

MH/KL/NSI 002 24

24 January 2024

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 and Coordinating Committee has announced forthcoming increases for all NPCC services including the Administration Fee for issuing Unique Reference Numbers (URNs) by Police Forces in England, Wales, and Northern Ireland for remote signalling systems requiring a Police response with the exception of URNs for existing security system takeovers which will be frozen at the 2023 value.

The increases will take effect from 1st April 2024.

The Administration Fee, which provides lifelong support for a URN, will increase by 4.6%. This is based on The Consumer Price Index (CPI) inflation figures for December 2023.

The new charges will be as follows:

Current fee excluding VAT	Alarm URN fees	Fee from 1st April 2024	New fee including VAT
£53.10	URN Application - Intruder	£55.60	£66.72
£53.10	URN Application - Hold up Alarm	£55.60	£66.72
£79.60	Existing system takeover – more than one element	£79.60	£95.52
£64.20	Lone Worker Devices up to 10,000	£67.10	£80.52
£96.30	Lone Worker Devices 10,001–50,000	£100.70	£120.84
£128.40	Lone Worker Devices 50,001 and over	£134.30	£161.16

The new fees will apply to any contract signed after 1st April 2024. When an application is submitted after 1st April 2024, for any system with a signed contract pre-dating this, proof of signature will



need to be provided to secure the current prices. Failure to supply the correct fee from 1st April 2024 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.

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 the NPCC URN administration fee charged by police forces must be clearly highlighted in writing to customers purchasing systems. Misrepresentation will be deemed a fraudulent action and may result in legal action against the offending company. Any additional charges made by the installer must be made clear on the invoice that it is separate to the NPCC fee.

Yours sincerely,

A handwritten signature in black ink that reads 'Matthew Holliday'.

Matthew Holliday
Director of Technical Services & Field Operations

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