

DR/KL/NSI 007 24

22 April 2024

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 2024 updated requirements for response to security systems. This 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.

Key updates include:

Enhanced definitions: The term "Detector Activated CCTV Systems" more accurately defines the scope of applicable security systems.

Compliance standards: A renewed emphasis on compliance with BS EN ISO/IEC 17065:2012 for certification bodies, ensuring rigorous standards are met in the certification of installation, maintenance, or monitoring services. The NSI proudly already complies with this standard.

Legal and data protection: A continued and enhanced focus on adherence to the Data Protection Act 2018 and General Data Protection Regulation, emphasizing the safeguarding of personal information along with introducing the PSTI act 2022.

Operational requirements: Detailed requirements for Remote Video Response Centres (RVRCs) and indemnity clauses outlining the conditions of non-liability for police forces.

Information for customers: Updates to the process of informing potential customers about police requirements and the necessary notifications to police forces regarding new installations.

Revised fees: Adjustments in fees for various services underscore our commitment to transparency and fairness in administrative charges.



At the time of writing, under Appendix R Clause 4.4, the need for an audio challenge on all BS 8418 detector-activated CCTV systems is still a requirement. However, it is the NSI's understanding that this will be removed. Approved companies will be informed of any change in due course.

A summary of the changed sections is listed in the first few pages of the NPCC document. To highlight any content changes and assist with your review of changes within the NPCC document, 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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