



August 2015

We lead this month with an article on a [series of short briefings](#) we are running throughout the UK in September and October to explain the new changes to our licensing services and processes.

We are undertaking an [Equality Impact Assessment and Consultation exercise](#) regarding our specification for learning and qualifications for licence holders.

We have published the full results of our [violence reduction survey](#) in a new section on our website, 'Protecting Society'.

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SIA News

Changes to Licensing Events



Towards the end of 2015 we are introducing new online services that will improve the information available to you, speed up the application process, and enhance the service that we provide.

We are hosting a series of short briefings throughout the UK in September and October to explain the changes.

Each event will provide an overview of the changes, a Q&A session and, following the briefing, an opportunity to meet the SIA team for a one to one discussion.

The changes will affect both licence holders and businesses so we hope you will be able to attend to find out the facts and ask questions.

During the events we will provide information on:

- The new self-service website and how the online accounts will work for individuals and businesses.
- The new services for approved contractors Licence Assist and Licence Management and how to complete, pay for and check the status of applications on behalf of your staff.

- The new 'Pay Only' tool and how to pay the licence fee on behalf of a licence applicant once they have submitted their application online.

We want to make sure that as many people as possible are correctly informed about the changes.

The events are free to attend and will take place at the following locations:

- **Belfast** – 8 September 2015, from 2:00pm to 4:00pm
- **Edinburgh** – 9 September 2015, from 2:00pm to 4:00pm
- **Bristol** – 16 September 2015, from 10:00am to 12:00pm
- **London** – 29 September 2015, from 2:00pm to 4:00pm
- **Peterborough** – 1 October 2015, from 10:00am to 12:00pm
- **Manchester** – 6 October 2015, from 10:00am to 12:00pm

Places are limited and will be allocated on a first-come, first-served basis. We encourage you to reserve your place as early possible to avoid disappointment.

Event booking form



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Training Equality Impact Assessment and Consultation



Our specifications for learning and qualifications form the basis of the qualifications linked to SIA licensing. The specifications outline what an individual needs to know and be able to do in their role as a security operative.

As part of our commitment to equality of opportunity, we are undertaking an Equality Impact Assessment and Consultation exercise regarding our specification for learning and qualifications for licence holders.

We want to ensure that we have fully considered the impact of our learning qualification specification on individuals as defined by the Equality Act 2010, and that we have made reasonable adjustments to the specifications where necessary.

The purpose of this consultation is to further consider the implications of the updated specifications for existing and future licence holders. We want to find out if any of the specifications for learning and qualifications modules are likely to impact upon equality of opportunity in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race and ethnicity, religion or belief, sex and sexual orientation.

We would appreciate feedback from all those working in the private security industry, training providers, awarding organisations, government departments, equality and diversity bodies.

We want to make sure that as many people as possible are correctly informed about the changes.

To take part and give your feedback please click on the survey link below.

The consultation will close on Monday 9 October 2015.

[Survey](#)

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Violence Reduction Survey

In last month's edition we ran an article on the strategy we have developed 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.

An important early action in the implementation of the violence reduction strategy has been to commission some external research.

We engaged a specialist research company, CRD, to assess the nature and extent of violence in relation to our regulatory regime and to establish what can be done to reduce it.

We have created a new section on our website 'Protecting Society' where the full survey results are now available to read.

[Download the survey](#) (PDF, download size: 2.1MB)

[Go to Protecting Society](#)

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PASS Proof of Age Card

In June 2014, the PASS (Proof of Age Standard Scheme) 18+ Design Standard, was relaunched introducing a common look and feel across all PASS hologrammed cards.

PASS has strong support from the UK Government through the Home Office, the police through the National Police Chiefs Council (formerly ACPO) and the SIA.

PASS is also backed by a number of Trade Bodies and the industry in general as a viable and reliable alternative to passports and driving licences.

A year on from the relaunch there have been a number of PASS card holders being

refused admission to licensed premises.

In response PASS National Director, Marc Catchpole responded

“We want to reassure door staff that all our PASS card issuers are rigorously audited to ensure they operate to the highest standards. Our processes follow those used by the Passport Office themselves.

We have had reports that some door staff are refusing to accept PASS cards because they fear there may be fakes on the market.

The police have made it clear that provided the 5 Step Due Diligence Process is followed when IDs are being checked and that this is part of your training, then should an underage person make it inside despite those checks, then no one is going to be prosecuted or fined.”

5 Step Process, as applied to PASS Cards:

1. Check the card – does it conform to the PASS 18+ template, or is it an old style card (which are still valid, but please encourage an upgrade) or a Young Scot card (which features the ‘saltire’ (the Scottish flag) across the face, BUT with a PASS hologram on the RHS.
2. Check the hologram. Is it a genuine 3D hologram? Rub your thumb over the card, it should be flush with the card not raised or indented.
3. Check the photo – does it match the card holder?
4. Check the card – has it been tampered with in any way?
5. Check the person – are you satisfied?

If you are in any doubt, retain the card and return it to PASS for inspection.

If you would like more information about PASS or to receive training materials/sample cards, please contact Marc Catchpole, the PASS National Director at marc@pass-scheme.org.uk or on **07921 689026**



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Enforcement News



We regularly prosecute individuals and organisations who do not comply with the legal requirements of the Private Security Industry Act 2001.

We may also prosecute anyone within the private security industry who commits a criminal offence that could have a detrimental impact on the industry – for example, fraud or offences under the Identity Documents Act 2010.

We do not take this action lightly so before we conduct a criminal investigation we determine:

- whether there is sufficient evidence that an offence was committed;
- whether there is any statutory defence;
- who is liable for the offence;

- whether a prosecution is in the public interest.

As of 31 July 2015 we were conducting 25 criminal investigations relating to 24 businesses and 58 individuals. Last month we opened two new investigations which are on-going.

We also have a number of sanctions available to us that fall short of criminal proceedings but can be highly effective in securing compliance quickly whilst avoiding costly formal proceedings. These include the issuing of written warnings and improvement notices for non-compliance, and the revocation of licences. In this Financial Year (2015-2016) we issued:

- 59 Written Warnings
- 5 Improvement Notices
- 716 Licence Revocations.

Our approach to enforcement is intelligence-led; any information we receive is analysed so that we can spot trends and do a better job of prioritising and targeting our enforcement activity. In July 2015 we received 423 reports of illegal activity, which included:

- **161** pieces of information sent directly to us by members of the public and individuals working in the private security industry.
- **45** intelligence reports provided through our partner Crimestoppers.
- **217** pieces of information provided by the police and other law enforcement agencies.

Using this information our Intelligence team was able to identify:

- **38** high risk organisations
- **7** high risk individuals

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Approved Contractor Scheme

ACS Autumn Events

You may be aware that our next series of ACS events commence in September and that our new Chief Executive, Alan Clamp, will be attending all the events where he will share with you his thoughts and vision for the future.

We will discuss our proposals for the development of the approved contractor scheme and we will also provide an update on the changes to our licensing services and processes and the benefits they will deliver for approved contractors.

The dates and locations for these half day morning events are:

- **Belfast** – Tuesday 8 September
- **Edinburgh** – Wednesday 9 September

- **Cheltenham** – Tuesday 15 September
- **York** – Tuesday 22 September
- **Chester** – Thursday 24 September
- **London** – Tuesday 29 September

As per previous events, delegate places are limited and can now be booked by using the on-line form – click the button below.

We will confirm receipt of your booking and provide further information within 10 working days.

ACS event booking form



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Licensing Matters

Authorisation Codes

If you are a company renewing an applicant's licence online, please ensure that you obtain the individual's authorisation code. This can be found at the top of the renewal expiry reminder letter, which goes out to applicants two months and four months prior to expiry.

If the individual requires an authorisation code they must call our contact centre on – **0844 892 1025**.

The individual will be asked a series of data protection questions in order to determine their identity, so please ensure they have their national insurance number and full address details to hand when they call.

We cannot provide a new authorisation code to a company, the individual must call us.



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Licence Processing Times

We aim to process a minimum of 80% of all correctly completed applications within 25 working days.

In July 2015, 88% of all applications were processed within 25 working days.



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