



Alarm Management
Force Contact
P.O. Box 52
Birmingham B4 6NQ
Ver. May 2026

VARIATIONS FORCE SERVICE STANDARD

The Security Systems Requirements have been adopted by West Midlands Police. The following variations permitted under the terms of this document apply in this police area

Service Standards

1. Service standard level agreement for:
 - i. Process time for URN administration
 - 5 working days from receipt of completed application to payment request
 - 3 working days from receipt of payment to issue of URN.
 - ii. Process time for Appendix C checks
 - 10-15 working days subject to correct paperwork being submitted

NB: West Midlands Police will use reasonable endeavours to meet the service levels but does not guarantee that the service will be provided within the time scales.

2. Response is ultimately determined by the nature of the demand, priorities and resources, which exist at the time a request for police response is received. However, the West Midlands Police Service Standard is to aim to attend Type A alarms in urban areas within 15 minutes. Commercial premises in these areas may be required to have an 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

3. All Alarm Monitoring Centre alarm messages/signals must be passed to our Force Contact Centre using dedicated ex-directory telephone lines. The number of which will be disclosed on receipt of signed documentation.

Application for Unique Reference Numbers

Applications for a Unique Reference Number will only be considered when applied for using the approved and formatted application forms. All applications for new URN's must be submitted using an appendix F, Appendix G and the relevant installation certificate/certificate of conformity. The appendix F & G forms must be **word processed only and all documents submitted by email.**

The notification of a new Unique Reference Number (URN) will be given to the service maintenance provider by email along with confirmation that the Police admin fee has been received by BACS.

It will be the security provider or RVRC's responsibility to inform their customer of the URN.

The Unique Reference Number (URN) remains the property of West Midlands Police and must be quoted in all correspondence. In the interests of maintaining the security of our information, all enquiries concerning individual alarm systems should be made via email to alarms@westmidlands.police.uk, telephone enquiries regarding systems or particular alarm activations will **not** be accepted.

The URN is only transferable to other alarm companies by submission of the relevant permissions (**APPENDIX F** and **APPENDIX G**).

The passing of information from any ARC or RVRC to the Force Contact Centre will be done via the dedicated phone number only.

Key holders

Companies submitting applications for a URN are asked to ensure that each key holder nominated is able to comply fully with the NPCC Police Operational Advice and Security Industry Requirements for Response to Security Systems - 2.8 in all respects. SIA certified guarding companies will be accepted as a single key holder, provided they fulfil the NPCC Police Requirements. In particular, they must be capable of attending the premise within the required time scale and be trained to operate the alarm system. If a key holder arrives before police officers, and does not require the services of the police, they are encouraged to call their ARC and stand down the police response. This may avoid incurring false alarms. In cases where officers are successfully stood down before they have been deployed to the incident, the alarm activation is not counted. A protocol using passwords may need to be established between your client and their ARC for this arrangement to work successfully.

Disclosure of convictions

West Midlands Police adopts the disclosure of convictions, as outlined in Appendix C. Appendix C applications must be submitted via email.

Police Monitoring

West Midlands Police reserve the right to inspect any security system installation, security company or monitoring station. Facilities for such inspection shall be made available, if required by this Force.

Alarm receiving centres, remote video recording centres or the service provider shall, if requested by the Force, provide information for the total number of systems being monitored in the Force area or have URNs allocated to the service provider.

A copy of the Police Operational Advice and Security Industry Requirements for Response to Security Systems may be obtained from the [NPCC Security Systems Policy \(policesecuritysystems.com\)](https://www.policesecuritysystems.com) web page.

Correspondence

West Midlands Police welcomes and encourages the use of secure e-mail correspondence to protect personal data. If you are not using a secure e-mail network, West Midlands Police assumes that before submitting any e-mail correspondence you will have sought and have been provided with the approval of your clients for any personal data to be sent, returned, or acknowledged over an unprotected e-mail network. All e-mail correspondence should be addressed to: -

Alarms@westmidlands.police.uk

West Midlands Police reserves the right to amend, alter or add to Appendix A as and when deemed necessary.