



NSI code of practice for the provision of control room services

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Foreword

In the absence of a specific British Standard code of practice, organisations providing control room services have been audited against the requirements of BS 7499 which covers the complete requirements for organisations providing static site guarding services. However, it is recognised that if an organisation is only providing the control room services on a subcontract basis to other organisations who actually deploy the static site guards and mobile patrol services, then much of BS 7499 is not applicable. This NSI Code of Practice is therefore designed to ensure it is clear which clauses of BS 7499 need to be applied and where relevant provide further guidance as to how the applicable clauses should be applied when the service offered includes subcontract control room services.

Although this Code of Practice is structured against BS 7499 it is also designed to cover the essential requirements for a company providing subcontract response centre services as relevant to BS 7984 the Code of Practice for Keyholding and Alarm Response Services. BS 7499 and BS7984 are generally quite complimentary and with the exception of some specifics on training for response centre staff the requirements referenced against each clause of BS 7499 cover the essential requirements for both subcontract control room services and response centre services.

The introduction to BS 10800:2020 details the way an organisation can manage the provision of security services at a strategic level. The scope gives recommendations for the management, staffing and operation of an organisation providing security services. NSI approved companies will be required to be compliant with BS 10800:2020.

This NSI code of practice highlights the fundamental differences, omissions and modifications when compared to BS 7499:2020 in order that it may form a consistent basis for auditing all aspects of subcontract control room and response centre services.

This document is to be read in conjunction with:

- British Standard Code of Practice BS 7499:2020;
- British Standard Code of Practice BS 7984-1:2016;
- British Standard Code of Practice BS 7984-3:2020;
- British Standard Code of Practice BS 10800:2020;
- NSI Technical Bulletin No.0051;
- NSI Technical Bulletin No.0052;
- NSI Technical Bulletin No.0053;
- NSI General Approval Criteria (MSF 571 current issue).

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No company shall hold out or claim that it adheres to this NSI code of practice unless compliance with the same has been confirmed by NSI and approval has been granted.

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1 Security guarding

The term “security guarding” used in this NSI Code of Practice applies to activities which are described as follows in the Private Security Industry Act 2001:

- a) Guarding premises against unauthorised access or occupation, against outbreaks of disorder or against damage.
- b) Guarding property against destruction or damage, against being stolen or against being otherwise dishonestly taken or obtained.

References to guarding premises against unauthorised access include references to being wholly or partly responsible for determining the suitability of persons applying for admission to the premises.

References to guarding against something happening include references to so providing a physical presence, or carrying out any form of patrol or surveillance, as to deter or otherwise discourage it from happening; or to provide information, if it happens, about what has happened.

2 Scope

The scope of this NSI Code of Practice covers all subcontract control room and response centre services that are designed to be compliant with BS 7499:2020, BS 10800:2020 and/or BS 7984-1:2016 and BS 7984-3:2020.

3 Application

As this NSI Code of Practice does not introduce any fundamentally new requirements for the provision of control room or response centre services it will be applied immediately to all organisations wishing to obtain or maintain an NSI approval for the referenced services.

4 Requirements

The clause reference numbers and titles in Table 1 below relate to the clause reference numbers and titles of BS 7499:2020. The requirements, listed under “Additions / Omissions / Modifications, in conjunction with the corresponding clauses of BS 7499:2020, are the requirements that have to be satisfied by any organisation wishing to maintain an NSI approval for the referenced services.

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Where additional text is reproduced in *italics* in Table 1, it is included as additional guidance rather than as a specified requirement.

BS 7499:2020 clauses		Additions / Omissions / Modifications for Retail
Clause 4 The organisation		
4.1	Structure	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, 8.2.
4.2	Finances	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, 7.2.
4.3	Insurance	Insurance documentation shall be available to demonstrate that, in addition to covering the standard risks outlined in BS 7499:2020 and BS 10800:2020, 7.3, cover is provided with respect to control room and/or response centre services (as applicable).
Clause 5 Resources		
5.1	Premises	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, 7.4.
5.2	Control room	
5.2.1	Design, construction and layout	As specified within BS 7499:2020 and recommendations given in BS 10800:2020, 7.5, but it shall be clear that the control room has been designed to cover all the specific control room and response centre services that are offered or provided.
5.2.2	Location within a secure facility	As specified within BS 7499:2020.
5.2.3	Control room procedures	
5.2.4	Control room information	
5.2.5	Control Room records	
5.2.6	Control room staff	
5.2.7	Escalation Procedures	
5.3	Security Officers/Controllers	

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BS 7499:2020 clauses	Additions / Omissions / Modifications for Retail
5.3.1	The organisation shall ensure that sufficient control room and response centre security officers/controllers are maintained to manage all services offered and contractually agreed.
5.3.2 Selection	As specified in BS 7499:2020.
5.3.3 Screening	As specified in BS 7499:2020.
5.3.4 Health	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, Annex A.
5.3.5 Terms and conditions	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, Annex A.
5.3.6 Disciplinary and grievance code	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, Annex A.
5.3.7 Identification	As specified in BS 7499:2020 5.3.7. Note: The organisation shall demonstrate that they are aware of relevant legislation that relates to the licensing of the organisation or individuals and, where relevant, demonstrate compliance. In the context of the services provided, this will mainly relate to any SIA individual Licensing requirements. If SIA Licensing is relevant, any front-line licences must be displayed.
5.4 Equipment and uniforms	
5.4 Uniform	Not relevant when the service is only provided by personnel situated in the control room. However, if the service includes the actual response officer dealing with, for example, a missed check call, the uniform provisions of this clause shall apply to all staff who operate outside the confines of the control room. The organisation should follow the recommendations given in BS 10800:2020, 7.6.1.
5.4 Vehicles (where appropriate)	As specified in BS 7499:2020 if the service offered or provided includes personnel operating outside the confines of the control room. The organisation should follow the recommendations given in BS 10800:2020, 7.6.2.
5.4 Vehicles carrying keys	As specified in BS 7499:2020 if the service offered or provided includes personnel operating outside the confines of the control room. The organisation should follow the recommendations given in BS 10800:2020, 7.6.2.

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BS 7499:2020 clauses		Additions / Omissions / Modifications for Retail
5.4	Other equipment	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, 7.6.3.
5.4	Records of equipment and uniforms	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, 7.6.4.
5.5	Training	
5.5.1	General	As specified in BS 7499:2020. The organisation should follow the recommendations given in BS 10800:2020, 7.7.1 and 7.7.3 with regard to counter-terrorism training.
5.5.2	Induction training	As specified in BS 7499:2020 and recommendations given in BS 10800:2020, 7.7.2.
5.5.3	Operational training	As specified in BS 7499:2020. <i>However, items may be omitted if they have no real relevance to the services offered or provided, for example item d) searching. As a minimum the organisation shall demonstrate that they have considered the need to include all listed items and deliver those requirements referenced under clause 5.5.3.</i>
5.5.4	Assignment-specific training	Not relevant unless the company is also providing static site guarding.
5.5.5	Control room training	As specified in BS 7499:2020. Additionally new recruits shall be assessed for competence within three months of employment against relevant criteria relating to the roles they perform. The competency of the controllers should be assessed at least annually and any remedial training undertaken if required. Training records should be maintained.
5.5.6	Supervisory training	As specified in BS 7499:2020.
5.5.7	Specialist training	As specified in BS 7499:2020, with particular emphasis on responsibilities that relate to legal requirements, e.g. training for fire marshals, first aiders etc.
5.5.8	Takeovers	As specified in BS 7499:2020.
5.5.9	Refresher training	The effectiveness of all staff shall be assessed at periodic intervals, normally through a staff appraisal system or similar process, and the process shall cover the identification of any needs for new or refresher training.

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BS 7499:2020 clauses	Additions / Omissions / Modifications for Retail
5.5.10 Continuous professional development	The organisation should encourage employees to pursue relevant sector-specific CPD.
5.5.11 Training records	As specified in BS 7499:2020.
Clause 6 Service	
6.1 Sale of services	
6.1.1 General	As specified in BS 7499:2020. The organisation should follow the recommendations given in BS 10800:2020, 8.3 (Sale of services) and 8.7 (Suppliers of bought-in-labour and subcontracted services))
6.1.1 Quotations	As specified in BS 7499:2020 (where relevant to the service offered or provided). The organisation should follow the recommendations given in BS 10800:2020, 8.3.4.
6.1.1 Contracts	As specified in BS 7499:2020. The organisation should follow the recommendations given in BS 10800:2020, 8.3.5.
6.1.2 Contract records	As specified in BS 7499:2020 and as relevant to the contract. Additionally there shall be clear reporting of any recorded incidents to the management of the organisation subcontracting the control room requirements on a daily basis. The organisation should follow the recommendations given in BS 10800:2020, 7.1.1.
6.2 Site surveys	Not normally relevant.
6.3 Assignment Instructions	
6.3.1 General	Not normally relevant as this will be responsibility of the organisation subcontracting the control room requirements. However, the organisation providing the subcontract control room services should consider whether they need to hold a copy of any assignment instructions, dependent upon the extent of their contractual responsibilities.
6.3.2 Content	
6.3.3 Amendments	
6.3.4 Review	
6.4 Sites	
6.4.1 Information	Not relevant
6.4.3 Site Records	Not relevant

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BS 7499:2020 clauses		Additions / Omissions / Modifications for Retail
6.4.4	Staff visits	Not applicable
6.5	Performance evaluation	
6.5.1	Contract performance monitoring	Not relevant except that the third paragraph on escalation procedures for missed check calls, etc. should be considered when agreeing the contractual requirements for the control room services, i.e. it is essential that there is no potential misunderstanding regarding initiation of a timely response and the extent of the records to be maintained by each party. The organisation should follow the recommendations for contract performance monitoring given in BS 10800:2020, 9.2.
6.5.2	Employee performance monitoring	As specified in BS 7499:2020.
6.5.3	Annual performance monitoring	The organisation should follow the recommendations for performance appraisal visits given in BS 10800:2020, 9.4.
6.6	Control of customer property	
6.6.1	General	Only applicable if the organisation providing the control room services holds customer property/keys on behalf of their customer.
6.6.2	Control and movement of keys on sites	Not normally applicable, although there may be instances where the organisation maintains records on behalf of the organisation employing the security guard or mobile patrol officer.

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