



# IPSA NEWS

The official newsletter of the International Professional Security Association

Issue No. 12

August 2006

## ***From the Editor***

It will be no surprise that this issue has a heavy content relating to licensing and the Approved Contractor Scheme.

Please note there are other important articles contained in this issue, especially changes to BS 7858.

We hope you find IPSA News informative and welcome your feedback.

## ***Chairman expresses disappointment and appeals for assistance***

The Advanced Management Course planned for 6 - 8 June at Warwick University, in spite of being widely promoted, failed to attract sufficient participants and had to be cancelled with severe cost implications for the Association.

The disappointing lack of interest in the training of middle and senior managers by around 180 manned services companies that were sent details is difficult to understand or explain. We rely on member companies and others to support such initiatives as they are part of our training services to you whether as individual or corporate members.

I have invited our guarding companies to please explain the lack of response and indicate future training needs. Re-instating a Management Course will depend entirely on indications being received from company directors interested in sending members of their staffs for relevant training.

Faced with both the cancellation fees mentioned above, a downturn in income due to factors associated with the costs of individual licences, the loss of some companies to the Approved Contractor Scheme, and members leaving the industry, the Association is now in quite serious financial difficulty. We need to generate around £20,000 from all sources to ensure a sustainable future for the Association.

Accordingly, we are making a determined effort to attract new individual members both directly and through employers, by asking them to encourage membership, perhaps making it a work place benefit under the company sponsored individual membership scheme. We are also saying that all companies in the security business sector should belong to a representative body because independent inspection schemes and the ACS, do not provide a service of representing companies and their interests to government and the regulator.

As these efforts incur costs and will take some time to produce results, I am now asking all our corporate and other supporters to help us out of this short term difficulty, please, by making a contribution to the funds needed to further maintain and promote the Association and its services. I am pleased to have acknowledged the first donations to this fund and have sincerely thanked the donor companies for their support. I hope you too will respond generously, please.

***Patrick J Somerville QPM  
International Chairman***

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## **BS 7499 Static Site Guarding and Mobile Patrols**

A review of BS 7499 began in July 2006. Justin Bentley, Deputy International Chairman of IPSA and Managing Director of a guarding company, is representing the interests of IPSA members at the review committee meetings. This is an updating exercise to take into account changes in the industry, best practice, technology, etc. The new version will be available at some point next year.

## **BS 7858 Screening**

The review of BS 7858 has recently been completed and the standard updated. The revised standard will be published and available in August or September 2006. There are some major changes and it is recommended that any company working to the standard obtains a copy.

Justin Bentley was on the review committee and gives a brief run down of the changes:

It is intended that there be a honeymoon period to the end of 2006 for the transition to take place. Any screenings already in progress at the publication date, may be continued working to the previous standard's requirements. By 1 January 2007 all open files should be compliant with the new Standard.

## **So what are the changes and how do they affect you?**

The basic screening period has been reduced to a minimum of five years, unless a longer period is required by:

- i. Contract arrangements (e.g. the contract with your client states ten year screening)
- ii. Legislation
- iii. Sector standards (e.g. the Cash and Valuables In Transit standard which is to be amended to state that employees be screened for a minimum of ten years)

Periods permitted between employment are now stipulated at 28 days maximum, as opposed to previously "month to month basis".

The time allowed for screenings is reduced to 12 weeks for five year screening (remains at 16 weeks for longer screening periods).

Companies should take reasonable steps to check identity documents for signs of identity fraud. The use of an ultra-violet scanner or similar method to examine documents is recommended.

Prospective employees should be required to prove identity and current address by producing the same documents and level of proof as required by the SIA for licensing.

Prospective employees also now need to provide details of all court judgments against them, not just outstanding court judgments.

When seeking employment references you should request:

- i. Reason for leaving?
- ii. Anything known that reflects adversely on suitability?
- iii. Would they re-employ?

It is recognised that you may not get answers to these questions, but you should ask.

Where character references are used to verify a period of employment or unemployment, there must be two separate references to cover that period.

Where no other option exists a Statutory Declaration can be used, but only to cover a maximum of six months in any five year period. If you screen for a period greater than five years, a Statutory Declaration can be used for another six month period in that extended period. A senior person in the organisation must then use an "Executive Acceptance of Risk" declaration (sample form included in Appendices to the Standard) to accept the use of the Statutory Declaration and associated risks.

The option of a “Qualified Sign Off” has been removed.

Companies will need to use recognised credit reference bureaus (or agencies) to check the applicant’s financial history of County Court Judgments and Bankruptcy Orders. An “Executive Acceptance of Risk” declaration is then to be used if this search highlights anything that indicates a risk may exist. This should not be confused with a “credit check” as used by credit card companies etc.

For individuals not requiring an SIA licence, companies will need to obtain a criminal record disclosure.

Training for the persons employed to interview potential employees or conduct screening enquiries should now include an awareness of SIA licensing requirements.

Appendices to the Standards include updated sample forms and a significantly more detailed employee declaration to be included as part of an application form for employment.

### **So what next?**

Copies of British Standards are available from a number of sources, but remember IPSA members can get 10% discount by buying through IPSA. You can order new standards in advance, with payment taken when the standards become available.

To assist IPSA members in complying with the revised standard, Niton Equipment Ltd are offering a 10% discount on selected UV lights. IPSA members must quote “IPSA06” when placing their order. Phone Niton on 01293 549858 or visit [www.niton999.co.uk](http://www.niton999.co.uk)

### **Age Discrimination**

New legislation “Employment Equality (Age) Regulations 2006” comes into force on 1 October 2006.

Information can be sourced from the Department for Work and Pensions website at [www.dwp.gov.uk](http://www.dwp.gov.uk), the following are some of the key areas for you to examine:

**Advertising vacancies** – you will need to justify any reference to age. Beware of using implying terms such as “energetic”, using a picture showing one age group or only advertising in a publication aimed at a particular age range. When talking about experience, do not state x years experience required; consider a young person who is well trained but has only one year of experience may be better!

**Application forms** – requesting age or date of birth can be used to support allegations of discrimination. Consider a two part form with personal details detachable and not supplied to the person responsible for short-listing to obviate any grounds for being accused of discrimination on grounds of age, race, religion or sex.

**Interviews** – use a robust scoring procedure to justify choices made. Avoid any questions or statements during the interview which are expressly age related.

**Pay rates** – differentiating pay based on age. This would have to be justified on objective grounds. The exception is if paying minimum wage.

**Length of service** – payments related to length of service need to be related to a business need, where relating to more than five years service.

**Retirement policy** – check that your company policies and practices are legal. You do not need to have a compulsory retirement age. Where your company has a standard retirement age, employees have a right to request working beyond that age and employers have a duty to consider this and record their decisions.

Please note this is a brief overview and you should obtain expert advice if this is relevant to your company.

## **Licensing – The Good, The Bad and The Ugly**

*Justin Bentley, Deputy International Chairman of IPSA, gives his personal opinions...*

It is over four months since D-Day for licensing and theoretically everything should be running smoothly now. Don't misunderstand this article, I am in favour of licensing. Anything which improves the industry, increases the professionalism and stature of security officers and expels the cowboy criminal element should be beneficial. I just do not think what we ended up with was the best implementation of the legislation.

### **The Good**

Training previously was not mandatory; anybody could put on a uniform and start work. Companies compliant with British Standards had to provide "at least two working days" of training on a list of headline topics. Now we have a minimum of four days training, with a more defined syllabus and rigorous assessment. There are also intentions for Continuous Professional Development (CPD) to be part of the licence renewal process. How the CPD requirement will be developed has not been decided yet, but I would like to see security officers having to undertake a minimum of two days refresher or further training during the three year life of their licence and in order to qualify for renewal. This training could be any of a list of more specialist courses, e.g. an advanced security officer course, first aid, fire fighting skills.

Criminal Records Bureau checks were an obvious inclusion for licensing. It is difficult to come up with a fair system which allows rehabilitated individuals with something, now irrelevant, in their distant past to be licensed, but excludes habitual reoffenders. Wherever the line is drawn it will create unfair exceptions, but there had to be a line. Recent SIA figures cite 4159 licenses refused. Whilst some of these people may not have read or understood the implications of the literature, others rightly or wrongly presumably considered that they were suitable and fit persons. Unfortunately, what we do not know is the number of people who have quietly dropped out of the industry.

### **The Bad**

The introduction of licensing could have been so much smoother, i.e. having sufficient personnel and resources to process applications within a reasonable timescale

On the 2<sup>nd</sup> August 2005 I asked the then Chairman of the SIA if he could name a date, which would ensure that if a correct and complete application form was received by that date, the SIA could guarantee the application would be processed by the March deadline. I never did get a reply, maybe that date had already passed?

There was adequate time to plan for the predictable backlog and secure additional resources. Hadn't they heard of short term contracts or temping agencies? Other businesses with foresight take on additional staff and resources to cope with seasonal fluctuations. Blaming it entirely on the applicants was quite unacceptable.

Training issues should also have been ironed out in advance, not during the process.

I can understand that a licence cannot be issued for longer than three years to ensure regular Criminal Record checks, but there could have been a financial incentive, rather than the penalty of lost months of validity, for applying sooner.

The whole application process is a bureaucratic nightmare, with applications processed without any attempt at customer service or logic. Applications are often returned for no obvious or sensible reason (when resubmitted unchanged, they are sometimes processed without question) or for minor queries that a phone call could resolve in the same time it takes to complete the rejection form and write the address on the return envelope. The Association has heard of many cases of rejection and tales of lost job opportunities, but the one reason that must be the most annoying is stating that documentation produced is too old, when the application has sat unopened at the SIA agency's office for three months or more.

## **The Ugly**

There are very frustrating experiences, such as trying to contact the SIA to enquire about delayed processing of an application. I know security officers who can recite word perfect the phone announcement asking them to ring back later. And when you do get through, for the amount of help you receive, you might as well be speaking to a call centre half way round the world.

Then you have the obstinate belief at the top of the SIA that this is the only way and that it is for our benefit. Would it not be possible to have a probationary licence for three months, which you could only receive once, to enable you to start work as soon as trained? They have a database of licensed individuals, there could be a database of people refused licences or who have previously had a probationary licence. The SIA say that they are working with the industry, but they do not understand the needs of the industry.

The Approved Contractor Scheme (ACS) is an unwelcome bolt-on to the licensing scheme. Launched with a marketing budget that is either government-funded or will need to be recouped in fees charged to the industry, a number of purchasers are stating ACS as the required benchmark for tenders for new business. This is a scheme which puts as much emphasis on environmental impact as industry relevant standards. The industry did not need mission statements; it needed companies that provided quality services to clients and support to the security officers on the front line. The product of this kind of scheme is an organisation that has a procedure for everything, where everything is done to the letter, staff are so focussed on procedures that they ignore the customers, ...is this sounding familiar yet?

Of course the big selling point for the ACS, as opposed to any of the existing inspection regimes, is the ability to use security officers whilst their application is in progress. This sounds fantastic at first, the panacea for the headaches caused by the licensing process. ACS Companies able to recruit, train and then put staff (almost) straight to work. Except, you have to be able to prove that the completed application has been received by the SIA

agency. You have trained the person, they have completed their licence application, provided their proof of identity; you now need the awarding body to confirm they have passed the training (at least one week), post the application to the SIA, the application then sits in the in-tray for a couple of weeks before being opened, checked and confirmed. Then you must wait for the confirmation letter before you can issue a Licence Dispensation Notice to the employee. Even with ACS endorsement, it will probably take at least a month before the security officer can start work. In the mean time, they have discovered the pay and hours are better collecting trolleys at the supermarket, plus they get 10% off their weekly shopping!

## **And finally**

The SIA say that they are here to create more professional security officers. Whilst at FSEC this year, I noticed what the SIA promotes as a typical security officer proudly wearing his SIA badge:



Can the SIA explain to their marketing department that a woolly hat, fleece and jogging bottoms plus a hi-vis waistcoat is not only an unprofessional appearance but also contravenes Section 5.4.1 of BS 7499 which states *“Employees should wear the uniform supplied when on duty. Employee uniforms should clearly display the insignia of the organization.”* The same model was also pictured in the same outfit in the recent glossy newsletter sent out by the SIA (of which I received five separate copies – at least my £190 is being well spent). I will acknowledge that some of their other models are wearing more appropriate clothing.

## **Security Industry Authority (SIA) Approved Contractor Scheme (ACS)**

On 16 February Home Office Minister, Paul Goggins, announced further details of the Security Industry Authority (SIA) Approved Contractor Scheme (ACS) for the private security industry.

The scheme requires companies to show compliance with BS 7499 and BS 7858 and, therefore, any company joining the ACS would not require a further IPSA inspection to qualify for IPSA Company Membership.

Apart from the benefit of being able to use employees on assignments whilst their licence application is being processed, this is a registration and assessment only scheme.

There will remain a need for industry representative associations such as IPSA and BSIA to continue to provide services and representation for their members. Even high turnover companies can benefit from such association membership.

The SIA is accepting Approved Contractor Scheme (ACS) applications and at the time of writing 227 companies have obtained registration including 22 IPSA member companies.

Interestingly one of the companies granted ACS status is a company which Trading Standards are currently investigating for falsely claiming IPSA membership!

There are three possible routes to approval; Standard, Fast Track and Passport. Standard and Fast Track routes are available now, with Passport at a later date.

These routes to accreditation are:

- a. **Standard** - Self assessment against an Security Industry Authority (SIA) provided workbook followed by verification by an SIA approved ACS assessing body;
- b. **Fast Track** - Confirmation of valid ISO9001:2000 certification by a UKAS-accredited body, combined with British Standards compliance, and meeting other indicators of the ACS standard in the Self Assessment Workbook not otherwise covered;

- c. **Passport** - Use of an Approved Assessing body standard that is approved by the SIA as providing an equivalent standard to that of the ACS.

Companies granted approval will be entitled to promote themselves as ACS registered for publicity purposes and will be added to an SIA public register of approved companies.

Approved Companies may be permitted to deploy on sites a percentage of their trained staff whose applications have been accepted by the SIA but are not yet licensed. The percentages have been varied in view of the backlog of applications in process. Companies will not be able to deploy unlicensed personnel on assignments that involve contact with children or vulnerable adults. This is to ensure that those dealing with these particularly sensitive groups have undergone, and have satisfied any SIA requirements relating to, a Criminal Records Bureau check.

The current fee structure is as follows:

No. of Employees	Application Fee	Annual Regn. Fee
< 10	£400	£20 per licensable employee
10 - 25	£800	
26 – 250	£1,600	
> 250	£2,400	

Full details including registration, application forms and workbook, are available from the SIA website or by emailing [acsenquiries@the-sia.org.uk](mailto:acsenquiries@the-sia.org.uk).

## **Training**

The Training & Tests Centre accredited by SIA Approved Awarding Body – Edexcel – carried out its first formal tests for qualifications required for licensing.

The procedure for conducting tests at distant locations and reporting results is a time consuming and involved process.

As more training and testing is envisaged so also will be the need for additional staff resources at the Centre.

The Centre was subject to inspection by Edexcel and passed satisfactorily.

## ***Chairman writes to Home Secretary***

Members will be aware that IPSA Chairman Patrick Somerville wrote on 22 February 2006 to the then Home Secretary, Charles Clarke and to the Attorney General regarding the effect of the 20 March deadline for licensing and its effect in rendering security personnel liable to criminal proceedings and /or unemployment. A copy of the letter was e mailed to members for information and drew several supporting comments.

The Attorney General's office acknowledged receipt of the letter on 28 April stating that the Home Office intended to reply. The new Home Office Parliamentary Under Secretary of State, Mr Vernon Coaker, MP, replied on 11 May setting out the by now well publicised and projected responsibility of the industry for the delays in licensing and the sterling efforts made by the SIA to deal with it.

Meanwhile, on 16 May, Mr Mark Harper, MP for Forest of Dean, tabled a question to the Minister asking when a reply to this letter would be forthcoming. A written reply was made on 23 May that it had been actioned.

Details of this other interesting questions and answers on the SIA may be viewed on the Hansard web site.

## ***Company Inspection Schemes***

The Inspected Company Scheme continues notwithstanding the introduction of the SIA Approved Contractor Scheme. ACS registered companies seeking representation and other benefits of IPSA membership, may apply in the usual way and the requirement for an IPSA inspection will normally be waived as in the case of other Third Party inspected companies.

Companies that have an ISO 9001 accreditation from a UKAS-accredited inspectorate, the certificate of which expressly covers the relevant British Standards are also acceptable. However, IPSA reserves the right not to accept such accreditations where it appears that the inspection against the relevant British Standards has not been properly carried out. In such cases an IPSA inspection will be required for admission to the Inspected Company Scheme.

IPSA regrets that several IPSA companies having benefited from the Association's scheme for several years have abandoned it, and representation, in favour of the registration with the SIA ACS.

The SIA's ambivalence towards the voluntary regulatory schemes that preceded its inception, and the exclusive promotion of the ACS scheme as a preferred option for clients purchasing services is adversely affecting the existing inspectorates and is acting as constraint on those companies seeking to tender for new business. Client organisations need to be made aware that there remains a choice in the market place and that the ACS scheme is but one of several voluntary schemes offering quality guarding services.

It also remains the IPSA viewpoint that all companies should as a matter of good practice belong to a representative industry body and that clients should continue to expect that when inviting tenders for new or repeat business.

## ***IFSEC 2006 - NEC Birmingham***

IPSA joined forces with SSAIB sharing Stand 442 at the IFSEC Exhibition from 6 - 8 May 2006. Set in the heart of the innovative Manned Guarding Village in close proximity to the SIA, Skills for Security and other bodies, there was a steady flow of interested visitors seeking information. Many members also visited the stand and enjoyed the opportunity to meet members of the management team.

The splendid new IPSA display kindly made possible by the generosity of Camberford Law Plc greatly improved the IPSA presentation and set a high standard. Spectrum Positive once again donated the complimentary carrier bags in which visitors carried away over 500 information packs. We are hopeful that many will make their way back to us with applications for individual or company membership.

The team of Patrick Somerville, Justin Bentley, Dawn Harman, Gary Elsworth and Dennis Ricketts, assisted by Freda West of Camberford Law, dealt with a large number of enquiries and did their best to satisfy everyone seeking information.

## ***Richard Sheikh - appointed to the House of Lords***

We are delighted that HM The Queen has conferred a Peerage of the United Kingdom for Life upon Mohamed Itaf (Richard) Sheikh, Managing Director of Camberford Law Plc.

His formal title is Lord Sheikh of Cornhill in the City of London.

Lord Sheikh has been acclaimed for his work for the Conservative Muslim Forum and is equally well known in many other circles including the insurance industry, the private security industry and as member of the Company of Security Professionals. He has been a strong supporter of IPSA for many years and many IPSA companies are insured by Camberford Law Plc.

We have extended our warmest good wishes to Lord and Lady Sheikh on this appointment on behalf of all members of the Association and he has expressed his appreciation.

## ***IPSA joins the Genesis Initiative***

The Genesis Initiative was conceived in 1997 under the leadership of Barbara Roche MP then Small Business Minister, who urged business leaders to come together to speak with one voice and in response to the perception by many small trade associations and professional bodies that their representations were not being heard in the corridors of power.

The Genesis Initiative has to date brought together 70 SME organisations representing some 722,759 members.

The Senate meets to discuss the SME issues arising in Westminster and Brussels and also meets regularly with the Bank of England. Just as the CBI (Confederation of British Industry) represents Big Business, the Genesis Initiative's prime focus is on campaigning for the 4 million SME's in the UK.

Following a breakfast meeting at the House of Commons on 19 April, 2006, at which the Genesis Chairman, Lord Randall of St Budeaux, acted as host, the Senate under the chairmanship of Garry Carter of the Institute of Certified Bookkeepers, met to discuss current SME issues

and prepare for the next meeting with the Bank of England on 3 May.

Alan Cloverly, Executive Director, wrote to IPSA saying of the Genesis Initiative, "Our principle objective is to bring together SME organisations large and small to campaign as one, believing firmly that "Unity is Strength", and warmly welcomed IPSA joining the Initiative to further the representation of its SME members.

(Genesis Initiative Ltd, Curzon House, Church Road, Windlesham, Surrey, GU20 6BH)

## ***Pensions info for the self-employed***

The Association has been asked by The PRIME Initiative to make members aware of the booklet they have produced on pensions. This can be downloaded from [www.theprimeinitiative.org.uk](http://www.theprimeinitiative.org.uk).

## ***Membership news***

The International Council is happy to welcome the following new individual members to the Association:

Mr A Apapa	Mr P S Clay
Mr J T Fields	Mr M Gough
Miss S L Lewis	Mr M G Morrin
Miss E L Taylor	Mr D Watson

We have also received two company applications during the same period.

## ***Publishing Office***

The more observant members may have noticed that we are now frequently using the address of our satellite office in Chorley as the return address for mailings.

This is following changes at the office used for handling publications since 2001, and is also the base for the current Deputy International Chairman.

Northumberland House (London) remains as our main office, and should be used for all regular correspondence and enquiries.