Appendix F- ANNEXE B

**April 2018**

**APPLICATION FOR RESTORATION OF POLICE RESPONSE TO A HOLD-UP ALARM**

|  |  |  |
| --- | --- | --- |
| **URN** | **Name & Address of Premises**  | **Installer/Maintainer** |

**Following the withdrawal of response letter the security company is required to apply for reinstatement using this form. Remedial work and/or re-certification of the system may be required as detailed below**

**Please note that if this situation has not been satisfactorily resolved within 6 months, the unique reference number allocated to the HUA will be deleted. It is therefore essential that you give this matter your urgent attention.**

Please put a cross in the boxes below for YES

1. Is a police response still required?

2. If the answer to the above question is no, have appropriate measures been put in place to ensure that signals are not passed to the police? (The user may need to consult with their insurance company if the device has been removed).

3. Confirmation is mandatory – is this in place? **(See note 1)**

Type of Confirmation (please cross as applicable)

1. Call-back for domestic/residential premises only

b) Sequential

c) Video

d) Audio

4. Has the system been clear of false calls for 90 days? **(See note 1)**

5. Are all of the Hold-Up devices dual action?

6. Has the Duress facility been removed? **(See note 3)**

7. Has user training been given?

8. Does the Hold-Up alarm comply with all other aspects of Appendix T 10-point plan?

|  |
| --- |
|  **Date Cause Remedy**1.2. |

**I declare the End User(s) have been fully trained in the confirmation method and procedures to be followed in the event of the HUA being activated**.

The information I have given is true to the best of my knowledge and belief.

Signed ..........................................................

Date ........................

Name .......................................................... (please print)

Position in Company .............................................................................

**Note 1**

When a method of confirmation has been implemented or replaced, response may be reinstated to HUA’s before the 90 day period.

Where confirmation is mandatory to regain police response, an assessment must be carried out by the security company, to ensure that an appropriate confirmation method is used. In considering call back, audio or visual intervention, the purchasing contractor or other person responsible for health and security under applicable legislation must ensure adequate support systems in place in the premises to ensure that no-one is placed at undue risk. Documentary evidence of this process must be retained by this person for inspection.

The method of confirmation used must be based on the security needs of the end user(s) and not for commercial reasons.

**Note 2**

Confirmation methods to comply with BS 8243

**Note 3**

(Only BS EN 50131-1 Grade 4 (Grade 3 in exceptional circumstances) & BS 7042 systems are exempt from this requirement).

**Please note that false or deliberately misleading information provided on this form could lead to the loss of the URN.**