Service), the sole accreditation service recognised by the Government.

Please note: If you are also planning to invest in the type of security system that would receive *automatic police response* to its alarm activations, then ***only*** security companies 'Approved' by one of the 2 independent Inspecontrates ***and*** who are registered with the Police in its force area are permitted to offer this service.

Once you have obtained details from an Independent Inspectorate Body of ‘Approval’ security companies. These must install security systems in the Devon & Cornwall Constabulary area to the required European/British Standards, compliant with the ACPO (Association of Chief Police Officers) Security System Policy, we advise:

- a) Before disclosing personal security details, have I checked the address and credentials of the company and seen proof of identity from their representative
- b) You obtain written quotations from at least two security companies.
- c) Ask if the security company representative can provide you with a list of police rules for occupiers of ‘monitored’ alarmed premises and also written confirmation that they are currently registered with the police force in your area, “for the transmission of alarm activation’s from new installations?
- d) You ensure that the quotation specifies that the installation will be to European/British standards for that security system, in addition, does it include the terms of maintenance and monitoring contracts?
- e) Does the company operate a 24-hour call-out service and emergency attendance within 4 hours?
- f) Is the installer of a security system a requirement of my insurance company and if so, is the Security Company acceptable to my insurer?

PLEASE NOTE:

When investing in a Security System for your home or business – it is not advisable to deal with Cold Callers or telesales enquiries – you should avoid doing doorstep or telephone business. If members of the public have serious doubts about the legality or sales techniques being employed by this type of security company, they should contact the Police or local government Trading Standards officers for advice.

This advice from the ACPO Security Systems Committee is thoroughly endorsed and recommended by the Devon & Cornwall Constabulary.