

a guide to  
**PA intervention**  
using call back



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## A guide to PA intervention using call back

The Association of Chief Police Officers (ACPO) Security Systems Policy states in paragraph 3.3.1:

“A deliberately operated device, known as a Personal Attack or Hold-up alarm, may be operated to summon urgent police assistance when a person is threatened with immediate personal violence”.

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

If two false activations are received from a Hold-up alarm system, then the police response to the PA will be withdrawn. To regain police response, the police require intervention to be implemented. The police state four methods of intervention, “call-back”, “visual”, “audio”, and “sequential” or a combination of the four types.

This short brief details how “call-back” intervention will be handled by the ARC operator.

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

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

## Annex A

**TABLE 1 : PA activation sequence of events**

Serial	Action	Police Called	Police Not Called
1	PA activation presented to ARC operator.		If abort code is received before the activation is policed.
2	Operator to telephone the premises immediately.		
3	If the call is not answered then the ARC operator is to end the call and ring the police.	<ul style="list-style-type: none"> <li>a) If the answer phone switches on.</li> <li>b) In accordance with site instructions and BS5979 requirements.</li> <li>c) If communications with the site are down.</li> </ul>	
4	If the call is answered then the ARC operator is to ask specific questions.	If the person on the premises asks for police. Note: the person may supply extra information for the ARC operator to pass to the police.	
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 not correct or no code is given then the call is policed.	The ARC operator is to ask for an ID code. If the correct ID code is given then the call is cancelled as an emergency call.
6	After the incident the ARC operator is to update the incident log with any relevant information for the maintainers attention.		

## Annex B

### PA intervention using call back - operator's instruction

