

DR/KL/NSI 006 25

14th May 2025

**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' 2025**

The NPCC has recently released their 2025 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 (<https://www.policesecuritysystems.com>) and the Secured by Design website (<https://www.securedbydesign.com/>) under 'Group Initiatives'.

Key updates in the 2025 policy include:

**Increased documentation robustness:** The requirement to supply a copy of the NSI Certificate of Compliance upon application is now explicitly referenced in multiple clauses (notably Clauses 2.6.1, 2.7.1, and APPENDIX F – ANNEXE C), reinforcing the importance of verified certification in police URN application and system reinstatement processes.

**Document structure and clarity:** Wording, grammar, and clause numbering have been refined for consistency and clarity throughout.

**Compliance expectations:** More defined responsibilities for compliant companies, including clause restructuring in Sections 2.3 and 2.6.

**Monitoring centre definitions:** Updated terminology and clearer definitions for ARCs, RVRCs, and Security Operations Centres (SOCs).

**Audio challenge clarification (Appendix R):** Clause 4.4 now states: "If the system has the capability of audio challenge, local environmental conditions must be taken into consideration." This marks a shift from the previous expectation of mandatory use.

**Administrative charges:** Updates to Appendix E to reflect fee adjustments and revised invoice practices. The NPCC has re-emphasised the importance of clear communication to clients regarding URN fees.

**False alarm management:** Expanded definitions and reworded criteria for what constitutes a false alarm (2.10.2).

**Appendices revisions:** Changes to many appendices, including A, B, E, F, G, H, I, K, R, S, and T.

The NPCC policy acknowledges the ongoing contributions of the British Security Industry Association (BSIA) in shaping and supporting best practices within the security industry. The NSI has been part of the development of these forms. The 2025 revision of the Police Requirements for Security Systems continues to reference BSIA-published guidance, including:

**BSIA Form 342** – Cybersecurity Code of Practice for Safety and Security Systems

But now also includes reference to:

**BSIA Form 373** – Guidance for the Prevention and Reduction of Dual-Path Alarm Transmission Failures

A summary of the changes is included in the first few pages of the NPCC document. For ease of reference, NSI has also compiled a supporting overview in Annex A (attached).

If you have any questions or require clarification regarding this update, please contact me directly.

Yours sincerely,



David Robinson  
Approval Schemes Manager  
Email: [david.robinson@nsi.org.uk](mailto:david.robinson@nsi.org.uk)