

AW/LP/NSI 012/16

22 August 2016

To: All NSI NACOSS Gold and Systems Silver approved companies

Dear Colleague

FALSE HOLD-UP ALARMS

False hold-up (personal attack) alarms are an unwanted drain on police resources.

A recent study by Essex Police showed that between 13 November 2015 and 12 January 2016 they received 163 false calls (92 from commercial premises, 71 from domestic premises) and 9 genuine calls.

The breakdown of causes of false calls was as follows:

CAUSE	NUMBER
Subscriber or staff error	66
Unknown or system fault claimed	53
Alarm company technician on site	16
Builders and decorators	13
Cleaners and children	8
Power cuts	7
Total	163

In relation to the above, 17 systems required confirmation of hold-up to be implemented because of previous history.

The National Police Chief's Council (NPCC) has asked us to write to you to request that you do as much as you can within your remit to reduce the number of false hold-up alarms.

Yours sincerely



Tony Weeks

Head of Technical Services