

RJ/GB/NSI 023 19

15 August 2019

**To: NSI ARC Gold Approved Companies**

Dear Colleague,

**ELECTRONIC TRANSFER OF ALARMS – NPCC TIMELINE – APRIL 2020**

You will be aware the **NPCC Security Systems Policy has cited 1<sup>st</sup> April 2020 for ARCs capability to transfer alarms electronically to Police Control Rooms.**

Since 2015, the National Police Chiefs Council (NPCC) has been working with the private security industry, most notably with trade bodies the British Security Industry Association, Fire Industry Association and the Fire & Security Association, to raise the quality and speed of alarm transfer between Alarm Receiving Centres (ARCs) and Police Control Rooms, via a secure fully automated hub/platform.

NSI has been supportive of this initiative and last year commissioned Perpetuity Research to conduct a study which several NSI ARCs participated in and resulted in a research report 'Maximising Public Benefits from Automated Alarms'.

**Electronic Call Handling Operations (T/A ECHO)**

NSI welcomed the launch of not-for-profit Electronic Call Handling Operations (T/A ECHO) in the Autumn of 2017, set up by the trade bodies - a step toward making this a reality.

**How will the NPCC Security Systems Policy Affect You?**

We would like to draw your attention to a recent communication from Essex Police to ARCs on their database, specifically those monitoring significant numbers of remote signalling systems. Their communication clearly sets out their expectation of compliance with the

NPCC Policy come April 2020 and we expect other Police Forces to follow suit in due course. An extract from their communication is as follows:

***“You will all be aware that the NPCC Police Response to Security Systems Policy 2018 requires IAS and Hold up Alarm activations to be electronically transmitted to Police Control Rooms with effect from 1.4.2020 (Section 3.1.4). Essex Police already has the ability to accept electronic transfer of alarms and currently almost half of the calls, passed to our Force Control Room, are received in this way. With effect from 1 April 2020, telephone calls requesting a police response to IAS and Hold up Alarms may result in a delay or, may not be accepted as we fully expect alarm activations to be delivered electronically and in accordance with Section 3.1.4 of the Policy.***

***I am keen to ensure this target date is achieved and you will know that the Industry have set up a not for profit business (the ECHO Project) to provide the necessary hub to accept activations from alarm receiving centres and re-direct signals to the responding Force. Electronic transfer benefits the alarm user, industry and police service by eliminating communication errors or delays, providing a quicker police response. It will also assist control room staff to identify calls from unaccredited monitoring companies that are not entitled to request a police response....”***  
**Security Systems Manager, Essex Police**

### **What Next?**

ECHO will be sharing information in the near future about how the ECHO service will operate. If you have not yet done so we would encourage you to register your ARC with ECHO at their website <https://www.echo.uk.net/> to ensure you are fully informed of developments going forward.

Yours sincerely,



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### **Useful Resource:**

‘Maximising Public Benefits from Automated Alarms’ NSI sponsored research report. Download your copy for free at <https://www.nsi.org.uk/information-centre/research-reports/>