

AWEW/KL/NSI 013 18

18 April 2018

**To: All NSI NACOSS Gold and Systems Silver approved companies and applicants**

Dear Colleague,

**NATIONAL POLICE CHIEFS' COUNCIL GUIDELINES – CONFIRMATION OF HOLD-UP ALARMS**

The National Police Chiefs' Council (NPCC) Guidelines on Police Requirements & Response to Security Systems is being revised and a new edition is due to be released soon.

Under the new guidelines, it will still be the case that confirmation of hold-up will not be required for new intruder and hold-up alarm system installations. However, confirmation will still be required if police response to hold-up alarms is being reinstated after having been lost due to false alarms.

The NPCC has established that confirmation of hold-up involving telephone call-back is not reliable enough in commercial premises for a number of reasons including the telephone ringing in parts of the building not relevant to the incident and/or failure of the recipient to provide a suitable password. Accordingly, the police will not now accept telephone call-back as a means of confirming hold-up in commercial premises.

**We request that you cease to use telephone call-back for confirmation of hold-up alarms in commercial premises with immediate effect in relation to all new cases involving reinstatement of police response to hold-up alarms.**

The ceasing of telephone call-back for hold-up alarms in commercial premises is not retrospective. However, we recommend you should review existing premises where telephone call-back is used to ensure the arrangements are satisfactory. The objective here is to drive down the number of false hold-up alarms in as many cases as possible.

Telephone call-back for confirmation of hold-up alarms can continue to be used in domestic premises along with audio, visual and/or sequential confirmation.



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

Yours sincerely,

A handwritten signature in blue ink that reads 'Tony Weeks'.

Tony Weeks  
Head of Technical Services

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