SIA Employer Topline Findings: 3 September 2018

The individual and employer surveys have been launched and we have a total of 460 responses from individuals and 146 from employers. This update pertains only to the survey data from the employer strand of the project. Findings should be interpreted with caution. The figures have not yet been weighted and as coding has not been applied to the findings.

Employers

Overview

Mainstage fieldwork for the employer survey launched on 20 August 2018. Following a briefing, interviewers commenced calling employers and individual respectively to invite them to take part in the survey.

	Completed Surveys
Pilot	15
Mainstage	131
Total / Target	**146 / 300**

Employer survey responses by quota (including pilot)

JOB ROLE (B3aDum)	Achieved
Security guarding	91
Door supervising	31
CCTV	13
Close protection	6
CVIT	1
Don't know / No answer	4
Total / Target	**146 / 300**

COMPANY SIZE	Achieved
1	1
2-4	10
5-9	12
10-24	28
25-49	23
50-99	36
100-249	20
250 or more	16
None. Staff are self employed	0
Total / Target	**146 / 300**

BY REGION	Achieved	Region	Achieved
East Midlands	9	South West	8
East of England	16	West Midlands	11
London	34	Yorkshire and the Humber	7
North East	3	Northern Ireland	1
North West	16	Scotland	8
South East	26	Wales	7
Total / Target	146 /300		

B5. And of the areas you just mentioned, which do you consider is the primary area that your <B3DUM> staff work in?

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	Total
And of the areas you just mentioned, which do you consider is the primary area that your {#b3adum} staff work in? By this we mean, in which area do you employ the most staff?	Events e.g. festivals	5	5	0	1	11
	Retail e.g. shops, shopping centres	4	1	2	0	7
	Construction e.g. building sites	13	4	1	0	18
	Corporate security e.g. office buildings, banks etc	27	3	5	3	38
	Public Sector Security e.g. hospitals, schools, local authorities, councils	10	3	2	0	15
	Warehouses / storage	9	1	1	0	11
	Night Time Economy e.g. clubs and pubs	1	9	0	0	10
	Missing	4	0	0	0	4
	Don't know	5	1	0	1	7
Total		78	27	11	5	121

C1. What do you think are the most important skills required by your [INSERT PRIMARY SECTOR FROM B3DUM**] staff to perform their job at the necessary level?**

This question was an open-ended question and has not been coded yet, so we are unable to provide numerical data at this time. However, some of the skills that have been repeatedly mentioned as important include:

- Good communication skills (both verbal and written) – very popular
- Customer relations / service / personality skills – also very popular
- IT skills
- First aid
- Conflict management and avoidance
- Diligence / Integrity / Good work ethic
- English – literate
- Tolerance
- Drivers licence
- Presents well / good appearance
- Common sense / ability to think on feet / proactive

C2. And what skills do you think your [INSERT PRIMARY SECTOR FROM B3DUM**] staff would benefit from further training to perform their job at the necessary level?**

As with question C1, this was an open-ended question. Participants find this more difficult to answer than C1, and not surprisingly some of the areas that they thought their staff could do with more training in were the same areas that they mentioned were important in C1. Some repeated responses include

- More / basic first aid - popular
- Communication
- Customer service
- Counter terrorism / anti-terrorism
- English / basic reading and writing
- Health and safety
- Surveillance

C3. I will now read out a list of specific skills, and would like to know the extent to which you would say that your [INSERT PRIMARY SECTOR FROM B3DUM**] staff have the skills required to perform their job at the necessary level?**

IT skills :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	32	21.9	21.9	21.9
	Somewhat proficient	73	50.0	50.0	71.9
	A little proficient	25	17.1	17.1	89.0
	Not at all proficient	5	3.4	3.4	92.5
	Don't know	11	7.5	7.5	100.0
	Total	146	100.0	100.0	

Literacy :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	70	47.9	47.9	47.9
	Somewhat proficient	67	45.9	45.9	93.8
	A little proficient	6	4.1	4.1	97.9
	Don't know	3	2.1	2.1	100.0
	Total	146	100.0	100.0	

Numeracy :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	69	47.3	47.3	47.3
	Somewhat proficient	61	41.8	41.8	89.0
	A little proficient	11	7.5	7.5	96.6
	Not at all proficient	1	.7	.7	97.3
	Don't know	4	2.7	2.7	100.0
	Total	146	100.0	100.0	

Communication :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	94	64.4	64.4	64.4
	Somewhat proficient	46	31.5	31.5	95.9
	A little proficient	5	3.4	3.4	99.3
	Don't know	1	.7	.7	100.0
	Total	146	100.0	100.0	

Customer services :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	89	61.0	61.0	61.0
	Somewhat proficient	51	34.9	34.9	95.9
	A little proficient	4	2.7	2.7	98.6
	Don't know	2	1.4	1.4	100.0
	Total	146	100.0	100.0	

Team working :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	92	63.0	63.0	63.0
	Somewhat proficient	45	30.8	30.8	93.8
	A little proficient	5	3.4	3.4	97.3
	Don't know	4	2.7	2.7	100.0
	Total	146	100.0	100.0	

Managing and motivating others :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	50	34.2	34.2	34.2
	Somewhat proficient	64	43.8	43.8	78.1
	A little proficient	25	17.1	17.1	95.2
	Not at all proficient	2	1.4	1.4	96.6
	Don't know	5	3.4	3.4	100.0
	Total	146	100.0	100.0	

First aid :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	47	32.2	32.2	32.2
	Somewhat proficient	66	45.2	45.2	77.4
	A little proficient	24	16.4	16.4	93.8
	Not at all proficient	7	4.8	4.8	98.6
	Don't know	2	1.4	1.4	100.0
	Total	146	100.0	100.0	

Vulnerability and safeguarding :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	80	54.8	54.8	54.8
	Somewhat proficient	42	28.8	28.8	83.6
	A little proficient	16	11.0	11.0	94.5
	Not at all proficient	5	3.4	3.4	97.9
	Don't know	3	2.1	2.1	100.0
	Total	146	100.0	100.0	

Respond in case of fire :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	98	67.1	67.1	67.1
	Somewhat proficient	35	24.0	24.0	91.1
	A little proficient	8	5.5	5.5	96.6
	Not at all proficient	2	1.4	1.4	97.9
	Don't know	3	2.1	2.1	100.0
	Total	146	100.0	100.0	

Awareness of CCTV :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	56	38.4	38.4	38.4
	Somewhat proficient	53	36.3	36.3	74.7
	A little proficient	16	11.0	11.0	85.6
	Not at all proficient	13	8.9	8.9	94.5
	Don't know	8	5.5	5.5	100.0
	Total	146	100.0	100.0	

Fluency in English :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully proficient	96	65.8	65.8	65.8
	Somewhat proficient	38	26.0	26.0	91.8
	A little proficient	8	5.5	5.5	97.3
	Not at all proficient	1	.7	.7	97.9
	Don't know	3	2.1	2.1	100.0
	Total	146	100.0	100.0	

C4. And how proficient would you say your [INSERT PRIMARY SECTOR FROM B3DUM**] staff are in the following specific areas?**

Below are the answers to skills that were asked of all participants. Questions to specific roles have been included in the appendices.

Understanding of relevant civil and criminal law :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Proficient	49	33.6	33.6	33.6
	Somewhat proficient	66	45.2	45.2	78.8
	A little proficient	24	16.4	16.4	95.2
	Not at all proficient	4	2.7	2.7	97.9
	Don't know	3	2.1	2.1	100.0
	Total	146	100.0	100.0	

Reporting and record keeping :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Proficient	106	72.6	72.6	72.6
	Somewhat proficient	33	22.6	22.6	95.2
	A little proficient	6	4.1	4.1	99.3
	Don't know	1	.7	.7	100.0
	Total	146	100.0	100.0	

Spotting suspicious behaviours :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Proficient	102	69.9	69.9	69.9
	Somewhat proficient	40	27.4	27.4	97.3
	A little proficient	3	2.1	2.1	99.3
	Don't know	1	.7	.7	100.0
	Total	146	100.0	100.0	

Reacting to emergencies / emergency procedures :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Proficient	122	83.6	83.6	83.6
	Somewhat proficient	22	15.1	15.1	98.6
	A little proficient	1	.7	.7	99.3
	Don't know	1	.7	.7	100.0
	Total	146	100.0	100.0	

Safe working practices :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Proficient	114	78.1	78.1	78.1
	Somewhat proficient	29	19.9	19.9	97.9
	A little proficient	1	.7	.7	98.6
	Don't know	2	1.4	1.4	100.0
	Total	146	100.0	100.0	

C5. Thinking ahead to the future, what other skills do you think will be required of your [INSERT PRIMARY SECTOR FROM B3DUM**] staff to perform their job role in the next five to ten years?**

As with questions C1 and C2, this was an open-ended question. Some repeated responses included training in:

- Technology / becoming technologically proficient
- IT
- Body cams
- CCTV
- Understanding new laws
- Counter terrorism training
- Data protection / record keeping
- Customer service / care
- Medical standards / defibrillators / first aid

F1. I'd now like to focus on <B3dum: PRIMARY SECTOR> again]. To what extent do you agree or disagree that…

Your company harnesses the latest available technology in order to support frontline staff perform their roles?</B> :

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	1	.7	.7	.7
	Disagree slightly	7	4.8	4.8	5.5
	Neither agree nor disagree	17	11.6	11.6	17.1
	Agree slightly	36	24.7	24.7	41.8
	Agree strongly	83	56.8	56.8	98.6
	Don't know	2	1.4	1.4	100.0
	Total	146	100.0	100.0	

The skills your frontline staff need will change in the next 5-10 years' time:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	1	.7	.7	.7
	Disagree slightly	5	3.4	3.4	4.1
	Neither agree nor disagree	7	4.8	4.8	8.9
	Agree slightly	44	30.1	30.1	39.0
	Agree strongly	80	54.8	54.8	93.8
	Don't know	9	6.2	6.2	100.0
	Total	146	100.0	100.0	

The skills your frontline staff need will change in the next 5-10 years' time:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree strongly	1	.7	.7	.7
	Disagree slightly	5	3.4	3.4	4.1
	Neither agree nor disagree	7	4.8	4.8	8.9
	Agree slightly	44	30.1	30.1	39.0
	Agree strongly	80	54.8	54.8	93.8
	Don't know	9	6.2	6.2	100.0
	Total	146	100.0	100.0	

F2. Earlier you told me which markets you <u>currently</u> operate in. I'd now like to ask if, over the next 5-10 years, your company is thinking about moving into any new markets?

Events e.g. festivals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	48.6	91.0	91.0
	Yes	7	4.8	9.0	100.0
	Total	78	53.4	100.0	
Missing	System	68	46.6		
Total		146	100.0		

Retail e.g. shops, shopping centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	47.9	89.7	89.7
	Yes	8	5.5	10.3	100.0
	Total	78	53.4	100.0	
Missing	System	68	46.6		
Total		146	100.0		

Corporate security e.g. office buildings, banks etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	66	45.2	84.6	84.6
	Yes	12	8.2	15.4	100.0
	Total	78	53.4	100.0	
Missing	System	68	46.6		
Total		146	100.0		

Public Sector Security e.g. hospitals, schools, local authorities, councils

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	46.6	87.2	87.2
	Yes	10	6.8	12.8	100.0
	Total	78	53.4	100.0	
Missing	System	68	46.6		
Total		146	100.0		

Warehouses / storage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	65	44.5	83.3	83.3
	Yes	13	8.9	16.7	100.0
	Total	78	53.4	100.0	
Missing	System	68	46.6		
Total		146	100.0		

Night Time Economy e.g. clubs and pubs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	74	50.7	94.9	94.9
	Yes	4	2.7	5.1	100.0
	Total	78	53.4	100.0	
Missing	System	68	46.6		
Total		146	100.0		

F3. For [INSERT: CODE FROM F2DUM], what skills do you think your staff require in order to perform the role to the necessary level?

Base sizes from F2 are too small to provide results for F3, an open-ended question at this stage.

Appendices

C4. And how proficient would you say your [INSERT PRIMARY SECTOR FROM B3DUM**] staff are in the following specific areas?**

These are all of the responses to the specific skills set out in C4 with a break by main job role. Note that not all skills were asked to all employers, rather only to employers who were answering questions about their staff working in the job specified in B3aDum.

IT skills :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
IT skills :	Fully proficient	13	8	4	6	0	31
	Somewhat proficient	47	14	8	0	1	70
	A little proficient	21	4	0	0	0	25
	Not at all proficient	5	0	0	0	0	5
	Don't know	5	5	1	0	0	11
Total		91	31	13	6	1	142

Literacy :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Literacy :	Fully proficient	36	20	6	5	1	68
	Somewhat proficient	47	11	6	1	0	65
	A little proficient	5	0	1	0	0	6
	Don't know	3	0	0	0	0	3
Total		91	31	13	6	1	142

Numeracy :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Numeracy :	Fully proficient	38	16	6	5	1	66
	Somewhat proficient	39	14	6	1	0	60
	A little proficient	10	0	1	0	0	11
	Not at all proficient	1	0	0	0	0	1
	Don't know	3	1	0	0	0	4
Total		91	31	13	6	1	142

Communication :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Communication :	Fully proficient	54	22	8	6	1	91
	Somewhat proficient	33	8	4	0	0	45
	A little proficient	3	1	1	0	0	5
	Don't know	1	0	0	0	0	1
Total		91	31	13	6	1	142

Customer services :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Customer services :	Fully proficient	52	23	6	5	1	87
	Somewhat proficient	34	8	7	1	0	50
	A little proficient	3	0	0	0	0	3
	Don't know	2	0	0	0	0	2
Total		91	31	13	6	1	142

Team working :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Team working :	Fully proficient	52	23	7	6	1	89
	Somewhat proficient	32	7	6	0	0	45
	A little proficient	4	0	0	0	0	4
	Don't know	3	1	0	0	0	4
Total		91	31	13	6	1	142

Managing and motivating others :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Managing and motivating others :	Fully proficient	26	16	3	5	0	50
	Somewhat proficient	41	10	8	1	1	61
	A little proficient	19	3	2	0	0	24
	Not at all proficient	2	0	0	0	0	2
	Don't know	3	2	0	0	0	5
Total		91	31	13	6	1	142

First aid :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
First aid :	Fully proficient	27	11	2	5	0	45
	Somewhat proficient	42	13	8	1	1	65
	A little proficient	16	6	1	0	0	23
	Not at all proficient	5	0	2	0	0	7
	Don't know	1	1	0	0	0	2
Total		91	31	13	6	1	142

Vulnerability and safeguarding

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Vulnerability and safeguarding :	Fully proficient	46	19	5	6	1	77
	Somewhat proficient	29	7	5	0	0	41
	A little proficient	10	4	2	0	0	16
	Not at all proficient	4	0	1	0	0	5
	Don't know	2	1	0	0	0	3
Total		91	31	13	6	1	142

Respond in case of fire :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Respond in case of fire :	Fully proficient	62	19	9	4	1	95
	Somewhat proficient	20	10	3	2	0	35
	A little proficient	4	2	1	0	0	7
	Not at all proficient	2	0	0	0	0	2
	Don't know	3	0	0	0	0	3
Total		91	31	13	6	1	142

Awareness of CCTV :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Awareness of CCTV :	Fully proficient	30	9	9	5	1	54
	Somewhat proficient	37	10	4	0	0	51
	A little proficient	13	2	0	1	0	16
	Not at all proficient	6	7	0	0	0	13
	Don't know	5	3	0	0	0	8
Total		91	31	13	6	1	142

Fluency in English :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Fluency in English :	Fully proficient	57	22	8	6	1	94
	Somewhat proficient	25	8	3	0	0	36
	A little proficient	6	0	2	0	0	8
	Not at all proficient	1	0	0	0	0	1
	Don't know	2	1	0	0	0	3
Total		91	31	13	6	1	142

Understanding of relevant civil and criminal law :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Understanding of relevant civil and criminal law :	Fully Proficient	27	13	3	4	0	47
	Somewhat proficient	43	13	6	2	1	65
	A little proficient	14	5	4	0	0	23
	Not at all proficient	4	0	0	0	0	4
	Don't know	3	0	0	0	0	3
Total		91	31	13	6	1	142

Reporting and record keeping :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Reporting and record keeping :	Fully Proficient	66	25	6	6	0	103
	Somewhat proficient	19	5	7	0	1	32
	A little proficient	5	1	0	0	0	6
	Don't know	1	0	0	0	0	1
Total		91	31	13	6	1	142

Spotting suspicious behaviours :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Spotting suspicious behaviours :	Fully Proficient	62	21	9	6	1	99
	Somewhat proficient	25	10	4	0	0	39
	A little proficient	3	0	0	0	0	3
	Don't know	1	0	0	0	0	1
Total		91	31	13	6	1	142

Reacting to emergencies / emergency procedures :

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Reacting to emergencies / emergency procedures :	Fully Proficient	73	28	11	6	1	119
	Somewhat proficient	16	3	2	0	0	21
	A little proficient	1	0	0	0	0	1
	Don't know	1	0	0	0	0	1
Total		91	31	13	6	1	142

Safe working practices

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	CVIT	Total
Safe working practices :	Fully Proficient	68	26	10	6	1	111
	Somewhat proficient	20	5	3	0	0	28
	A little proficient	1	0	0	0	0	1
	Don't know	2	0	0	0	0	2
Total		91	31	13	6	1	142

Access and egress control :

Count

		Security Guarding	Door Supervisors	Total
Access and egress control :	Fully Proficient	64	1	65
	Somewhat proficient	18	0	18
	A little proficient	4	0	4
	Not at all proficient	1	0	1
	Don't know	4	0	4
Total		91	1	92

Alarmed response :

Count

		Security Guarding	Door Supervisors	Total
Alarmed response :	Fully Proficient	62	1	63
	Somewhat proficient	18	0	18
	A little proficient	4	0	4
	Don't know	7	0	7
Total		91	1	92

Using electronic and physical protection systems

Count

		Security Guarding	Door Supervisors	Total
Using electronic and physical protection systems :	Fully Proficient	33	0	33
	Somewhat proficient	32	1	33
	A little proficient	7	0	7
	Not at all proficient	9	0	9
	Don't know	10	0	10
Total		91	1	92

Crowd control :

		Door Supervisors	Total
Crowd control :	Fully Proficient	19	19
	Somewhat proficient	9	9
	A little proficient	1	1
	Don't know	1	1
Total		30	30

Managing anti-social behaviour

Count

		Door Supervisors	Total
Managing anti-social behaviour :	Fully Proficient	20	20
	Somewhat proficient	9	9
	A little proficient	1	1
Total		30	30

Safeguarding and vulnerability

Count

		Door Supervisors	Total
Safeguarding and vulnerability :	Fully Proficient	21	21
	Somewhat proficient	7	7
	A little proficient	1	1
	Don't know	1	1
Total		30	30

Managing queues :

Count

		Door Supervisors	Total
Managing queues :	Fully Proficient	22	22
	Somewhat proficient	7	7
	A little proficient	1	1
Total		30	30

Operational planning and briefing :

Count

		Close Protection	Total
Operational planning and briefing :	Fully Proficient	6	6
Total		6	6

Planning for route selection :

Count

		Close Protection	Total
Planning for route selection :	Fully Proficient	5	5
	Somewhat proficient	1	1
Total		6	6

Surveillance and reconnaissance techniques :

Count

		Close Protection	Total
Surveillance and reconnaissance techniques :	Fully Proficient	4	4
	Somewhat proficient	2	2
Total		6	6

Operations Management :

Count

		Close Protection	Total
Operations Management :	Fully Proficient	5	5
	Somewhat proficient	1	1
Total		6	6

Incident management

Count

		Close Protection	Total
Incident management :	Fully Proficient	5	5
	Somewhat proficient	1	1
Total		6	6

Maintaining secure environments :

Count

		Close Protection	Total
Maintaining secure environments :	Fully Proficient	5	5
	Somewhat proficient	1	1
Total		6	6

'End of shift procedures (e.g. unloading procedures, documentation and equipment requirements)' :

Count

		Close Protection	Total
'End of shift procedures (e.g. unloading procedures, documentation and equipment requirements)' :	Fully Proficient	6	6
Total		6	6

Legislation (UK & EU) :

Count

	CVIT	Total
Legislation (UK & EU) : Somewhat proficient	1	1
Total	1	1

Preparing for a trip (loading and unloading vehicle) :

Count

	CVIT	Total
Preparing for a trip (loading and Fully Proficient unloading vehicle) :	1	1
Total	1	1

Operational procedures

Count

	CVIT	Total

Operational procedures :	Somewhat proficient	1	1
Total		1	1

Carrying out collections deliveries and other services

Count

		CVIT	Total
Carrying out collections deliveries and other services :	Fully Proficient	1	1
Total		1	1

Operating a CCTV system :

Count

		Public Space Surveillance (CCTV)	Total
Operating a CCTV system :	Fully Proficient	10	10
	Somewhat proficient	3	3
Total		13	13

Carrying out emergency procedures in CCTV control room :

Count

		Public Space Surveillance (CCTV)	Total
Carrying out emergency procedures in CCTV control room :	Fully Proficient	11	11
	Somewhat proficient	2	2
Total		13	13

Understanding of health and safety at work in the CCTV Control Room

Count

		Public Space Surveillance (CCTV)	Total
Understanding of health and safety at work in the CCTV Control Room :	Fully Proficient	9	9
	Somewhat proficient	4	4
Total		13	13

Dealing with incidents and emergencies in the CCTV Control Room : *

Count

		Public Space Surveillance (CCTV)	Total
Dealing with incidents and emergencies in the CCTV Control Room :	Fully Proficient	9	9
	Somewhat proficient	4	4
Total		13	13

'Understanding of codes of practice, operational procedures, GDPR/DPA in a CCTV Control Room context'

Count

		Public Space Surveillance (CCTV)	Total
'Understanding of codes of practice, operational procedures, GDPR/DPA in a CCTV Control Room context' :	Fully Proficient	8	8
	Somewhat proficient	5	5

Total		13	13

Understanding roles and responsibilities in the CCTV Control Room :

Count

		Public Space Surveillance (CCTV)	Total
Understanding roles and responsibilities in the CCTV Control Room :	Fully Proficient	10	10
	Somewhat proficient	3	3
Total		13	13

Knowledge of CCTV equipment :

Count

		Public Space Surveillance (CCTV)	Total
Knowledge of CCTV equipment :	Fully Proficient	10	10
	Somewhat proficient	3	3
Total		13	13

Physical intervention

Count

		Security Guarding	Door Supervisors	Total
Physical intervention :	Fully Proficient	33	23	56
	Somewhat proficient	38	8	46
	A little proficient	13	0	13
	Not at all proficient	3	0	3
	Don't know	4	0	4
Total		91	31	122

'Using communications equipment (e.g. radios, Public Address / Tannoy system)' : *

Count

		Security Guarding	Door Supervisors	Total
'Using communications equipment (e.g. radios, Public Address / Tannoy system)' :	Fully Proficient	59	27	86
	Somewhat proficient	22	3	25
	A little proficient	6	0	6
	Not at all proficient	2	1	3
	Don't know	2	0	2
Total		91	31	122

Using equipment (e.g. Body Worn Videos) :

Count

		Security Guarding	Door Supervisors	Total
Using equipment (e.g. Body Worn Videos) :	Fully Proficient	27	13	40
	Somewhat proficient	25	11	36
	A little proficient	7	2	9
	Not at all proficient	22	4	26
	Don't know	10	1	11
Total		91	31	122

Working with the police :

Count

		Security Guarding	Door Supervisors	Total
Working with the police :	Fully Proficient	52	22	74
	Somewhat proficient	27	7	34
	A little proficient	10	1	11
	Don't know	2	1	3
Total		91	31	122

Conducting searches :

Count

		Security Guarding	Door Supervisors	Close Protection	Total
Conducting searches :	Fully Proficient	41	24	6	71
	Somewhat proficient	29	6	0	35
	A little proficient	11	0	0	11
	Not at all proficient	6	1	0	7
	Don't know	4	0	0	4
Total		91	31	6	128

Patrolling :

Count

		Security Guarding	Door Supervisors	Close Protection	Total
Patrolling :	Fully Proficient	80	1	6	87
	Somewhat proficient	8	0	0	8
	A little proficient	1	0	0	1
	Don't know	2	0	0	2
Total		91	1	6	98

Conflict management and resolution :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	Total
Conflict management and resolution :	Fully Proficient	43	27	4	5	79
	Somewhat proficient	37	3	6	1	47
	A little proficient	7	1	2	0	10
	Not at all proficient	1	0	1	0	2
	Don't know	3	0	0	0	3
Total		91	31	13	6	141

Carrying out fire safety procedures :

Count

		Security Guarding	Door Supervisors	Public Space Surveillance (CCTV)	Close Protection	Total
Carrying out fire safety procedures :	Fully Proficient	59	14	10	5	88
	Somewhat proficient	20	15	1	1	37
	A little proficient	9	2	1	0	12
	Not at all proficient	1	0	1	0	2
	Don't know	2	0	0	0	2

Total		91	31	13	6	141

Risk assessment :

Count

		Close Protection	CVIT	Total
Risk assessment :	Fully Proficient	4	1	5
	Somewhat proficient	1	0	1
	Not at all proficient	1	0	1
Total		6	1	7

Driving :

Count

		Close Protection	CVIT	Total
Driving :	Fully Proficient	5	1	6
	Somewhat proficient	1	0	1
Total		6	1	7