



Temporary Alarm Scheme

| | |
|---------------------------|---|
| Policy Number | 95 |
| Policy Owner | Head of Neighbourhoods and Partnership Policing Command |
| Version | 2.4 |
| Last Review Date | October 2019 |
| Next Review Date | October 2021 |
| Date of approval | October 2012 for note |
| Protective Marking | Official |

| This document has been assessed for: | |
|---|-------------------------------------|
| Compliance with Legislation | <input checked="" type="checkbox"/> |
| Equality Impact Assessment | <input checked="" type="checkbox"/> |
| Freedom of Information issues | <input checked="" type="checkbox"/> |
| Human Rights compliance | <input checked="" type="checkbox"/> |
| Health and Safety | <input checked="" type="checkbox"/> |
| Risk Management | <input checked="" type="checkbox"/> |

Temporary Alarm Scheme

1. Policy statement

Cleveland Police maintains a capability to provide short-term alarm installations to prevent and detect crime to otherwise unprotected people or property. These alarms are used mainly in cases of domestic abuse, repeat victimisation, witness protection and vulnerable persons or premises.

Utilising approved local engineers they respond to any installation or maintenance request and, if necessary, will be on site anywhere in the Force within 4 hours or by agreed appointment. They will also arrange for the removal of an alarm within 24 hours of the request being made. In the majority of cases the installation and removal will be by appointment.

The management of the Temporary Alarms process is managed by the Communities and Partnerships Inspector however installation and removal of alarms is an operational decision and each installation will be managed by the OIC's own supervision.

The procedures set out in this document apply to all Police Officers, Police Staff; including those employed by the Police and Crime Commissioner and partner agencies where appropriate, Special Constables and Volunteers.

2. Purpose

The intention of this policy is to provide a framework for the operation of the scheme within Cleveland and procedures for practitioners in its use.

Using an external service provider enables Cleveland Police to deliver a simple and reliable victim safeguarding tactical option available to Police Officers and Staff for any victim based on their vulnerability and personal circumstances.

3. Underpinning procedures

3.1 Installation

3.1.1 Temporary Alarms can be used as a short term measure to provide protection to vulnerable people or premises (domestic or commercial), in situations where a continuous police presence cannot be maintained. Temporary Alarms can provide reassurance to victims and assist in the arrest of suspects thereby bringing more offenders to justice.

3.1.2 Appropriate circumstances for the installation of a Temporary Alarm might include:

- Protecting vulnerable premises
 - Supporting victims of domestic violence
 - Protection of witnesses
 - Supporting repeat victims
 - Protecting crime scenes
 - Metal/fuel thefts
 - Rural crime
- 3.1.3 A Temporary Alarm should only be installed where an objective assessment has been carried out and a real and immediate threat of injury or damage to / theft of property have been identified. They should usually not be used solely to provide reassurance. The decision to install an alarm should be necessary in the circumstances and proportionate to the risk involved.
- 3.1.4 The Force maintains a contract with National Monitoring whereby professional alarm engineers, following a request from police, will install Temporary Alarms. The installation of a Temporary Alarm and monitoring services is a significant cost to the Force. Temporary Alarms that are no longer required should be removed for this reason as the fee will continue to be charged until removal.
- 3.1.5 The budget to fund Temporary Alarms is provided from central funds.
- 3.1.6 When a police officer or member of police staff intends to make a request to have a Temporary Alarm installed they shall refer to the Temporary Alarms link in the 'Operational' section of the Force Intranet home page. The Temporary Alarms intranet link opens an external and secure 'National Monitoring' homepage site.
- 3.1.7 The requesting/authorising officer will be required initially to create an account on the online system. This is a simple process and only minimal details are required.
- 3.1.8 The police officer or member of police staff requesting the alarm will then be required to go through the online system for both ordering a temporary alarm and subsequently removing the alarm. Both are straightforward processes and include a risk assessment.
- When Temporary Alarms are installed, the person agreeing to the installation [usually the owner of the premises] will be required to sign a contract which includes a condition excluding liability on behalf of the police and the service provider. The contract is found on the paperwork completed by the alarm installer.
 - The owner of the premises should verbally acknowledge their willingness to sign the contract as declining to do so would be a major consideration in refusing an application for installation.
- 3.1.9 The installation of a Temporary Alarm must be authorised and this may be done by the requester's supervisory officer of the rank of **Inspector or above**.

3.1.10 The **Requesting Officer** must ensure that a **Location of Interest 'LOI' True** event is created in order to ensure an appropriate police response can be facilitated and the Temporary Alarm request process is successfully completed.

3.1.11 In order to ensure a high standard of integrity and in view of the sensitive nature of the installation service provided under this scheme, only police approved alarm engineers will be used in accordance with the terms of the contract.

3.2 Reviews and Removal

3.2.1 All installations are considered as short-term measures and will in the first instance be reviewed by the officer in the case in conjunction with the District Crime Prevention Officer in accordance with locally agreed practice, normally at 28 and 50 days.

3.2.2 The **Requesting Officer** and **Authorising Officer** will be reminded of the next review date via email notification. The decision to retain or remove the Temporary Alarm must be made based upon sound risk management principles.

3.2.3 It would be considered **exceptional circumstances** for an installation to remain beyond 60 days. Further periodic reviews (timescales to be determined locally) will therefore take place having regard to the fact that a further daily administration fee for each alarm that remains active will be incurred after 60 days

3.2.4 Consideration must be given to identifying the most appropriate measures in response to the prevailing level of risk. The Crime Prevention Officer can provide specialist advice and guidance in that regard.

3.2.5 In circumstances where it is considered necessary to retain the Temporary Alarm at the premises beyond the relevant review date and that retention has been authorised by an 'Authorising Officer', a further assessment of the prevailing risks must be undertaken and documented.

4. Appendices

| Appendix | Description |
|----------|---------------------------------|
| 1 | Steria Temporary Alarms Process |

5. Compliance and monitoring

Officers and staff who initiate the installation of Temporary Alarms retain the responsibility for ensuring that such installations continue to meet the identified levels of risk and are managed accordingly.

6. Version control

This policy will be reviewed and updated at least every two years by the owner, and more frequently if necessary.

The Performance, Quality and Review Team will ensure this document is available on the Force intranet, including any interim updates.

The following identifies all version changes.

| Version | Date | Reason for update | Author |
|---------|-----------|---|------------|
| 0.1 | June 2010 | Review of Policy | ██████████ |
| 0.2 | Aug 2010 | Policy revised following consultation | ██████████ |
| 1.0 | Aug 2010 | Published policy | ██████████ |
| 1.1 | Sept 2012 | Policy Review | ██████████ |
| 2.0 | Oct 2012 | Policy Submitted to CBM | ██████████ |
| 2.1 | Nov 2012 | Policy amended to reflect introduction of PCC, statement only | ██████████ |
| 2.2 | Oct 2017 | Change of Owner | ██████████ |
| 2.3 | Nov 2017 | Policy Review | ██████████ |
| 2.4 | Oct 2019 | Policy review | ██████████ |

Steria STORM

Alarms

→ Temporary Alarms Process

Version 1





Document Subject
Document Title

| | |
|---------|------------|
| Version | 0.2 Draft |
| Date | 19/03/2010 |
| Page | 2 of 8 |

Document Approval and Signoff

| Name | Position | On Behalf Of | Signature | Date |
|------|----------|--------------|-----------|------|
| | | Steria | | |
| | | | | |
| | | | | |

This document is the copyright of Steria Limited and the information contained herein is confidential. This document may contain copyright belonging to a third party. Such copyright is hereby acknowledged. This document, either in whole or in part must not be reproduced or used for purposes other than for that which it has been supplied, without the prior written permission of Steria Limited. Steria Limited is not liable for any errors or omissions



0. DOCUMENT CONTROL

0.1 Ownership

Steria Limited is responsible for the production and maintenance of this document.

Requests for change or queries relating to this document should be directed to the author.

0.2 Version Control

This document forms the basis for discussion only while under the status of draft until finally reviewed and formally approved for release from draft status by Steria. Steria is not bound by the contents and reserves the right to change its contents at any time while in draft form.

0.3 Version Record

| Version | Date | Changed By | Change Description |
|---------|------------|------------|--------------------|
| 1 | 10/01/2012 | [REDACTED] | First Release |
| 2 | 09/01/2012 | [REDACTED] | Second release |

0.4 Distribution

This document may be distributed electronically or by means of suitably identified copy-controlled printed copies to those listed below.

| Copy No. | Recipient | | |
|----------|-----------|-------|---------|
| | Name | Title | Address |
| 1 | | | |
| 2 | | | |

Printed copies not suitably identified as a copy-controlled will not be automatically updated and are to be used for INFORMATION ONLY. It is therefore the responsibility of the reader to ensure that the document is a currently valid copy.



0.5 References

| No. | Doc Reference | Author | Title |
|-----|---------------|--------|-------|
| | | | |
| | | | |

Note: Unless a specific version is referred to above, reference should be made to the current version of the document.

0.6 Glossary

| Term | Definition |
|------|------------|
| | |
| | |
| | |

0.7 Trademark Acknowledgements



0.8 Contents

| | |
|--------------------------------------|----------|
| 0. DOCUMENT CONTROL | 3 |
| 0.1 Ownership | 3 |
| 0.2 Version Control..... | 3 |
| 0.3 Version Record..... | 3 |
| 0.4 Distribution..... | 3 |
| 0.5 References | 4 |
| 0.6 Glossary | 4 |
| 0.7 Trademark Acknowledgements | 4 |
| 0.8 Contents | 5 |
| 1. INTRODUCTION | 6 |
| 1.1 Overview..... | 6 |
| 2. PROCESS..... | 7 |
| 2.1 Creation | 7 |
| 2.2 Installation | 7 |
| 2.3 Activation | 7 |
| 2.4 Withdrawal of Alarm | 8 |



1. INTRODUCTION

1.1 Overview

As for most Police forces, Cleveland Police use temporary alarms. This document describes the process employed for this customer which is different to the mechanisms used in many other forces.

The usual method employed is that the force owns and deploys temporary alarms. These alarms can be provided by a number of suppliers and Steria offers an electronic interface for these alarms where the alarm communicates over Tetra. In all cases the STORM interface is to a server process based at headquarters provided as part of the third party alarm mechanism.

Each temporary alarm has a URN and is registered against Headquarters and then, when deployed, the address link is changed to the address of the temporary installation.

However, this mechanism is unsuitable for Cleveland since the ownership and deployment of the physical alarm units is undertaken by a third party. No URN is available and no alarm identity is used.



2. PROCESS

2.1 Creation

The process starts with an incident. If a temporary alarm is to be deployed, an incident is created. There is existing convention to the data which should be set;

Location: The address where the alarm is to be deployed must be entered and verified

Caller Name: The name and address of the victim is placed in the caller name field.

Caller Address: This identifies the location of the alarm (victim /I.P.)

Call Type: PS3

Call origin: C/ALARM

Priority: 3

Remarks: Enter details of reasons for deployment of alarm.

Person tab: Others involved, especially where the alarm is deployed in response to domestic violence, etc.

Callers Phone Number Field ; this MUST be set to the incident serial number. (not the CLI Field)

This incident can then be closed. It should be given an LOI and text added to identify it is Police Installed alarm.

The first line of the remarks should be ****TEMPORARY ALARM****.

2.2 Installation

The details of the incident are sent to the third party installer. They will deploy the alarm and will utilise the incident serial number as the identity to report if activated.

2.3 Activation

Should the alarm be activated, the alarm monitoring company (this is the same as the installer) will notify the force control room giving the incident serial number as given in the request to deploy.

It is this incident which will give the call handler and dispatcher details of the temporary alarm, importantly the address and related person(s).

The call handler creates a new incident and enters the reported incident serial number in the CLI telephone field and presses <return> in that field.

This causes a search of previous incidents by the CLI number which will retrieve the incident which caused the deployment. The call handler then double clicks the address details on the previous calls form to populate the new incident directly.

The new incident can then be dispatched and handled as any other request for police response.



Document Subject
Document Title

| | |
|---------|------------|
| Version | 0.2 Draft |
| Date | 19/03/2010 |
| Page | 8 of 8 |

2.4 Withdrawal of Alarm

When the temporary alarm is to be recovered an operator should retrieve the original incident and adds a remarks entry to endorse withdrawal. (The Alarm installer will update this, it is part of their service they send email updates to the oic and authorising officer/Control Room Inbox)

The Historical Object should be found and removed (it can be set 'inactive' if desired or deleted. This is done through Object maintenance.

The Alarm installer is advised and will remove the alarm ready for re-deployment.