APPENDIX H (February 2026)

POLICE ADVICE TO MEMBERS OF THE PUBLIC SEEKING INFORMATION ON SECURITY COMPANIES

To obtain information on companies who supply and install security systems such as Intruder Alarms/Hold-Up Alarms/CCTV systems/etc, within your locality, we advise you contact the following Independent Inspectorate Bodies who will furnish you with the relevant details (the police are not able to provide this information):-

NSI (National Security Inspectorate)
Sentinel House, 5 Reform Road, Maidenhead, Berkshire, SL6 8BY
Tel: 01628 637512
E-mail: nsi@nsi.org.uk Website: www.nsi.org.uk

SSAIB (Security Systems & Alarm Inspection Board)
7-11 Earsdon Road, West Monkseaton, Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242
E-mail: ssaib@ssaib.co.uk Website: www.ssaib.org

Independent Inspectorates are not-for-profit approval bodies who carry out inspection services for the security industry and protect customer interests. They are governed by United Kingdom Accreditation Service (UKAS), the sole accreditation service recognised by the Government.

Please note - if you are also planning to invest in the type of security system that would receive police response to its alarm activations, then *only* security companies 'approved' by an Independent Inspectorate Body *and* who are listed with the police force in your locality are permitted to offer this service.

Once you have obtained details from an Independent Inspectorate Body of 'approved' security companies, who install security systems in your locality to the required European/British Standards we advise the following :-

(a) Check the address and credentials of the company and proof of identify from their representative before disclosing personal security details

(b) Obtain written quotations from at least two 'approved' security companies.

(c) Check if the security company is currently on the compliant list with the police force in your area for the transmission of alarm activations for a police response.

(d) Ensure that the quotation specifies that the installation will be to current European/British Standards for that relevant security system and that it includes the terms of maintenance and monitoring contracts.

(e) Ensure the company operate a 24-hour call-out service and emergency attendance within four hours.

(f) Check that the installation and security company is acceptable to your insurance company.

(g) Avoid long term monitoring contracts and only pay for one year in advance.

(h) Terms which transfer inappropriate risks to consumers may be unfair and the Office of Fair Trading (OFT) have suggested that one kind of risk that should not be unfairly imposed on the consumer is that of the suppliers own insolvency. This may occur where the purchase price of goods or services, or a large part of it, is demanded substantially earlier than is needed to cover the supplier's costs. Such a prepayment assists the cash flow of the supplier, but is liable to be lost to the consumer if the business is wound up before completion of the contract.

PLEASE NOTE - When investing in Security Systems for your home or business it is not advisable to deal with cold callers or telesales enquiries – you should avoid doing doorstep or telephone business. Many traders who call at your door are honest and genuine, however, some are not and can be extremely persuasive. Examples of bad practices associated with cold-calling and door-step selling include - pressure selling, waiving your rights to a cooling off period, unclear contracts, over-priced security systems and unduly raising the fear of crime. If members of the public have serious doubts about the legality or sales techniques being employed by any security company they should contact their local police or Trading Standards for advice.

For further information on intruder alarm advice for domestic properties visit
www.policesecuritysystems.com

For consumer rights visit
www.gov.uk/consumer-protection-rights

Get help from Citizens Advice about your consumer rights. They can also refer your complaint to Trading Standards officers who may then investigate on your behalf.

Citizens Advice Consumer Helpline
0808 223 1133
0808 223 1144 (Welsh Language)
www.citizensadvice.org.uk