



National Security Inspectorate

Sentinel House, 5 Reform Road, Maidenhead, SL6 8BY

E: nsi@nsi.org.uk | W: nsi.org.uk

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ANNEX A TO NSI 023 18

Changes from the 2015 guidelines to become the “National Police Chiefs’ Council (NPCC) Police Requirements & Response to Security Systems” 2018

Note: NSI additional comments are in *italics*.

Paragraph Number	Changes to the 2015 Guidelines	Additions	Removed
1.2	Amendment to paragraph.		
1.3	Amendment to paragraph.		
2.	Guidance, Advice and procedures changed to Requirements and Procedures.		
2.1.1	Additional of BS 8591. <i>To cover non intruder and hold up alarm systems.</i>	X	
2.1.2	Amendment to paragraph.		
2.2.1	New Requirement.	X	
2.3.2(e)	Chief Officer of Police replaced with “relevant police force”.		
2.5	Amendment to clarify requirements for Type A Security Systems.		
2.6.1	All submissions to be sent to the relevant police force, not the chief officer of police. Additional sentence to obtain/locate correct police force for submission of appendix F.		
2.6.2	Addition to sentence to reference Appendix A – Force Service Standard.		
2.7.1	Addition to sentence to reference Appendix G.		
2.8.1	Additional sentence covering Keysafe devices.	X	
2.8.3	Addition of the British Standard in relation to keyholding and response.	X	

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Paragraph Number	Changes to the 2015 Guidelines	Additions	Removed
2.10.1	Addition of the British Standard in relation to false activation management.	X	
2.10.2	d) & e) removed.		X
2.10.3	Additional requirement. <i>Regarding False calls.</i>	X	
2.10.4	Additional requirement. <i>Regarding False alarms.</i>	X	
2.10.5	Additional requirement. <i>Regarding False calls.</i>	X	
2.10.6	Additional requirement.	X	
2.11.1	Additional wording not to misrepresent the cost of a URN to clients.	X	
2.11.6	Additional requirement.	X	
2.12.1	Addition to sentence with reference to activations caused by engineers.	X	
3.2.3	Additional sentence at end of paragraph.	X	
3.2.4	(i) Change of wording.		
3.4.2	Amendment re specification requirement form – Addition of Annexe B of Appendix F.	X	
3.4.4	Additional sentence re notification of withdrawal to the ARC.	X	
3.4.5	Addition to requirement – Call back confirmation is no longer an acceptable form of confirmation for commercial premises. <i>NSI Circular Letter covered this.</i> <i>NSI-013/18 (April 2018) Confirmation of hold up alarms.</i>	X	
3.4.6	Amendment to sentence.		
3.5.2	Removal of last sentence.		X
3.6.1	Amendment to sentence.		
3.6.3	Addition to paragraph to cover 3rd part monitoring.	X	

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3.6.5	Amendment to sentence – may not is replaced with unlikely.		
3.6.6	Additional Requirement.	X	
4.1	DPA 2018 & GDPR Requirement added.	X	
4.3.1	Re-worded.		
4.5.1	Additional sentence.	X	
4.5.2	Amendment to paragraph.		
4.5.3	Amendment to paragraph.		
Appendix B	Changed from Policy Requirements to Police Requirements Document and change of layout.		
Appendix C	Addition of “monitoring centres” to opening paragraph.	X	
(iv)	Removal of criteria after the word employment.		X
(v)	Application submission to the alarms administration office not the Chief Constable.		
Form A	Removal of gender data and maiden name request. Title request added.	X	X
Form B	Replace policy with requirements.		
Appendix E			
2.	Addition – the customer will be informed of URN cancellation due to non-payment of the administration fee.	X	
Existing System Takeover			
a)	Addition of legal entity.	X	
c)	Addition of security company taking over an existing system.	X	
4. c)	Addition of legal entity.	X	
5.	Chief constables replaced with the respective force.		
8.	Removed.		X

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9.	Removed.		X
Appendix F	Removal of signature (electronic signature will suffice).		X
Annexe A -3)	Replacement of ban with withdrawal.		
Annexe B -a)	Clarification – call back confirmation available to domestic/residential premises only.	X	
Note 1.	First line, the word replace inserted after implemented. Second paragraph removed		X
Note 2.	Multi action hold up devices are not allowed for the restoration of police response when the initial method of confirmation has failed.		X
Note 2	Paragraphs a) and b) removed.		X
Annexe C	Standards Matrix updated.		
Appendix G	Replaced – new user friendly document created.		
Appendix H	The word automatic removed from fifth paragraph. (g) Addition; only pay for one year's monitoring in advance. Last Paragraph reference to consumer direct removed and replaced by www.gov.uk/consumer-protection-rights and details for Citizens Advice.	X	
Appendix I			
Clause 5	Re-written to include Clean Neighbourhood and Environmental Act 2005.	X	
Appendix K			
4.	Removal of paragraph in relation to duress codes causing false activations.		X
Appendix L	Removal of dated standards requirements. Removal of sounder bell requirements.		X
Appendix M	Document title amended from subscriber to customer.		

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Appendix P	Document title amended from subscriber to customer and re-wording of letter.		
Appendix Q	Re-wording of letter.		
Appendix R			
2.1	Bullet point 3 – additional standard added BS EN 62676-4	X	
2.2	Additional standard added - BS8951:2014 (Cat II) or BS EN 50518	X	
4.3	Add ICO to CCTV Codes of Practice.	X	
4.5	Sentence re-worded.		
5.1	Sentence re-worded.		
5.4	Paragraph removed.		X
Appendix S			
I	Amend EN 17605:2012 to BS EN 17065:2012.		
III b.	Addition to trade lawfully; ethically and comply with the Consumer Contracts Regulations Act 2013.	X	
III c	New guidance on insurance cover.	X	
III l.	Replace paragraph with; They are to be fair and reasonable, describe the products and services to be provided, show title to any equipment, describe the terms of the warranty and detail all the charges applicable.	X	
III m.	Additional sentence re compliance with the "Consumer Protection from Unfair Trading regulations 2008".	X	
III n.	Addition; Monitoring and maintenance contracts shall not exceed a period of three years and payments in advance shall not exceed one year.	X	
Annexe A	Standards updated. Note: Including mention of PD 6669:2017 Guidance on the Provision of Alarm Transmission Systems (ATS)		

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	(Optional Standard- to be reviewed in April 2019)		
Appendix T	Reviewed and updated to current standards.	X	
Appendix U			
2.1	Amend standard EN 17605 to EN 17065.		
2.4 a.	Addition of standard; BS 8591 Cat II.	X	
2.4 e.	Removal of ISO 9001 requirement.		X
3.	Addition of DPA 2018 & GDPR.	X	
7.2	Application submission to the alarms administration office not the chief constable.		
Appendix V			
3.1	Remove 3.1.5 and replace with 3.2 & 3.4.	X	X
3.2	Removal of paragraph.		X
4.2	Addition of standard BS 8593.	X	
5.1 b	Addition of standard BS 8591 Cat II.	X	
6.	Addition of DPA 2018.	X	