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To: All NSI NACOSS Gold Approved Companies, NSI Systems Silver Approved Companies and NSI ARC Gold Approved Companies and Applicants

Dear Colleague

NATIONAL POLICE CHIEFS' COUNCIL (NPCC) POLICY ON POLICE RESPONSE

The Association of Chief Police Officers (ACPO) of England, Wales and Northern Ireland has changed to become the National Police Chiefs' Council (NPCC).

The NPCC is in the process of issuing a new policy on police response entitled "Police Requirements & Response to Security Systems" and the new policy supersedes the ACPO Policy issued in April 2014.

The new NPCC policy should be available soon from the the Secured by Design website¹. Please note the new URN application forms 2015 are available already from this website and we encourage you to use them as soon as possible.

We have seen a mature draft of the NPCC policy. It is substantially the same as the previous ACPO policy and **there are no changes to the URN fees.**

The Annex attached to this letter details our understanding of the changes to the policy, based on the draft we have seen, apart from minor editorial differences.

Please do not hesitate to contact me if you have any questions.

Yours sincerely

Tony Weeks

Head of Technical Services

¹ <http://www.securedbydesign.com/security-systems/index.aspx>

ANNEX

CHANGES TO THE NPCC POLICY ON POLICE RESPONSE

Quotations from the NPCC policy are in normal text.

Additional guidance from NSI is given in italic text.

LIST OF COMPLIANT COMPANIES INSTALLING TYPE A SECURITY SYSTEMS

New section 2.3.2 (e)

The chief officer of police shall be notified within 28 days of all variations to company details including change of inspectorate.

You must inform the police of all variations and changes within 28 days. However it is always helpful if you can do this as soon as possible within the 28 days.

VARIATIONS FROM ORIGINAL APPLICATION DETAILS

Change to section 2.7.1

The Chief Officer of Police shall be notified within 28 days of all variations to the original URN application details and any change in maintainer, in the form of Appendix F.

The words “and any change in maintainer” have been added. You must inform the police of any change in the maintaining company within 28 days.

FALSE ALARM MONITORING

Change to section 2.10.1

The last two sentences of section 2.10.1 relating to the formula for monitoring false alarms in Appendix D have been deleted. Appendix D of the NPCC Policy is marked as “not in use”.

POLICE ATTENDANCE – TYPE A SECURITY SYSTEMS

Change to section 3.1.1

LEVEL 1 – Immediate

LEVEL 1 police response is now described as “Immediate” rather than “Immediate/Urgent/Priority”. We do not believe this to be a change to the policy of response to Type A systems.

ANNEX (CONTINUED)

CHANGES TO THE NPCC POLICY ON POLICE RESPONSE

New section 3.1.4

Electronic Transfer of Intruder and Hold up Alarms activations will be mandatory with effect from 1.4.2020.

This relates to an industry project to transfer intruder and hold up alarm activations electronically to police control rooms rather than by telephone voice communication. Successful transfers occur now between individual Alarm Receiving Centres (ARCs) and individual police forces. The plan is to roll this out so that all ARCs and police forces can participate. There are no changes to the alarm filtering protocols. It is simply a matter of initiating electronic transfer of data to the police after alarm filtering has taken place rather than making a telephone call.

POLICE ATTENDANCE – TYPE B SECURITY SYSTEMS

Change to section 3.6.3

The level of police response will depend on the quality of the information received and may be significantly slower to the response given in Type A systems.

The last sentence of section 3.6.3, which relates to Type B systems, has been amended to include “and may be significantly slower to the response given to Type A systems”. This highlights the priority of police response to Type A systems via the URN system.

LEARNING REQUIREMENTS

Change to section 4.1.2

Any alterations to the personal data supplied by security companies must be notified to the chief officer of police within 28 days.

The notification time has increased from 14 days to 28 days, which aligns with notification time periods in other parts of the policy.

ADVERTISING

New section 4.5.3

Advertising material should not contain any references to recognised, registered or compliant lists held by individual police forces. Generic photographic material or images of police officers or vehicles may be used.

The first sentence is new. The second sentence has been moved here from section 4.5.2.

ANNEX (CONTINUED)

CHANGES TO THE NPCC POLICY ON POLICE RESPONSE

APPLICATION TO BE ACCEPTED ON POLICE LIST

Change to Appendix B

It is now necessary to provide full company details including Legal Entity Name, Trading Name, Companies House Registration and Registered Office.

DISCLOSURE OF CONVICTIONS

Change to Appendix C

CONVICTION CHECK PROCESS

1. New Alarm Company

Apply to force where the company's head office is based submitting Appendix C forms for all relevant employees.

Home force to carry out all conviction and due diligence checks.

2. Existing Compliant Security Companies

Submit Appendix C checks for new staff as required as at (ii) above to home force.

However

If a compliant company has several different regional offices, then appendix C checks should be processed for staff that operate from the regional office by the force where the regional office is based. (This mainly applies to large national companies and prevents one force having to process all checks from national companies).

The above text headed Conviction Check Process has been inserted at the end of the Disclosure of Convictions section of Appendix C, before Form A.

Change to Appendix C – Form A

Are you currently on the Sex Offenders Register YES/NO

This is a slight change to the question previously raised with the emphasis now on current circumstances.

ANNEX (CONTINUED)

CHANGES TO THE NPCC POLICY ON POLICE RESPONSE

FALSE ALARM MONITORING FORMULA

Change to Appendix D

Appendix D is marked “not in use”.

ADMINISTRATION CHARGES

Change to Appendix E

Completion of a signed Appendix ‘G’ to include the name of previous maintainer and the new maintainer will suffice.

The above text has been added to the last paragraph of Appendix E 3.c) and relates to where one company takes over a URN from another company.

There are no increases in URN fees.

APPLICATION FOR RESTORATION OF POLICE RESPONSE

Changes to Appendix F – Annexe A

The status in relation to 3) DD243:2002 system, 4) DD 243:2004 system or 5) PD 6662 2010 has now been merged into one group 3) DD243:2002/2004 or BS 8243. The guidance on restoration of police response is as follows:

90 days clear of false calls may be required. This is at the discretion of the police and dependent on the quality of the information provided.

The box where details of the causes of the 3 false intruder alarms which led to the police ban are provided has been amended to include Date, Cause, Means of Reset (engineer or managed (remote) reset) and Remedial Work.

Change to Appendix F - Annexe B

The box where details of the causes of the 2 false hold-up alarms which led to the police ban are provided has been amended to include Date, Cause and Remedy.

ANNEX (CONTINUED)

CHANGES TO THE NPCC POLICY ON POLICE RESPONSE

STANDARDS MATRIX

Change to Appendix F - Annexe C

Discretionary 90 days clear of false alarms

For Unconfirmed Hold-Up Alarm (HUA) Level 3, the text “(Discretionary 90 days clear of false alarms)” has been included in the requirement.

HAZARDS AND SITE RISK STATEMENT (HEALTH & SAFETY)

Changes to Appendix G

(Where applicable) NAME OF NEW MAINTAINER.....

The above text has been added to Appendix G alongside the requirement to state the security systems company's name.

5. If Form is being completed in preparation for a take-over of a URN from an existing company and/or Maintenance Contract, I hereby authorise that change.

The above text has been added to Appendix G after item 4. The person authorising the change is the owner/occupier of the premises.

Appendix G is used for the initial hazards and site risk statement and also when there is a take-over of a URN from an existing company and/or maintenance contract.

POLICE ADVICE TO MEMBERS OF THE PUBLIC

Changes to Appendix H

(g) Avoid long term monitoring contracts.

(h) Terms which transfer inappropriate risks to consumers may be unfair and the OFT have suggested that one kind of risk that should not be unfairly imposed on the consumer is that of the supplier's own insolvency. This may occur where the purchase price of goods or services, or a large part of it, is demanded substantially earlier than is needed to cover the supplier's costs. Such a prepayment assists the cash flow of the supplier, but is liable to be lost to the consumer if the business is wound up before completion of the contract.

The above items have been added after item (f) in Appendix H. The responsibilities of the Office of Fair Trading (OFT) have passed to different organisations including the Competition and Markets Authority (CMA) and the Financial Conduct Authority (FCA).

ANNEX (CONTINUED)

CHANGES TO THE NPCC POLICY ON POLICE RESPONSE

BRITISH STANDARDS AND EUROPEAN NORMS

Change to Appendix S – Annexe A

IA 1501:2015 Industry agreement on PD 6662:2010

The above Industry Agreement IA 1501:2015 has been included in Appendix S and this becomes a requirement of the police policy. NSI Circular Letter Ref: AWEW/mjc/NSI 012/15 provides details of the Industry Agreement, which comes into effect on 1 September 2015.

POLICE REQUIREMENTS FOR LONE WORKER SERVICES

Change to Appendix V

Annexe A provides a new flowchart on use of a Lone Worker Device relating to advice to ARC operators on when, and when not, to use the URN. See Appendix V, Annexe A for details.