NORTHAMPTONSHIRE POLICE
Fighting Crime. Protecting People.

APPENDIX A

VARIATIONS FORCE SERVICE STANDARD

The National Police Chief's Council Security Systems Requirements have been adopted by Northamptonshire Police.

It is available to view and download from the Secured by Design Website:
www.policesecuritysystems.com > Security Systems Policy

The following variations permitted under the terms of this document apply in this police area.

1. Applications, Complaints and general processing

1.1. Any applications (Appendix submissions), appeals, complaints, correspondence must be submitted via email to: **alarms.admin@northants.police.uk**

1.2. Allow **21 days to respond**. Please do not send follow up emails.

1.3. We do not accept inappropriate or discourteous correspondence.

1.4. We are unable to process multiple URNs or any other application requests within the same email. A separate email must be submitted for each request.

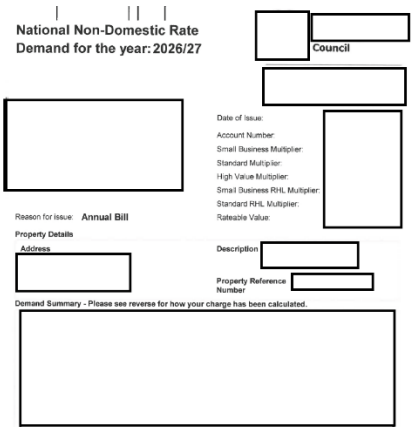
2. Communication Restrictions

2.1. Telephone enquiries regarding specific URNs or alarm activations will not be accepted.

3. Unique Reference Number (URN) Requests

All commercial / retail new URN / change of business name applications must include:

3.1. **Proof of business rates registration with the Council (see page 3). Ensure the address and business name corresponds to the Appendix F.**
Example:


National Non-Domestic Rate
Demand for the year: 2026/27
Council
Date of Issue:
Account Number:
Small Business Multiplier:
Standard Multiplier:
High Value Multiplier:
Small Business RHL Multiplier:
Standard RHL Multiplier:
Rateable Value:
Reason for issue: Annual Bill
Property Details
Address
Description
Property Reference Number
Demand Summary - Please see reverse for how your charge has been calculated.

3.2. **A What3Words location must be completed on Appendix F & G – this must identify the point of entry to the protected premises.**

3.3. **A clear aerial map of the protected premises, showing the exact marked location.**

3.4. **A photograph of the premises signage, displaying the change in business name – this MUST correspond with the business name on Appendix F.**

All domestic URN applications must include:

3.5. **Where there is a premises/house name, ensure door number is complete on Appendix F.**

3.6. **A What3Words location must be completed on Appendix F & G – this must identify the point of entry to the protected premises.**

3.7. **A clear aerial map of the protected premises, showing the exact marked location.**

In both cases:

3.8. Appendix G MUST be signed and dated by the customer.

3.9. Incomplete applications will be rejected. The application will not be pended for outstanding information; it will be closed and filed as no further action.

4. URN Ownership and Usage

4.1. The URN remains the property of Northamptonshire Police.

4.2. The URN must be quoted in the subject line of all emails.

5. Appeals

5.1. Appeals will only be considered under specific circumstances.

5.2. Requests to disregard false calls caused by faulty equipment will not be considered.

6. Warning and Withdrawal letters

6.1. Warning letters will be emailed to the maintaining alarm company, with a request to forward a copy to the customer.

6.2. Withdrawal letters will be emailed to the maintaining alarm company, with a request to forward a copy to the customer.

7. Payment Term

7.1. Invoices will be issued for payment by BACS only.

7.2. Other forms of payment, i.e. Cheques, postal orders will not be accepted.

7.3. Any new customers (maintaining alarm companies) must complete the Northamptonshire Police "1386B new customer template" Form before any payment-related requests are processed.

8. ECHO Activations

8.1 Alarm activations from compliant security systems must be passed to our control room via the ECHO software.

8.2 Addressing any ECHO failures will need to include the failure code, URN and incident number thus allowing us to investigate the matter further.

9. Response times

Northamptonshire Police will use reasonable endeavours to meet the service levels but **does not guarantee** that the service will be provided within the time scales.

Northamptonshire Police Service Standard is to aim to attend Type A alarms in urban areas within 15 minutes and rural areas within 20 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.

WHY DO WE ASK FOR BUSINESS RATES INFORMATION?

When a business is registered with Companies House, this does not automatically create or update an official address record within national address databases. As a result, the address may not yet be available within the systems that we rely upon to create a URN.

How Official Addresses Are Created
Official address information is created and maintained by the relevant local authority through its:

- Street Naming and Numbering (SNN) process
- Local Land and Property Gazetteer (LLPG)

Once an address has been approved, the local authority allocates a Unique Property Reference Number (UPRN) and submits the details to GeoPlace LLP, which manages the national address database. The address information is then published by Ordnance Survey through its AddressBase products.

Why Business Rates Information Helps
The local authority is responsible for creating and maintaining the official address record that ultimately feeds into both GeoPlace and Ordnance Survey.

By providing evidence that the property has been registered for business rates, we can immediately refer the information to the relevant address custodian. This enables them to verify the address and arrange for any necessary updates to be made to the official records.

Why We Cannot Add an Address Manually
Our systems import address data directly from the official national address databases. We are therefore unable to add a new address until it has been formally created and published through the appropriate local authority and national addressing processes.

In addition, Ordnance Survey data is only made available to us on a **six-weekly update cycle**. This means there can be a delay between an address being created by the local authority and it becoming available within our systems. Unfortunately, we are unable to create a URN manually while awaiting publication of the address information.

What Information Do We Need?
We only require a **redacted copy** of the business rates documentation.

The document only needs to show:

- The business address
- The name of the issuing local authority

All other information may be redacted or obscured if preferred. This information allows us to verify the address details and progress your request as quickly as possible.