



Security Industry Authority



Improving Standards and Protecting the Public



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Welcome



We are pleased to introduce the first SIA review publication, 'Improving Standards and Protecting the Public', which focuses on our achievements over the last year and our key priorities for the future.

Over the last year we have met with people and organisations we regulate, and the people affected by our work. It is clear from those discussions that the SIA's remit remains as important and necessary as ever before. We are recognised as an effective and efficient regulator, and we remain committed to making further improvements to our work.

The SIA has a clear focus on improving standards in the private security industry and protecting the public. But these will not be achieved by our efforts alone. We must continue to collaborate with those we regulate, the private security industry, the police and government bodies. We thank them for their continued support for our work.

In the time since the SIA was created, we have achieved a great deal. But there is more to do. We will continue to work with buyers of private security to help inform their purchasing decisions and we will promote initiatives to

reduce violence associated with the industry, particularly in the night-time economy. We will also uphold our commitment to tackling equality and diversity issues in the industry and further reducing regulatory burdens where it is safe and proportionate to do so.

We are fortunate to lead a team of committed, skilful staff, who care deeply about the work of the SIA and the sectors we regulate. They all work tirelessly to raise compliance and standards, and to take action when needed. We thank them for all their hard work, professionalism and expertise during these changing, and sometimes challenging, times.

Elizabeth France, Chair SIA

Alan Clamp, Chief Executive SIA

About the Security Industry Authority



The Security Industry Authority (SIA) is a Non-Departmental Public Body sponsored by the Home Office. We were established under the Private Security Industry Act 2001 – which covers England, Wales, Scotland and Northern Ireland – to regulate certain activities within the private security industry. We support the key priorities of the Home Office by contributing to the reduction and prevention of crime, and to public protection. We also have a responsibility to support business growth.

We have a number of statutory functions. We license individual security operatives. We do this by applying approved criminality and other fit and proper person criteria, and we establish the minimum competency requirements which have to be met before issuing a licence.

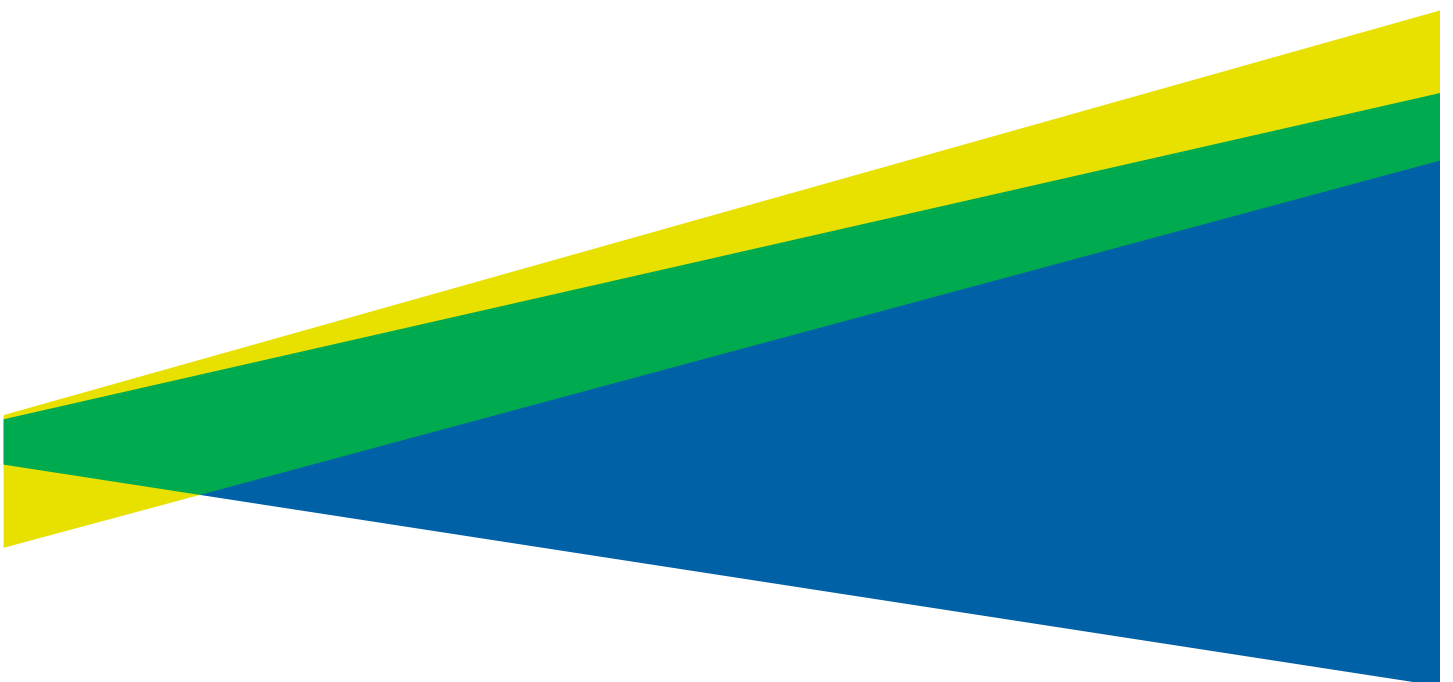
We set and approve standards of conduct and training. We do this by specifying learning and qualifications required for individual licensing. We also require awarding organisations to have robust standards of assessment and appropriate processes for the awarding of qualifications recognised for licensing. The Office of Qualifications and Examinations Regulation and the Scottish Qualifications Authority approve awarding organisations to offer regulated qualifications on the Regulated Qualifications Framework. We in turn endorse awarding organisations, who approve centres to offer qualifications that can lead to a security licence.

We manage the Approved Contractor Scheme (ACS), which measures private security companies against independently assessed standards. We do this by applying eligibility and other fit and proper criteria and we establish terms and conditions of approval. We specify management and operational requirements in the ACS and appoint assessing bodies to conduct assessments against these standards before awarding ACS status.

The Authority – the SIA's non-executive board – is made up of a Chair and five members. One member is appointed to represent the interests of Scotland and one to represent the interests of Northern Ireland. The primary role of the Authority is to ensure that the SIA's statutory responsibilities are met. It achieves this by setting the SIA's strategic direction and providing both support and challenge to an Executive which is responsible for the discharge of these responsibilities on a day-to-day basis.

The regulated private security industry protects people, property and premises and is presently made up of the following sectors:

- ▶ Manned guarding
 - Cash and valuables in transit
 - Close protection
 - Door supervision
 - Public space surveillance (CCTV)
 - Security guarding
- ▶ Key holding
- ▶ Vehicle immobilising (Northern Ireland).



Our mission and vision

The SIA was established to protect the public and improve standards in the private security industry. These principles remain central to the work of the SIA and our existence means that the public can be reassured that the regulated private security industry plays an important role in keeping people safer.

The SIA is widely recognised as an effective and successful regulator. We have achieved this by developing a distinctive style of principled, proportionate and risk-based regulation, which we refer to as right-touch regulation. This is underpinned by close working relationships with our partner stakeholders and members of the public who come into contact with our regulation or have an interest in it.

The vision of the SIA is one of a private security industry so committed to improving standards and protecting the public that it needs minimal regulation. Our mission is to hold the private security industry to account for continuously improving standards in order to protect the public. We are confident that we can achieve this goal if we successfully pursue four strategic aims which relate to the protection of the public; our relationships with partners, stakeholders and the interested public; the way we look after our people; and the way we run the SIA and use our resources.



Strategic Aim One

To protect the public by delivering excellent regulation.

Strategic Aim Two

To maintain strong relationships with our partners and our stakeholders to improve the quality of our work.

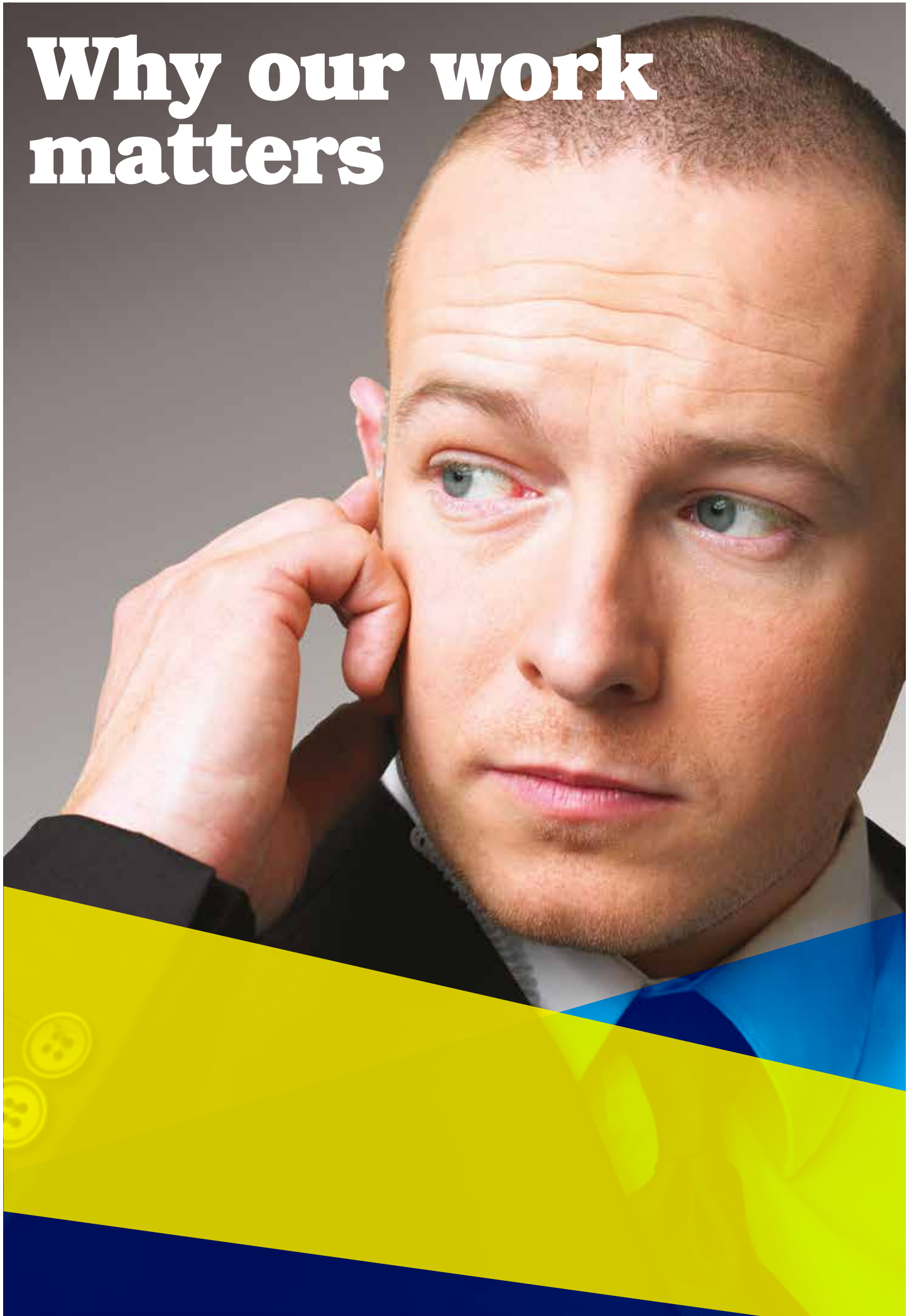
Strategic Aim Three

To have a skilled and motivated team who are proud to work at the SIA and are committed to achieving our objectives.

Strategic Aim Four

To seek continuous improvement in the way we run the SIA and value for money for licence holders, approved contractors and the public.

Why our work matters



Before the SIA was created, there were a number of significant problems in parts of the private security industry which compromised public protection. These included low standards, criminal behaviour and a lack of investment in training and staff development.

Our primary objective is to improve public safety by ensuring that individuals placed in positions of trust have been checked and are properly qualified to do their job. Research undertaken into the impact of regulation on the private security indicates that licensing has had a positive effect on the industry.

Private security companies noted improvements in staff recruitment and retention, and increased trust and improved relationships between guards and police. Private security operatives said that licensing had improved their range of skills, ability to do their job and future career prospects. Standards are higher and the public are better protected.

A report by Perpetuity Research, released in September 2015, showed that good quality security adds significant value which is vital for business. The report explored the broader benefits of security, beyond the protection of assets.

Their report confirms that security can add value by preventing loss, particularly reputational and financial, but also identifies a range of ways in which it is possible to enhance success and also support operational success (such as enabling trust, contributing to staff wellbeing and corporate social responsibility).



Professor Martin Gill who led the study noted:

“There are many proponents of the value of security that have long been arguing that security can and does so much more for a business than purely protect its assets. This research suggests that these additional benefits are numerous and significant. What is worrying is that it seems to be a very well kept secret.”

The SIA in numbers



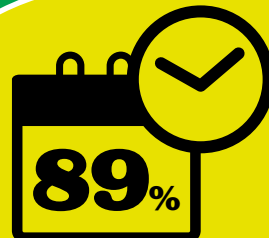
October 2015



326,144
individual
licence holders



**active SIA
licences**



89%
of SIA licences
issued within
25 working
days

Licensing

In October 2015 there were 376,472 active SIA licences in the private security industry, representing 326,144 individual licence holders. The process for issuing licences requires a number of steps, but we aim to issue at least 80% within twenty-five working days. In 2014/15 we issued 89% within the timescale and the speed of issuing licences is increasing year-on-year.

Not everyone who applies for a licence gets one of course. Our processes include checking that applicants have the right to work, are appropriately qualified and are fit and proper in terms of criminal history. Since we were set up we have refused over 50,000 licence applications preventing a high number of unsuitable people from working in the industry.

There are also occasions when we suspend or revoke a licence in the interest of protecting the public. Most commonly this is due to the licence holder being implicated in criminal activity. From April 2014 to March 2015, 479 licences were suspended, 267 pre-conviction and 212 post-conviction.

The Approved Contractor Scheme (ACS)

The ACS continues to grow and now has over 800 businesses, covering approximately two-thirds of activity in the regulated industry, with businesses from all sectors and sizes. All the large security companies are members of the ACS, but small businesses make up almost half of the scheme. If an ACS company does not meet the standards of the scheme they are removed – over the last year 14 companies were withdrawn from the ACS. The ACS quality mark has particular significance in Scotland, where all public sector procurement of security must be with ACS businesses.



In July 2015 at Stockport Magistrates Court we successfully defended an appeal from Arran Coghlan against our decision to revoke his SIA licence. We took the decision after a civil judgement in the High Court found that Coghlan had previously been the head of a large-scale drugs enterprise, and ordered that his home be seized as the proceeds of crime. Other findings in the judgement also cast doubt on his status as a fit and proper person to hold an SIA licence. The court agreed with us that Coghlan was not a fit and proper person, upholding our decision and ordering him to pay our legal costs.

Customer Service Compliance

The introduction of the Customer Service Compliance (CSC) team in July 2014 supplemented the intervention work conducted by the Partnerships and Interventions field force. This added a new dimension to our approach to achieving compliance with the Private Security Industry Act 2001 (PSIA 2001) and compliance with the terms and conditions of the Approved Contractor Scheme. CSC is a more cost efficient approach to dealing with low level non-compliance cases, releasing regionally based investigators to focus on higher risk enquiries. Since its introduction, CSC has contacted over 1,000 individuals (directors of security suppliers, buyers of security services and those working in front line security roles) and developed effective relationships with hundreds of businesses.

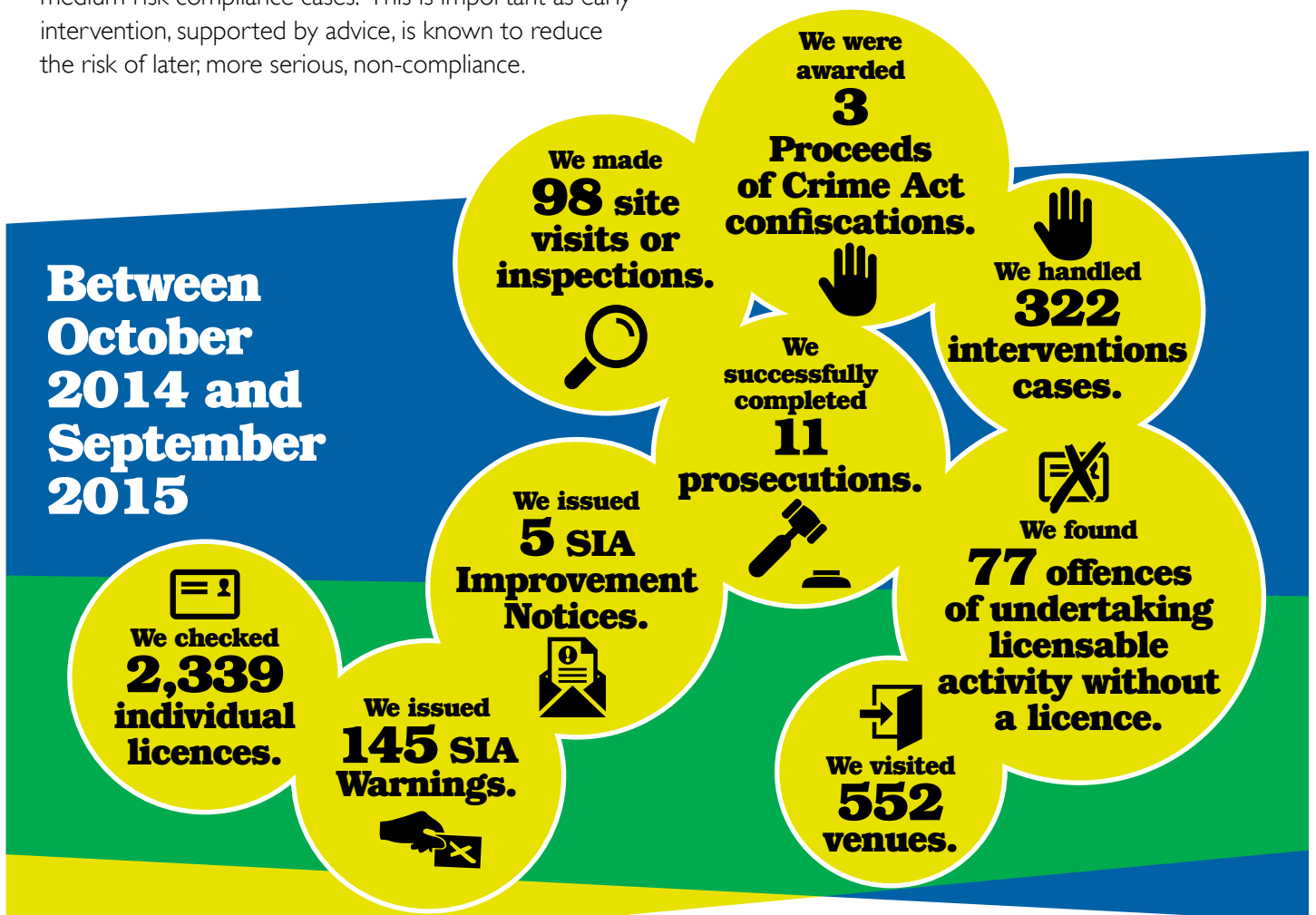
The CSC team has managed and completed 359 intelligence-led compliance cases since July 2014. The new capacity provided by CSC resulted in a three-fold increase in the number of cases closed against the previous year due to the ability to take on new, low to medium risk compliance cases. This is important as early intervention, supported by advice, is known to reduce the risk of later, more serious, non-compliance.

Partnerships and Interventions

Between 1 October 2014 and 30 September 2015, we made 98 site visits or inspections to businesses and checked 2,339 individual licences. A total of 353 of the checks were random (as opposed to intelligence-led) and the overall compliance rate of these checks was 99%. During the intelligence-led checks (that are more likely to result in a higher incidence of non-compliance) we found 77 offences of undertaking licensable activity without a licence.

We visited a total of 552 venues including pubs, nightclubs, casinos, takeaways, event venues, ports, leisure parks, hospitals, schools, job centres, bus stations, construction sites, retail premises and shopping centres.

Partners use our investigation powers and can seek prosecutions under the PSIA 2001.






Digital Communications

By March 2015, our digital community of stakeholders grew by 27% to over 40,000 subscribers or followers, and comprised a wide range of stakeholders including licence holders, security professionals, enforcement partners, and security buyers.

During 2014/15 our Facebook posts were seen ('reached') by 182,000 people. Engagement rate is defined as the percentage of people who saw a post, that liked it or 'favourited' it, clicked or commented on it. An accepted standard engagement rate per post for a page with 0 to 10,000 Likes is around 1%. In 2014/15 our Facebook posts hit an average engagement of 9%.

We now have real time insight about our stakeholders, their thoughts, perceptions and needs. Digital engagement provides us with the opportunity for more effective targeting of our key messages and information.

Channel	Followers	Increase since 2013/14
 Facebook	9,063	▲ 20%
 Twitter	6,846	▲ 32%
 LinkedIn	6,281	▲ 75%

Over the year, we published twelve editions of our email newsletter SIA Update, which had 20,300 subscribers. We know it is then shared with others giving us a potential readership of 30,500. We also published a monthly ACS Update email newsletter, which reached 1,800 ACS contacts.

Our website

For the period 1 October 2014 – 30 September 2015 our corporate website at www.sia.homeoffice.gov.uk recorded 1,522,421 users who between them visited our website 2,950,505 times, viewing a combined total of 11,386,677 pages. There is an almost even split between new users and returning users.

For those visits:

- ▶ 58% were from a desktop computer
- ▶ 34% were from a mobile phone
- ▶ 8% were from a tablet.

The five most visited pages after the home page were:

- ▶ Check on your Licence Application
- ▶ Apply for a Licence
- ▶ The 'Individual Licensing' landing page
- ▶ Before you Apply (which outlines the criteria an applicant must meet in order to be granted a licence)
- ▶ Search for a Training Provider.

Our website



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2,950,505 visits
11,386,677 pages viewed

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How we work



We are committed to the principles set out in the Legislative and Regulatory Reform Act 2006 and to the Regulators' Code 2014.

This means our regulatory activities are targeted only where action is needed and we carry these out in a way that is transparent, accountable, proportional and consistent.

- ▶ **Targeted** - we use the National Intelligence Model to identify risks of non-compliance and target our resources appropriately.
- ▶ **Transparent** - we follow government best practice in the development of any policies or services. Where it is appropriate to do so, we work with the Home Office to conduct Impact Assessments.
- ▶ **Accountable** - we consult with our stakeholders to ensure that they have the opportunity to be involved in our decision making.
- ▶ **Proportional** - we operate an enforcement process that is proportionate to the degree of non-compliance encountered and the consequent risks to the public.
- ▶ **Consistent** - we check every licence application against the same set of published criteria, ensuring that our licensing decisions are fair and consistent.

It is important that we promote our good regulatory practices to partners, stakeholders and the wider industry and that we work transparently; encouraging further suggestions for simplification in our existing regulatory processes. This is a key part of our continuous improvement as a regulator. It also enables individuals and businesses impacted upon by regulation to provide us with input on how we can streamline and improve our regulatory services. We demonstrate good overall compliance with the Regulators' Code and have an action plan in place to make further improvements to the way we operate.



Key achievements



Performance

We set challenging performance targets and review performance against these targets at monthly meetings of the Authority (the SIA Board). Performance is also reviewed by the Home Office and we regularly report to the Minister of State for Policing, Crime, Criminal Justice and Victims. Very good performance has been seen in 2014/15 for the correct licensing of security operatives (99%), efficient processing of licence applications (89% within twenty-five working days) and any disclosures indicating public safety concerns received from partners actioned within five working days (100%). We also strive to reduce our costs, having a strong focus on value for money.

Digital services

We are continuing our drive towards a Digital by Default service and in April 2014 we stopped the routine acceptance of applications in paper format. To date 75% of licence applications are handled by our digital services. We also have in place an exceptions route. Applicants demonstrating they cannot access online services can submit a paper application.

Customer Service Excellence

In March 2015 we were again successfully assessed for the Cabinet Office Customer Service Excellence (CSE) award.

Partnerships and Interventions

The SIA Partnerships and Interventions directorate is largely a regionally based team of investigators. They work very closely with law enforcement partners, other key HM Government agencies such as HM Revenue and Customs, Home Office Immigration Enforcement and Department of Work and Pensions, as well as other regulators and key stakeholders associated with our regulatory regime.

Working collaboratively with other SIA teams, they are responsible for providing robust and effective enforcement across the UK. In addition they ensure that businesses and individuals comply with regulation, and they support businesses in their efforts to improve standards and to become approved contractors.

Many of our partnerships support compliance but some, additionally, identify and disrupt serious and organised crime associated with the private security industry and intervening where there are threats to the regulatory outcomes we are looking to achieve

Our investigators work with partners to reduce risk across a wide range of public safety threats. They are increasingly involved in supporting law enforcement partners to identify, disrupt or prosecute criminals associated with the private security industry, including seeking to confiscate cash and property obtained through breaching the PSIA 2001.



The CSE assessor commented: “This was an excellent surveillance visit which clearly showed that the SIA was working very well with the framework of the CSE standard. The organisation should be congratulated on using the framework to reflect on and develop their customer service”.

Intelligence

We are an intelligence-led organisation, which means that we direct our enforcement activity in response to the information we receive, according to how it aligns with our operational objectives. We do this in line with the National Intelligence Model, a framework for evaluating and using intelligence that is common across police forces and government agencies.

In the 2014-2015 financial year we processed 4,349 intelligence logs - that is, we:

- ▶ received information
- ▶ graded it for its quality (determining whether it gives us enough information to be usable)
- ▶ sanitised it (removing any information that could be used to identify its source)
- ▶ linked it to the records of any identifiable person or company known to us (wherever possible)
- ▶ considered whether this information changed our 'view' of the world - either on its own or when combined with existing information - such that it might trigger some form of enforcement activity.

In the first six months of this financial year (1 April – 30 September 2015) we processed 2,528 intelligence logs.

We exchange information with a variety of partners such as the police and other government bodies, we share this in accordance with the Data Protection Act. This enables us to fulfil our regulatory obligations and assists our partners in achieving their own. In the 2014-15 financial year we received 1,434 pieces of information or requests for information from individual partners. Some of this related to the notification of convictions of individuals (498 instances). In the same period we provided information to, or requested information from, our partners on 1,281 occasions.

Additionally the SIA is a core member of an intelligence-sharing network that connects police forces and government bodies across the country. This allows us to share with our enforcement partners information we hold about the individuals and companies we regulate, and to ask them to share similar information with us.



SIA Prosecutions

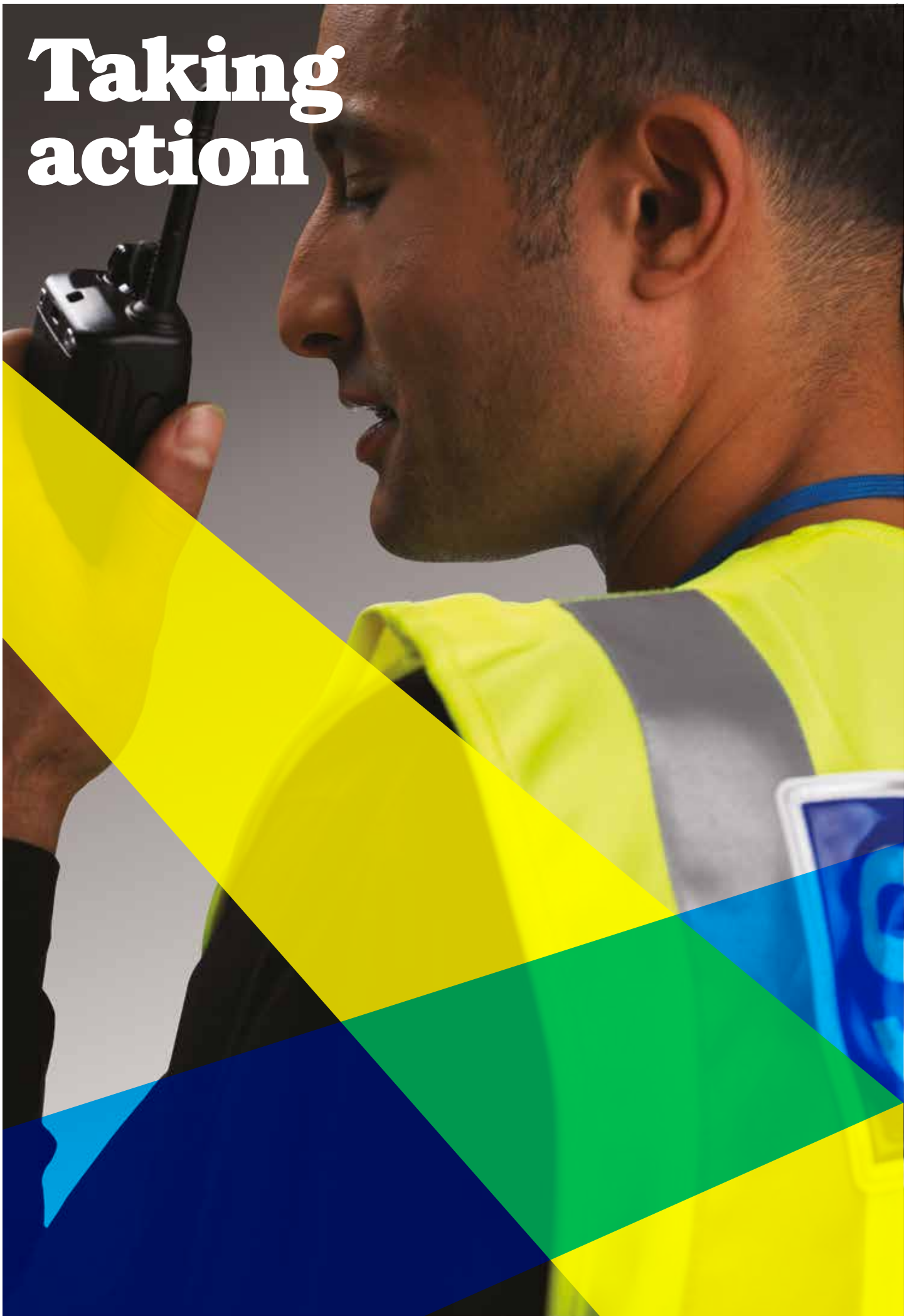
We completed successful prosecutions against both businesses and individuals during the year. Average fines for offences under the PSIA 2001 are rising as are more significant penalties indicating the increasing seriousness with which the courts are taking security licensing offences. Prosecution case studies can be seen on page 20.

Major Events

We were engaged at the Glasgow 2014 Commonwealth Games working with the Police Service of Scotland, the Commonwealth Security Industry Group and other forums, planning the preparations for the Games. During the event, our Scotland and Northern Ireland Regional Team worked alongside partners checking the deployed security personnel and working with participating businesses to ensure a safe and enjoyable games.

We also contributed to the successful 26th NATO Summit in Newport, Wales in September 2014. Operationally, the West and Wales Regional Team was involved in liaising with South Wales Police and other partners, and the main security supplier. Over 800 private security operatives were accredited to work at the event that went off safely and without incident.

Taking action



Formal Investigation

Investigation with a view to prosecution is targeted at individuals and businesses posing the greatest threat to compliance on grounds of public risk and organised non-compliance. Offending under the PSIA 2001 remains the focus of the Formal Investigation Team. However, throughout 2015 a wider variety of criminal offences than previously experienced were referred for investigation. In addition to PSIA 2001 offences, fraud, identity theft and bribery were considered alongside the more common security industry offences.

The investigation team understands the importance of removing criminal assets associated with offending. We have continued to engage with the Regional Asset Recovery Teams (RART) to identify opportunities for asset confiscation and currently have active civil proceedings in South Yorkshire, the East Midlands and London. We recognise the benefit of having our own financial investigation capability and have recently been successful in being granted Proceed of Crime Act 2002 (POCA) Designated Body Status allowing us to recruit our own accredited financial investigators.

Prosecution Case Studies

Security director ordered to pay **£95,000** as proceeds of his crime

In December 2014, ex-security director Aston Shim was ordered to pay £94,758 under the POCA 2002, to be paid within six months. If the order is defaulted the Court may impose a period of 18 months imprisonment. However, Mr Shim is now paying his order and he was granted an extension to the deadline by a further six months to 15 December 2015.

Shim was the sole director of Samurai Security Limited, Woolwich, London, which provided security to nine venues including a school and a local council. Neither Shim, nor the majority of his security guards held SIA licences to work in the private security industry.

In November 2013, at a prosecution brought by the SIA, Shim pleaded guilty to being a director of a security company without an SIA licence, and to supplying unlicensed security guards. The court disqualified Shim from working as a company director for five years, gave him a 120 hour Community Order, and fined him £8,000.

The SIA worked in partnership with the London Regional Asset Recovery Team in securing a confiscation order under the POCA 2002 at Woolwich Crown court. SIA Head of Investigation, Nathan Salmon observed:

“The confiscation order against Mr Shim means the financial gain he made in supplying unlicensed security guards will be removed from him. This has resulted in a closure of Mr Shim’s business and property obtained from the proceeds of crime. It is important we pursue such matters. These prosecutions drive out poor industry practice, they ensure criminals do not benefit from their crime, and criminal funds are returned to the public purse.”

Ex-security director sentenced to **five** years imprisonment

In January, Sandra Okah (now Daudirgaite) of Dartford, Kent, was sentenced at Blackfriars Crown Court to five years imprisonment for immigration and security offences.

In 2012, we received intelligence about Blue Feathers Guarding Ltd in London. The intelligence identified illegal practices at Blue Feathers, including immigration offences. We shared the information with Home Office Immigration Enforcement and Blue Feathers’ offices were searched. During the search a large amount of forged documentation was found and seized, and arrests made.

Sandra Okah was married to Anthony Okah, who ran the Blue Feathers security company with his business partner Victor Chiazor. In March 2014, both men were sentenced for assisting unlawful immigration, running a security company without the necessary SIA licences, and for employing unlicensed individuals who did not have the right to work in the UK. Sandra Okah was found guilty of conspiring to facilitate illegal immigration and deploying unlicensed security guards.

The court heard that a third to half of the Blue Feathers workforce had no right to work in the United Kingdom, they were exploited by having to work long hours and they were paid below the minimum wage.

SIA Head of Investigation, Darren Woodhouse said: “The sentencing sends out a very strong message to those in the security industry who choose to work outside the law. The SIA is committed to working with our enforcement partners to tackle serious and organised crime, and to disrupt criminal activity across the UK.”



WNT Security Ltd

In May 2015, Wayne Tunstall and Kristian Saunders, the former shadow and statutory directors of WNT Security Ltd were sentenced for offences under the PSIA 2001. This case was notable, because for the first time a custodial sentence was imposed solely for PSIA offences.

WNT Security Ltd provided 11 security guards between October 2013 and February 2014 on a contract at an industrial premises. None of the guards (except Saunders) were licensed. Tunstall also undertook security guard duties at the site, even though he did not possess a licence and had a previous licence revoked in April 2011 due to criminality.

Neither Tunstall nor Saunders assisted the SIA during the case investigation, refusing to speak formally to investigators. They also failed to provide company details when requested.

Saunders pleaded guilty to providing unlicensed operatives and failure to provide information to the SIA. He was sentenced to pay a fine of £500 and costs of £1,250.

Tunstall was found guilty of working in a licensable activity without a licence, acting as a security company director without a licence, providing unlicensed security operatives and failing to provide information to the SIA. He was sentenced to a custodial sentence of 16 weeks, to pay costs of £10,000 and was disqualified from working as a director for five years. WNT Security Ltd is no longer trading.

AA Guarding Ltd and Metro Guards UK Ltd

In September 2015, John Anah and Tony O'Gonna, co-directors of ANCO UK Ltd, AA Guarding Ltd and Metro Guards UK Ltd, were instructed to pay a confiscation order totalling £666,697 under the Proceeds of Crime Act 2002 (Anah was ordered to pay £175,000 and O'Gonna was ordered to pay £491,697). Both have until 1 December 2015 to pay or face default custodial sentences of two years three months and three years six months respectively.

This was the conclusion of confiscation proceedings by the SIA in partnership with the London Regional Asset Recovery Team (RART) after Anah and O'Gonna were found guilty of supplying 33 unlicensed guards in relation to 10 separate contracts around the greater London area.

Working with partners

SECURITY



Joint Operations

As part of our commitment to working together with partners, we have undertaken operations alongside police forces and other agencies. Notably, in Northern Ireland we mounted a large scale operation in Belfast and Coleraine alongside the Police Service of Northern Ireland and HMRC. The purpose was to assist the police in the detection and prosecution of PSIA offences following on from intelligence received, to find an unlicensed door supervisor working in certain venues and to detect potential breaches of HMRC rules. This was the first operation of its type to include HMRC officers and was highly successful.

In September 2014 we visited an ACS company in the South East. We had received information that a number of security staff employed by the company did not have the right to work in the UK and had produced counterfeit documents for identification and employment purposes. A review of the company's files showed that they had complied with the screening and vetting procedures required and staff had produced the documents required. We requested that Home Office Immigration Enforcement (HOIE) review the files of all the staff. HOIE identified seven individuals who had produced high quality counterfeit or forged passports, right to work documents and other identification, as well as SIA licences. All the licences used were revoked and HOIE dealt with the individuals in relation to the immigration offences.

Supporting Universities

We are supporting Salford University in its ambition to establish the accepted standards for university security, firstly in the UK and, potentially if successful, across the European Union. The standards have their basis within the ACS, which Salford University is unable to apply because its security provision is in-house. The concept being established is to place security within the broader student experience, including student welfare and well-being, enabling Salford to market itself as a university which protects its students in every aspect of student life. This will include personal safety whilst on campus, security of student accommodation and belongings offsite, and personal safety whilst enjoying Salford and Manchester's night-time economy, including travel to and from the city centres. Campus and building design to minimise opportunities for any crimes will feature prominently to protect students, university workers and property alike. We are supporting this voluntary setting of higher standards for all university security, noting its fit with our objectives of public protection, violence reduction and the raising of standards within the private security industry.

Police and Security Initiative (PaS)

We are working in partnership with the Metropolitan Police Service, the British Security Industry Association and the London Mayor's Office to promote closer collaboration between the police and private security. This is a London 2012 legacy initiative, which has become known as the Police and Security Initiative. The focus is on partnership working in order to reduce crime against businesses.

Protecting vulnerable people

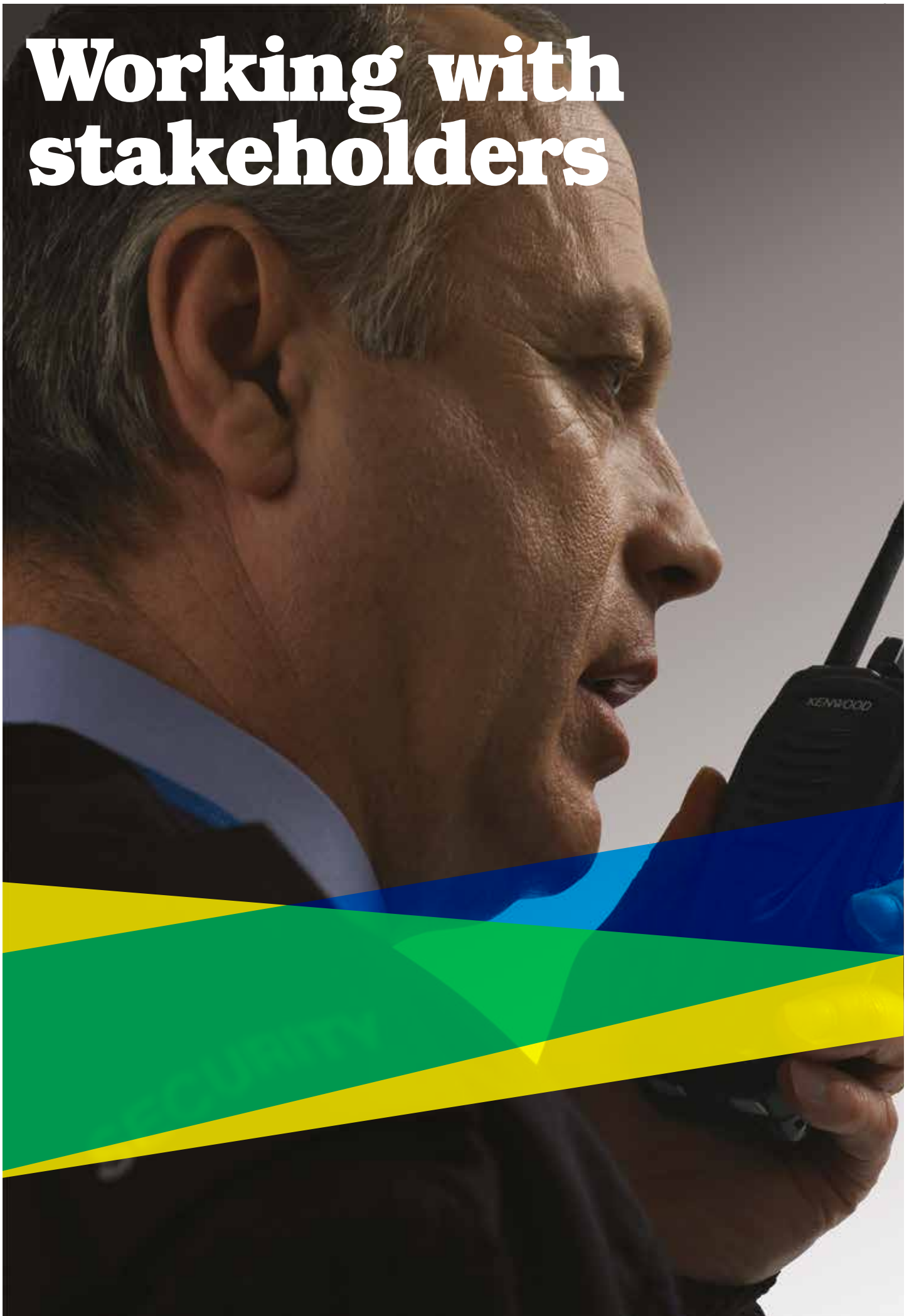
At the end of November 2013, the issue of vulnerable people became a compulsory part of the SIA approved door supervisor training. The door supervisors with this training can assess triggers of vulnerability, such as the amount of alcohol consumed, the customer's age, whether they are on their own or have lost contact with their friends, the surrounding environment and weather conditions. We feel that people should be able to go out and socialise and know they are in a safe environment. The training was developed as a result of a partnership between the SIA, Northumbria Police, Safe Newcastle and Phoenix Security and has now been adopted throughout the UK. In 2014 we introduced specific content for training across all security sectors on how to spot and report signs of child sexual exploitation. We have been working with the Home Office and other organisations such as Barnados as we develop our communications to support approved contractors in the training of their employees within the night time economy.

Qualifications and accreditation

Operation Venus works alongside our Quality and Standards team and awarding organisations to assess whether individuals have the standard of English required to pass their qualification and obtain an SIA licence. This has led to 49 cases being investigated. Also, proactive checks on the 169 organisations who have had their ACS status withdrawn or where it has expired, resulted in 70 organisations being contacted for continuing to claim to be ACS approved on their website. All 70 cases resulted in the claims being removed. Further work with security buyers is also underway in these cases, making them aware that their supplier is making false claims and is no longer approved by the SIA.



Working with stakeholders



The External Communications team at the SIA develops and implements a strategic approach which enables key stakeholders to engage with us effectively. We use digital communication channels to engage with the industry and stakeholders to share information and to find out what stakeholders think.

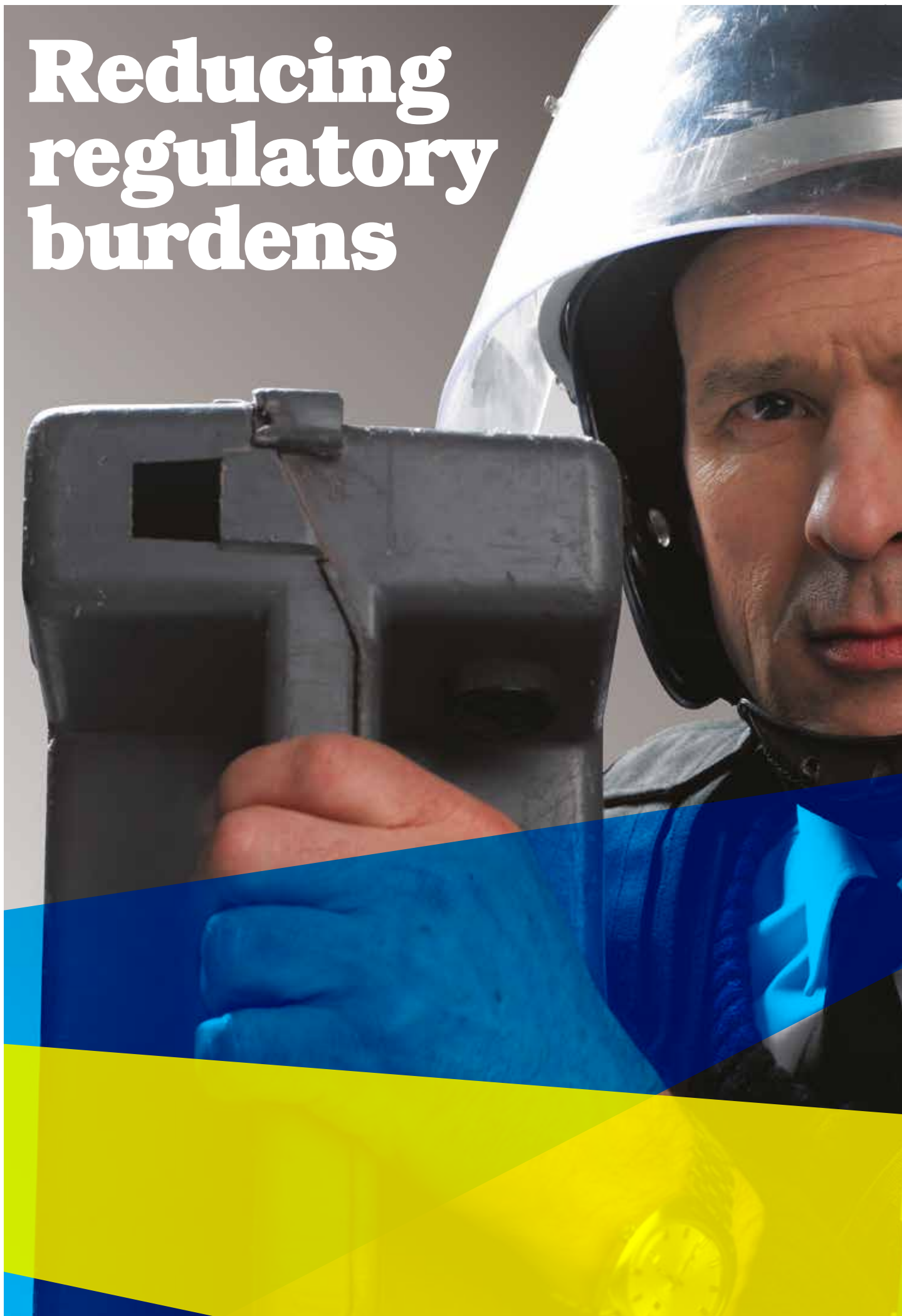
We produce a range of publications and guidance for external stakeholders such as trade associations, Crimestoppers, local authorities, the police and other enforcement partners, awarding organisations and ACS companies. We also produce updates on SIA and ACS matters and manage all aspects of digital communications and the delivery of key messages and information via Facebook, Twitter, LinkedIn and e-newsletters.

We operate a comprehensive stakeholder events programme, involving licensing and ACS events and our national annual conferences. Using a mix of low cost or no cost channels of digital communication, and face-to-face meetings, events, and conferences, we engage with audiences across the private security industry.

In October 2014 we held our annual national stakeholder conference in London, which featured presentations on private security given by guest speakers from the United Kingdom, Brazil, France, and Republic of Ireland. We also held a series of workshops around the UK to share our views, and to listen to comments on our plans for introducing new online services for licence holders and security companies.



Reducing regulatory burdens



The SIA is recognised as an organisation that adds only minimal burdens to those we regulate in order to raise standards and protect the public. We strive to keep costs for those regulated as low as possible, with an individual licence fee equivalent to £1.40 per week (for a three year licence). Nonetheless, we continue to focus on how we can further reduce burdens whilst still providing effective regulation.

Fees and charges

Over the period 2010-2015 we reduced our costs by 27%. These savings enabled a reduction of the licence fee from £245 to £220 in January 2012. At the same time annual ACS subscription charges were reduced by 12% from £17 to £15 per employee. Looking forward, a fresh cost reduction initiative is being developed which is targeted to deliver additional savings over the next five years. This will enable further reductions in the licence application fee and ACS subscription costs.

Data returns

We rarely ask licensed individuals for information (other than to notify us of changes in circumstances) except for at the point of application or renewal. We also reduce the burden on re-registration for the ACS scheme by only asking companies to notify us if their circumstances have changed.

Avoiding duplication

There are no other regulators who overlap with SIA requirements for individual licensing. We are currently seeking to establish information gateways with other enforcement agencies, such as HMRC. This will support our regulatory activities and will remove the requirement for companies to provide much of the required evidence to address the 'fit and proper' criteria for ACS accreditation.

Licensing

We have reviewed the criteria for different licences and where there is over 75% compatibility we have agreed that only one licence is required. For example, door supervisors can act as security guards. We are currently working with the Department of Justice Northern Ireland and the Home Office to change the vehicle immobilisation operative licence from one year to three years in line with the other SIA licences. We are also introducing a new online system of licence application and renewal. We will be making new tools available that will allow our approved contractors to apply for a licence on an employee's behalf.



Key projects in 2015/16 and beyond



Working with Buyers

We engage with the buyers of security services to encourage them to support the industry to deliver higher standards. We have recently had successes in Scotland, notably in the construction industry, where criminal elements within the private security industry often target their efforts. We have received a commitment from a number of businesses, including a large national infrastructure organisation, that they will only provide security contracts to SIA approved contractors, and are working hard to make buyers aware of the benefits of hiring an SIA approved contractor and the common warning signs of poor quality security providers.

Buying Right in Construction

Our Buying Right in Construction (BRIC) initiative involves us working alongside HMRC and UK Visas and Immigration, to help protect security buyers against risks such as illegal immigration, non payment of tax, national minimum wage requirements and security licensing offences.

With the support of HMRC partners, our investigators are able to offer advice and support on due diligence and best practice, to ensure construction companies are procuring lawful security services from responsible businesses.

Violence Reduction

We have developed a strategy to reduce violence associated with private security, be this violence directed towards security operatives whilst they are doing their jobs or violence committed by security operatives themselves. The strategy aims to identify and share measures that are proven to help, particularly in the night-time economy, hospitals and public areas in general.

Violence reduction has become a top priority for us. The issues that contribute to violence are complex and we cannot provide a solution by ourselves. We will play our part alongside partners, using our influence and powers to enable and to support the private security industry to reduce violence.

We will improve public protection by reducing the risks from violence in the night-time economy. We will work with the private security industry and with partners to:

- ▶ promote voluntary harm reduction measures
- ▶ intervene directly or through referrals to third parties to target high risk individuals, businesses and venues
- ▶ prevent harm by setting standards for individuals and businesses that drive violence reduction
- ▶ inform change in the industry by gathering and using information effectively to underpin our interventions and those of partner agencies.



Equality & Diversity

We commissioned independent research between March and April 2015 to better understand employment profiles, patterns, and barriers for women and ethnic minorities working in the private security industry.

As a result of the research, there were five key areas that we wish to better understand:

- ▶ Barriers to employment of women across the private security industry.
- ▶ Employment patterns and any barriers to employment for employees from ethnic minorities, including their profile at all levels of the industry and an understanding of the reasons for a lower licence renewal rate.
- ▶ The degree to which the industry complies with equalities legislation.
- ▶ Whether barriers to employment exist for any other individuals that share protected characteristics in the Equality Act 2010.
- ▶ Benchmarking of equality and diversity information against other industries and an understanding of reasonable expectations of improvement.

In the near future we plan to hold events to discuss the findings of the research with the industry, to encourage the debate, and to support the move to a fairer and more equal working environment.

Changes to Licensing

In Spring 2016 we will be launching new online services that will improve the information available to licence holders and security businesses, speed up the application process, and improve the services that we provide. In the weeks prior to launching our online system we will be working closely with nine approved contractors to test the functionality and suitability of the new Licence Management application service prior to it becoming more widely available in 2016. This new service will remove the SIA requirement for checks that are already being done by businesses (e.g. identity checks). This will reduce burdens on both individuals and businesses.



Final notes

At the end of 2015 and during the first half of 2016, the SIA will be reviewed by the Home Office. The purpose of the review is to examine the form, function, governance and performance of the SIA. We welcome this review as an opportunity to reflect on what we do well and to identify areas for further improvement. We remain committed to the delivery of our statutory functions and to improving standards and protecting the public.



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Printed on paper containing minimum 75% recycled fibre content

GEN/15-16/62



Security Industry Authority