



Security Industry Authority

Small Business Network Meeting (10 November 2011) – Notes

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Introduction

Notes from the eighth Small Business Network Meeting, held on 10 November 2011

This meeting was organised and facilitated by the Small Business Network Active Management Team. These summary notes reflect the collated views of those who attended the network meeting, a list of whom can be found in the appendix.

It is acknowledged that each delegate has a different view and does not necessarily agree with each point, however all views and suggestions have been recorded.

It is noted that the ideas and suggestions recorded do not represent agreements, nor do they represent the view of the SIA. The SIA may disagree or agree with the views and suggestions of the meeting.

Summary of the Day

The Small Business Active Management Team welcomed delegates to the eighth Small Business Network meeting.

Roger Felgate opened the meeting with a short presentation on the Small Business Network, where he explained the structure, membership, funding, objectives and future actions of the network.

James Whybrow (VidSys) gave a presentation on physical security information management (PSIM) systems (used to link together different security systems through one interface), explaining the benefits and overall cost effectiveness across all areas of security.

Simon Smith (IPSA) gave a presentation on dockside security, in which he urged small businesses to tender for maritime security contracts and to train their security personnel in dockside knowledge.

Patrick Somerville gave a presentation on Integrated Security Products Ltd. He also informed delegates of the London Business Network which has a register of contracts (called Competefor) available for tender for all industries, not just security, across the country.

Lisa Nazareth (SIA) provided an overview of security requirements for London 2012.

Sheikh Mahmood (MacMillan Sheikh Insurance Plc) gave a presentation on insurance provision for private security and explained that his company can provide tailor-made policies for most situations, with potential premium reductions for Small Business Network members.

Julie Marshall (Innovise) presented a workforce management solution software which highlights where potential savings can be made for small businesses.

Laurence Smith, UKBA, discussed the Government's approach to illegal working and compliance and enforcement action undertaken by the UKBA. Laurence provided delegates with examples of travel documents and ID cards to highlight forgeries, discrepancies, counterfeit cards and passports. Laurence advised delegates to visit the UKBA website for specific guidance.

Website link:

- www.ukba.homeoffice.gov.uk/business-sponsors/preventing-illegal-working/

Bill Butler (SIA) provided an update on the progress of the transition to a new regulatory regime. He explained that the legislation establishing the new regulatory body and its legal powers is expected to be passed in the 2013-2014 session of Parliament and that the SIA is continuing to consult on the changes for the future. He urged delegates to follow the SIA online via Facebook, Twitter and by signing up for information via our website:

- www.sia.homeoffice.gov.uk/sign-up

Before the meeting closed questions from the delegates were put to a panel of SIA representatives.

Questions

Questions to James Whybrow (VidSys)

1. So if this software uses only one camera for multiple devices, what happens if that camera doesn't work?

Most risk assessments identify other cameras nearby and default to that one. It is always advisable to check if a camera is vulnerable, being used, in good condition etc.

2. What is the cost of this software?

The cost depends on a number of factors but most technologies are licensed on the number of users in the control room and the number of devices connected to.

3. Is this used on the transport system in New York and if so how can it be adapted for use by a small company?

Yes it is used in New York for their transport system but it is also used in smaller set ups where there are only a few contact points or devices. We have smaller contracts and expect to have three new contracts in the UK by the end of the year.

4. Are there any problems integrating strange devices/software/technology to this software?

We have not yet found any problems. It is a 100% web-based product.

Questions to Simon Smith (IPSA)

1. What is the timescale for the privatisation of these ports and bringing in private security?

In 2012.

2. Why isn't maritime security regulated by the SIA?

They fall within an exemption and are regulated under Transec

Questions to Lisa Nazareth (SIA)

1. With reference to the Bridging the Gap scheme and the security contract for the Olympic Park, couldn't the SIA have involved ACS companies more in early discussions?

It is an option for G4S to subcontract to ACS companies and in fact, it is happening now, because being an ACS company enables you to contract to other ACS companies.

2. In Manchester some companies subcontract to non-ACS companies (agencies). The ACS crest needs to work for small businesses, they should approach us, not the other way around.

The SIA does a lot to promote the ACS to customers and clients but I acknowledge that you feel we could perhaps do more on this.

3. We have an unexpected visit by an SIA investigator scheduled, what is this about?

We are communicating to the industry about readiness and preparedness for the Olympics as well as conducting compliance visits. Our investigators have a coaching and advisory role as well as an investigation and enforcement role. Investigators will always explain the reason for any meeting they arrange with a company.

4. In the press it has been reported that the military might support security provision at the Olympics, is this true?

Neither the Government nor LOCOG have confirmed or denied this. They're looking into all the options of which this is one. As crown servants military personnel are exempt from our legislation.

5. Has anyone measured the capacity of Stratford International?

I don't know if they have but I assume this would have been done, I would hope so!

6. Has the SIA got a plan for compliance and enforcement for the Games?

Yes, we are talking to industry, customers, stakeholders, Westfield, LOCOG, G4S subcontractors etc to build awareness and prepare people. We will also be carrying out compliance checks.

Question to Julie Marshall (Innovise)

1. What is the cost of the software package?

Start up costs £3-4k. Set up and training is bespoke to individual business needs.

Question to Laurence Smith (UKBA)

1. Do we have to use the vetting agency to check every employee?

No, only when you're unsure of their credentials.

Questions to Sheikh Mahmood (MacMillan Sheikh Insurance Plc)

1. There is an expectation from the SIA that in the new regulatory regime with business licensing in place, businesses will be adhering to set standards and regulations. Therefore the insurance liability will be lower, so will you be able to pass on a cost saving to those licensed businesses?

We have plans to look into this matter.

2. What are the discounts available to ACS companies?

We can offer up to 25% off. We work with nationally based brokers as face-to-face is better than over the phone. We believe in supporting the private security industry and although we deal with brokers, we can also deal with companies directly as we underwrite our own policies.

3. Do you insure hostile environments, for example work undertaken in Afghanistan?

On a case by case basis.

4. Do you cover kidnap and ransom?

Not at the moment.

Questions to the SIA panel

1. The process for renewing a licence is not very easy. If there are no changes of circumstances it should be no more than a 15 minute office-based exercise. Once a licence decision has been made and there are no changes to someone's circumstances how can it be right to go back 15 years to seek pardon for a crime that has been cleared and explained? This has happened 3 times for the same individual I know.

Bill Butler: It is frustrating but these aren't technically renewals, only re-applications hence why the process is the same. The new criminality criteria in place from 2008 means that some people do need to submit evidence in mitigation of certain circumstances. The proposal for the future in the new regulatory regime is that we will move all licensed people onto our new register of individuals. Once you are on it you will stay there unless you resign or are taken off for good reason, and you will pay an annual subscription. This will mean that renewals as you describe will no longer be an issue. In the meantime we are developing online applications for renewals which should make things easier.

2. How can the military be exempt from SIA licensing when they're not trained as security guards? I'm asking specifically in relation to the military being used at the Olympics? What roles will they be put forward for?

Bill Butler: Her Majesty's forces are exempt from SIA licensing as prescribed in the Private Security Industry Act 2001. It is not yet known if or what roles they will be put forward for during the Olympics. In any case, LOCOG will ensure training is provided for specific duties if individuals from outside the private security industry are used, regardless of their background.

3. Private investigators are still not licensed; this has gone on for far too long.

Bill Butler: The SIA cannot operate outside of legislation, the SIA can only license where specified in the Private Security Industry Act 2001. The Chair of the SIA is committed to bringing private investigators into our remit for licensing, so as soon as we are able to we will.

[Editor's note: At the 'Commitment to Regulation' Conference in October 2010 Ruth Henig stated the following in her opening speech:

"There are also sectors of the industry where we have not yet reached our goal. One of the most important of these is private investigations. This is a sector I would like to see included in the new regime for the protection of the public and I know that many in the sector want regulation to be introduced. We had made preparations for licensing PIs, but this work was stopped because of the uncertain future of the SIA at that time. We have been required to give evidence on private investigators to the Leveson Inquiry and we will review private investigations and the feasibility of regulating this sector as we develop our plans."

4. How will the new regulatory regime affect licence-linked training?

Bill Butler: Nothing will change, you will still have to pass a fit and proper test and have a nationally recognised qualification. The incentive will be on businesses to keep training up to date and relevant.

5. What about top-up physical intervention training?

Hazel Russell: There is the potential for the SIA to require this but at the moment it falls foul of the Government's regulation moratorium on small and micro businesses. As a large proportion of door supervisors are self-employed they fall into this category so we are not allowed to apply additional compulsory regulation on them at the moment. This could be reviewed in March 2014. It is worth noting that this moratorium doesn't extend to Scotland



and Northern Ireland and they are considering making top-up physical intervention training mandatory.

Taking the Network Forward

The Small Business Network Active Management team will take this meeting forward. The next meeting will be held in Spring 2012. Further details will be put on our website.

Website link:

- www.sia.homeoffice.gov.uk/sb-network

Appendix: List of Attendees

Company	Name
	Gianina McLaughlin
A1 Security	Elaine Quantrill
A1 Security	Mark Halimeh
Akita Security Services Limited	Philip Williams
Calibre International	Mark Harry
Calibre International	Paul Waldron
Cavendish training Ltd	John Plamer
Cavendish training Ltd	Steven R Coules
Eurotech Monitoring Services Limited	Ross Clarke
Eurotech Monitoring Services Limited	Terry Clarke
Event Resources limited t/a ER Security	James Wentworth
Event Resources limited t/a ER Security	Paul Weight
Hurak ltd	Umais Zahid
Innovise	Julie Marshall
Innovise	Tommy Ludford
Insight Certification Ltd	Chris Pinder
Integrated Security Products	Patrick Somerville
Integrated Security Products Ltd	Arif Ali
International Professional Security Association	Justin P. Bentley
Interr Security	Terry Burton
IPSA Maritime	Simon Smith
Lexus Security Management Ltd	Colin Goring
MacMillan Sheikh	Sheikh Imtiaz Mahmood

Company	Name
MacMillan Sheikh	Sokol Shameti
Omni Security Services	Adam Crawford
Polycarp Security Services Ltd	Victor Kaine
Quadrant Security	Stuart Smith
Small Business Network	Billy Robinson
Small Business Network	Bipin Joshi
Small Business Network	Chris Stebbing
Small Business Network	James J. Henderson
Small Business Network	Robbie Mehtab
Small Business Network	Roger Felgate
Small Business Network	Theresa O'Neill
Security Consortium International	Christopher Gordon-Wilson
SIA	Andrew Shephard
SIA	Bill Butler
SIA	Hazel Russell
SIA	Imogen Hayat
SIA	Jessica Clinkett
SIA	Lisa Nazareth
SIA	Liz Peim
SIA	Robin Dahlberg
SSAIB	Ian Puttick
Strathclyde Police	Joe McKerns
TriOptima	Ian Hunt
UKBA Home Office	Laurence Smith + assistant
Vidsys	Darren Chalmers-Stevens



Company	Name
Vidsys	James Whybrow