



17 May 2022

NOTICE ON BEHALF OF NORTHUMBRIA POLICE

Electronic Call Handling Operations Ltd (ECHO) has been established by industry to provide the necessary platform to deliver a fully automated alarm call handling service to the police with the full support of the NPCC.

The purpose of this communication is to inform all registered ARCs that as of 1st July 2022 Northumbria Police will begin to handle automatic Intruder Alarm System (IAS) and Hold-Up Alarm System (HUA) activation calls via ECHO. It is essential to Northumbria Police call handling operations that all of our Alarm Receiving Companies move onto the ECHO at the earliest opportunity to support in continuously improving our services, specifically to Alarm calls.

We would encourage all ARCs to sign up as soon as possible to realise the many benefits ECHO provides. As you may be aware response times via ECHO are much improved with no queuing to speak to a call handler and electronic communication guarantees accurate data sharing at the first point of contact.

You can continue to call the existing number until you are on the new system however, you will not experience the benefits of a streamlined service until you transition to ECHO.

Once a formal automated transfer connection request from an ARC has been made to Northumbria Police via ECHO, the requesting ARC should continue notification by telephone until such time as the connection request has been authorised.

Northumbria Police expect that all ARCs plan to move to ECHO at the earliest opportunity. Thank you to those who are already transferred or are engaged in the process to do so. We will continue to monitor the volume of ARCs not yet on ECHO and evaluate the provision of the service outside of ECHO.

ARCs requiring assistance regarding their readiness to transmit via ECHO should contact their alarm monitoring software provider in the first instance. For further information visit the ECHO Website (echo.uk.net) or contact ECHO at info@echo.uk.net.