SIA Approved Contractor Scheme   << Your Logo Here >>

Assessment Visit Plan – Example

(Note. This is an example only and is not intended to be a definitive guide for all planning scenarios)

KEY: * = mandatory field

Assessment body reference number	
ACS reference number*	MMSS0230

Assessment type *	Renewal Initial Assessment
Assessment method*	Combination of remote and on-site
Has a remote risk assessment been carried out*	Yes Low Risk: availability of information and communication technologies that support remote collaboration and have been satisfactorily tested with the Mighty Mouse.

Assessment body name and address *	SIA Assessment Body P O Box 74957, London, E14 1UG
Assessor(s) name *	Ace Assessor (Lead) and Brill Assessor
Has the named assessor(s) visited the applicant organisation for 4 consecutive years or more? Y/N (if Yes please supply justification)	Yes - however 2 assessors will be attending and the designated lead assessor has not been to this company consecutively within the last 4 years
Assessor(s) contact details *	0570 6335 3792

Applicant organisation name*	Mighty Mouse Security Services Ltd	Date(s) of visit *	8 & 31 May (8 May one remote assessor day. 31 May two assessor days on-site + one day planning/reporting)
Reason/Justification for any deviation from assessment planning guidelines	2 assessors are attending and the company holds ISO9001 certification. The lead assessor is undertaking the remote assessment and will lead the on-site assessment.		
Applicant organisation address & contact details * 6 Steep Road Thundermountain SF53 1PJ Tel: 0101 7338 4596		Key contact name, position and contact details* Mr I Rocket – Operations Manager Email: irocket@yahoo.com Mobile: 07849 605231	
Operational area of applicant organisation*	60 mile radius of Thundermountain, Wales & West Midlands		

Scope of assessment *	Security Guarding, Cash and Valuables in Transit, Key holding

April 2020

Register of approved contractors checked and these apply?	Additional conditions of approval (Yes/No)*	No	Licensing service (Yes/No) *	No	LDN status authorised (Yes/No) *	Yes
Number of licensable staff *	78, being: 25 – CViT 53– SG/KH	**Effective number of personnel and deployment profile***			59, being: 19 – CViT 40 – SG/KH	
Number of licensable staff to be interviewed *	3 remote 6 on-site Total 9.	**Average monthly deployment of licensable staff***			59	
		Estimate number of deployed licensable staff at time of assessment*			60	
Indicators to cover *	All 78 indicators.					

Number of customer sites *	16 – SG 14 – m/patrol 2 - CViT	Number of customers to be interviewed *	3: On-site
Sites to be visited		Remote & On-site: Mighty Mouse Head Office On-site: Mighty Mouse control room. On-site: Mighty Mouse customer and Mighty Mouse personnel and where possible consumers. On-site: 2 smaller sites: where daytime and weekend cover is provided. (Customer list provided).	
Key Individuals to meet * The assessor is required, but not limited to: 1. Undertake a face to face interview with at least one customer from each sector within the scope of approval. 2. Interview the square root of the number of licensable people deployed by applicant organisation. Except for: i. Organisations with ≤ 5 licensable people, then all licensable people should be interviewed. ii. Organisation with ≥ 900 licensable people, then a minimum of 30 licensable people should be interviewed. Note: Recommendation for approval may not be made without the above being interviewed.		**Managing Director (Remote – Home, private office)** – establish company structure, organisation plan, responsibilities, resources, scope of services offered, potential growth area and contract management, critical success factors **Operations Manager (Remote - Office meeting room & on-site)** – staff rota, customer care and relationship building, assignment instructions, licensing, licence dispensation notice, uniforms, staff appraisal and business improvement **Administration Officers (On-site)** (Finance/Personnel) - staff recruitment and security screening, staff training and development, appraisals, payroll & finance procedures, critical success factors **Controller (On-site)** – procurement process, personal development and appraisals, **Security Officers (1 Remote – Home, self-declaration that no one else is present & 5 On-site)** – discuss site issues, procedures for check calls, incident handling, knowledge and communication with company **Supervisors x 2 (Mobile) (On-site) –** main duties, critical success factors and achievement, communication within the business **Customers Representatives (On-site)** **Local police (Remote)** - local beat officer to Mighty Mouse **School staff (Remote)** - where company deliver talks	

Special instructions *

The assessor should identify whether payroll services are provided entirely in-house by the company, or if outsourced payroll, umbrella, or other companies are used to administer payroll services for all or some individuals. The assessor must provide the name of the outsourced provider, their address and the nature of the service e.g. Organisation acting as a payment vehicle, collecting, collating the company's payroll data and make monthly payments to workers etc. (4.2.1)

Background and justification *

Small-medium sized company providing mobile and static guarding, key holding and alarm response services within a radius of approximately 60 miles of Thundermountain. Approximately 80 employees (45 full-time and 35 part-time including 78 licensable staff).

The company also provides a small Cash and Valuables in Transit service, using one vehicle.

A request to undertake a combination of remote and on-site assessment was submitted by Mighty Mouse, because the Managing Director is being shielded from the risks of contracting Covid-19 and is discharging their duties from home. Before the request was agreed, the assessor considered and determined that it was appropriate to make use of partial remote assessment as: Might Mouse has satisfactorily met the ACS standard at each of the last 3 assessments; the organisation has not undergone significant changes since their last assessment; no special instructions have been issued and the same assessor is able to participate in both remote and on-site assessments.

The company follows the relevant British standard codes of practice and is certificated for BS 7499, BS 7858 & BS 7984.
The company operates from its head office at the Thundermountain address, but utilises facilities on a customer's site for its control room.

The company has 16 customers for static guarding services; the largest contract being Exorcet in Thundermountain where the company deploys 9 officers on site and this is where the control room is based.

Other contracts vary in size and operating levels, and include some single officer sites.

There are about 14 mobile patrol customer sites.

Visit programme *

Key personnel to meet
Aim to interview at least:
- ➢ _6 security guards: 3 (1 remote, 2 on-site) daytime, 3 (on-site) evening, and including full time and part time_
- ➢ _2 patrol officers (supervisors) (On-site)_
- ➢ _The Cash and Valuables in Transit officer (On-site)_

(NB. 2 more recent recruits will be included within the above)
- ➢ _Managing Director (Remote – Home, private office))_
- ➢ _Operations Manager (Remote - Office meeting room & on-site)_
- ➢ _2 Administration officers(finance/personnel) (On-site)_
- ➢ _3 customers, plus any consumers (On-site)_
- ➢ _2 external stakeholders (Remote)_

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8 May

Day 1 (Remote)

9:00 Start

> ➤ Opening Meeting: Managing Director and senior management team (Go-To-Meeting).
> ➤ Meeting with Managing Director (Go-To-Meeting)
>   Documents to review:
>   i.   Business Plan
>   ii.   Goals, objectives and targets, measures and performance
> ➤ One to one with Operations Manager (Microsoft Lync)
>   Documents to review:
>   i.   Business Continuity Plan & Major Incident Emergency Arrangements
>   ii.   Incident procedures and log books

> ➤ Time out for assessor
> ➤ Meeting with finance officer (Microsoft Lync)
>   Documents to review:
>   i.   Invoice system and Procedure
>   ii.   PAYE reference Number – Payroll procedure

12:15 Lunch

13:15 Start

> ➤ Time out for assessor
> ➤ Telephone calls to stakeholders/customers
> ➤ Telephone call: One to one with security officer
>   Documents to review:
>   i.   Staff Induction and Employment Pack/Handbook/Contract of Employment
>   ii.   Assignment Instructions
> ➤ Personnel officer: including security screening (Microsoft Lync)
>   Documents to review:
>   i.   Employee Opinion gathering/ Feedback questionnaires etc.
>   ii.   Staff appraisals
> ➤ Review of day with Managing Director / Operations Manager (Go-To-Meeting)

31 May

Day 2 Ace Assessor (On-site)

9:00 Start

> ➤ Tour of premises
> ➤ 2 customer site visits

12:30 Lunch

13:30 Start

> ➤ One to one with Security/Cash and Valuables in Transit/Key holding officers
> ➤ review Cash and Valuables in Transit facility including vehicle
> ➤ One to one with patrol officer (supervisor)
> ➤ Focus group (3 security officers)
> ➤ Telephone calls to stakeholders/customers
> ➤ Time out for assessor
> ➤ Review of day with Managing Director / Operations Manager

16:00 assessor time out

16:45 Closing meeting

17:15 Finish

April 2020

<u>**Day 2 Brill Assessor (on-site)**</u>

9:00 Start
  - ➢ Follow up any outstanding telephone interviews, queries etc. at head office

11:00 -16:00 customer site visits including control room and key storage

16:45 Closing meeting

17:15 Finish

Additional notes to client

This is a combination of an on-site and remote assessment. The lead assessor will issue a summary report at the end of close of day 1. The summary report will as applicable, include details of any gaps or areas planned but not covered during the remote assessment. Any areas not fulfilled during the remote assessment will be carried over to the onsite assessment.

Should the remote part of the assessment encounter IT technical issues, or if Might Mouse cannot fulfil the planned activities of remote assessments then the assessment may be suspended or terminated.

The assessing body and Might Mouse information security policies must be adhered to at all time. These polices set out the arrangements that the viewing of documentary or other data (e.g. list of documents you have asked for access to) can be viewed and shared lawfully. Any documents submitted to us by email should be encrypted, and will be permanently deleted within 5 days of the submission of the final assessment report.

Might Mouse has agreed to give the assessor remote access to their on-line payroll management system and personnel files. Access is limited to 'view' only and the assessor will select sample files / data as deemed appropriate and necessary.