



National Security Inspectorate

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ANNEX A TO NSI 007 24

“National Police Chiefs’ Council (NPCC) Police Operational Advice and Security Industry Requirements for Response to Security Systems” 2024: Changes from the 2023 Requirements

Note: The below list is not exhaustive, with the grammatical changes not included

Clause	Mod type	Details
-	New	Where clause headings referenced installation, they now also reference monitoring.
2.3.3	Addition	Additional wording to police compliant companies emphasising the need for them to inform via Appendix B of changes to company details failure to do so could lead to a 90-day minimum suspension
2.7.3	Changed	Appendix G forms are no longer required for transfers involving 10 or more premises unless there are amendments to the original application
2.10.5	Changed	When a monitoring centre cancels police attendance before a unit is deployed, the activation should be disregarded.
2.10.6	Addition	When a monitoring centre cancels police attendance after a unit is deployed, the activation can be disregarded at the discretion of the police alarm administrator.
2.11.1	Changed	URN Fees updated now £55.60+VAT
2.11.7	Addition	Non-payment of invoices may result in the deletion of the URN and the end user is advised accordingly. Consistent non-payment of invoices may result in implementing the MOU as per Appendix J.
4.3.2	Change	Should any requests be received seeking further information about either this document, its implementation, procedures used by police forces or companies, or any other aspect, the request is to be dealt with by the force Freedom of Information Officer or NPCC National Referral Unit.
Appendix A	New	N.B (Name of force) will use reasonable endeavours to meet the service levels but does not guarantee that the service will be provided within the time scales.
Appendix C	Changed	A new link to the criminal record indicator added - (check if you can get a licence) www.sia.homeoffice.gov.uk
Appendix E	Changed	Fees updated now: £55.60+VAT
Appendix G	Changed	Fees updated in line with Appendix E
Appendix K	Changed	Noise nuisance legislation updated - Your attention is also drawn to the Clean Neighbourhoods and Environment Act 2005 and The Environmental Protection Act 1990.
Appendix S	Changed	Have the necessary finances and resources to support all activities.

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*"National Police Chiefs' Council (NPCC) Police Operational Advice
 and Security Industry Requirements for Response to Security Systems" 2024:
 Changes from the 2023 Requirements*

Clause	Mod type	Details
		Guidance – The necessary resources extend to all that are necessary to provide the services offered, e.g. tools, test equipment, vehicles, office equipment, spares, personnel, etc.
Appendix S Annex A	New	Added under the legislation: Product Security and Telecommunications Infrastructure Act 2022 (PSTI Act)
Appendix V	Changed	POLICE REQUIREMENTS FOR LONE WORKER SERVICES - Fees updated