



## Police Response to Security Systems URN V 999/101

Unique Reference Numbers (URNs) are allocated by police forces to security systems for an immediate police response if such systems meet the National Police Chiefs Council (NPCC) Requirements & Response to Security Systems.

Alarm Receiving Centres (ARCs) that are compliant with the police policy will be allocated an ex-directory telephone number by police forces for the ARC to pass through Security System URNs. This gives the ARC a direct link into police control rooms for a Level 1 Immediate response. Through the URN system the police call takers have immediate access to the ARC and end users details and can despatch a response quickly without the need to ask questions re the incident. Further dialogue that may be required can be done whilst the police are responding to the incident.

All other systems are classed as Type 'B' alarms and are usually reported by the 999 or 101 via the telephone network operator. When this is received by the police control room operator, a series of questions will be asked in order to create an incident number and determine if a response is necessary, the majority of Type 'B' Policy alarms do not get a response because they do not meet the criteria of the NPCC Policy.

If a police response is given to a Type 'B' alarm there is a significant time delay compared to the URN system in despatching a police response, this is due to the questions that need to be asked to verify if it is a genuine alarm situation and if it is, does it require an immediate response. This time lapse between non-compliant and URN systems is quite significant and could be vital if a person is in immediate need of police assistance.

Four police forces are currently being passed alarm activations direct from several Alarm Receiving Centres by means of electronic transfer. Provided the details of the system recorded at the ARC and the Forces Command and Control correspond, the call by-passes the call taker and goes direct to a dispatcher for an immediate response, again saving even more valuable time. The NPCC have stated that this will be mandatory for all ARCs by April 2020.

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