

MH/KL/NSI 004 23

23 March 2023

**To: NACOSS Gold, Systems Silver and ARC Gold approved companies and applicants**

Dear Colleague,

**INCREASE IN URN ADMINISTRATION CHARGES ANNOUNCED BY THE NATIONAL POLICE CHIEFS' COUNCIL SECURITY SYSTEMS WORKING GROUP**

Following a recent review, the National Police Chiefs' Finance has announced a forthcoming increase of the Administration Fee by Police Forces in England, Wales and Northern Ireland when issuing Unique Reference Numbers (URNs) for remote signalling systems requiring a Police response. The increase will take effect from 1st April 2023.

The Administration Fee, which provides lifelong support for a URN, will increase by 10.7% rounded to the nearest 10 pence.

The new charges will be as follows:

URN Type	Fee	VAT
Alarm Registration (Intruder or HUA or CCTV)	£53.10	£10.62
Existing System Takeover	£79.60	£15.92
Lone Worker Devices (up to 10,000)	£64.20	£12.84
Lone Worker Devices (10,001 -50,000)	£96.30	£19.26
Lone Worker Devices (50,001 and over)	£128.40	£25.68

The new fees will apply to any contract signed after 1st April 2023. When an application is submitted after 1st April 2023, for any system with a signed contract pre-dating this, proof of signature will need to be provided in order to secure the current prices.

Failure to supply the correct fee from 1st April 2023 may result in a delay in processing the URN application.

If you have any queries regarding the new fees, please contact the relevant Police Alarms Administration Department who will be able to advise.



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May I draw your attention to 'Administrative charges' (section 2.11.5) in the NPCC 'Police Operational Advice and Security Industry Requirements for Response to Security Systems' which states that URN administration fees must be clearly highlighted in writing to customers purchasing systems and misrepresentation of the fees charged by Police forces will be deemed as fraudulent.

To add clarity, additional fees to cover the administration undertaken by an approved company during the URN application process may be charged to your customers provided the fee is illustrated separately to the Police URN fee, avoiding misrepresentation of the Police URN administration fees.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M Holliday', with a stylized, cursive script.

Matthew Holliday  
Director of Approval Schemes

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