

DR/KL/NSI 016 23

26 October 2023

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

Dear Colleague,

RELEASE OF THE 'NATIONAL POLICE CHIEFS' COUNCIL (NPCC) POLICE OPERATIONAL ADVICE AND SECURITY INDUSTRY REQUIREMENTS FOR RESPONSE TO SECURITY SYSTEMS

The NPCC has recently released their 2023 updated requirements for response to security systems.

The document applies to all installers and ARCs in England, Wales and Northern Ireland and is available via both the **Police Security Systems** website (policesecuritysystems.com) and the **Secured by Design** website (securedbydesign.com) under 'Group Initiatives'). This website also provides a list of contacts for each Police force alarm unit.

There have been many changes made to the new 2023 requirements document; the majority are grammatical or minor procedural. However, there have been some key changes and these are as follows:

- ❖ The wording of Section 2.3.3 has been clarified by removing wording relating to sub-contractors.
- ❖ In Section 2.11.5, there is clarification of how invoices should be laid out to avoid misrepresentation.
- ❖ In Section 3.1.3, there is a change in wording from "will" to "may" with regards to ARCs failing to become ECHO-connected within the time frame.
- ❖ Defined times have been removed from Appendix A.
- ❖ The clause "...but before appointment" has been changed to "...but preferably before appointment" in Appendix C part iii).

A summary of the changed sections is listed in the first few pages of the NPCC document. To assist with your review of all the changes within the NPCC document, and help with highlighting the changed content, NSI has compiled the reference document, Annex A to this circular letter, which is attached.



The information contained in Annex A should be self-explanatory but, if you do have any questions, please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'David Robinson'.

David Robinson
Approval Schemes Manager
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