



*A guide to Hold Up Alarm (HUA)
intervention using call back*

A guide to HUA intervention using call back

The National Police Chiefs' Council (NPCC) Police Operational Advice and Security Industry Requirements for Response to Security Systems (England, Wales & Northern Ireland only) states in paragraph 3.4.1:

“A deliberately operated device, known as a HUA, may be operated to summon urgent police assistance when a person is threatened with immediate personal violence or criminal act”.

Note: Hold Up Alarms may also be referred to as Personal Attack (PA) alarms for the purposes of this document the term HUA has been used.

Please remember that if you are not under direct threat report the incident by telephoning the police and give the police as much detail about the incident as you can.

Note: The guidance in this document is written in accordance with the NPCC Police Operational Advice and Security Industry Requirements for Response to Security Systems, which only applies in England, Wales & Northern Ireland.

If two false activations are received from a HUA system in a rolling 12-month period, then the police response to the HUA will be withdrawn.

To regain police response, the police require intervention to be applied. The police state four methods of intervention, 'call-back', 'sequential', 'video' and 'audio' or a combination of the four types.

This short brief details how 'call-back' intervention should be handled by the ARC (Alarm Receiving Centre) operator. It is important to note that **the 'call-back' option is only available to domestic/residential premises.**

The actions and sequence of how a HUA activation is handled by an ARC operator described in Annex A and Annex B provides a flow diagram detailing the possible outcomes of a HUA activation.

Your HUA is important to you – do not misuse it, do not use it when you can phone the police. Only use the HUA if an assailant enters the predefined area with the obvious intention of harming you or your staff. If you use your HUA for any other reason, you may lose police response.

Automated Call Handling (ECHO) will allow for the passing of HUAs from the premise to be intercepted at the ARC before onward electronic dispatch to the Police control room. The interventions described in this guide still apply to the ECHO service.

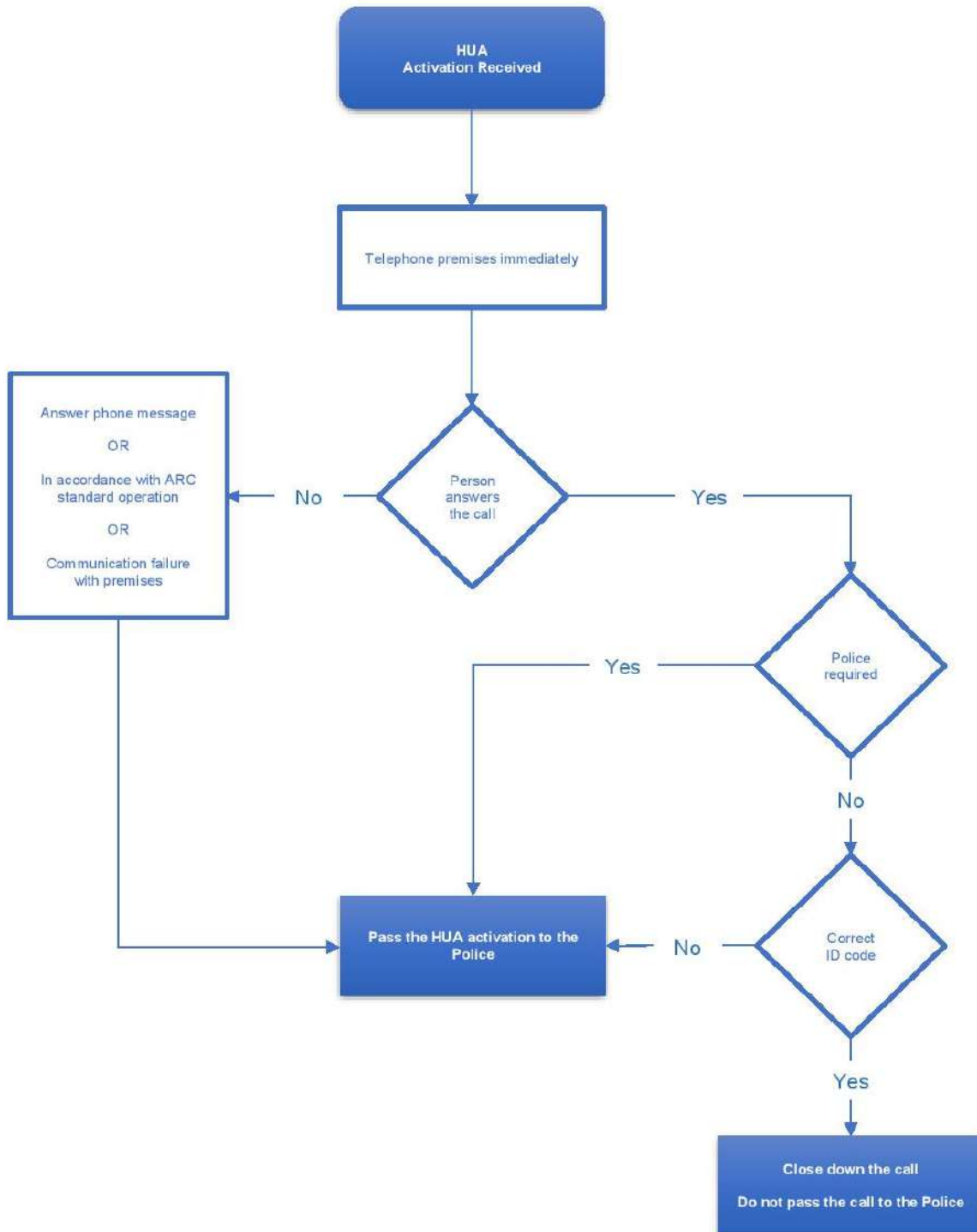
Note: More information on the ECHO service can be found on the [ECHO](#) website.

Annex A: HUA activation – suggested sequence of events

Event	Action	Police called	Police NOT called
1	HUA activation presented to ARC operator.		If an abort code is received at the ARC before the activation is policed.
2	ARC operator to telephone the premises immediately.		
3	If the call is not answered then the ARC operator is to end the call and pass the HUA activation to the police.	<ul style="list-style-type: none"> a. If the answer phone switches on. b. In accordance with site instructions and ARC standard requirements. c. If communications with the site are down. 	
4	If the call is answered then the ARC operator is to ask specific questions.	<p>If the person on the premises asks for police.</p> <p><i>Note: the person may supply additional information for the ARC operator to pass to the police.</i></p>	
5	If the person on the premises does not ask for the police.	The ARC operator is to ask for an ID code and if this is not correct or no code is given or a duress code is quoted, then the HUA activation is passed to the police.	
6	After the incident, the ARC operator should update the incident log with any relevant information for the maintainer's attention.		



Annex B: HUA intervention using call back – suggested ARC operator's instruction



About the BSIA

The British Security Industry Association (BSIA) is the trade association representing over 70% of the UK's private security industry. Its membership includes companies specialising in all sectors of security. For security buyers, BSIA membership is an assurance of quality, with all member companies required to adhere to strict quality standards.

For other information please contact:

British Security Industry Association

01905 342 020

info@bsia.co.uk

www.bsia.co.uk

