



August 2016

This month we lead with an [update on our new licensing system](#). Since the beginning of August we have processed 5,375 licence applications. This brings the total number of licences granted since the launch of the new licensing system on July 6th to 8,890. We have 7,653 licence applications that have completed the Next Steps stage and are in our system currently being processed.

[Safeguarding vulnerable people](#). We want to reinforce some of the key messages from the door supervisor training and emphasise the importance of dealing with vulnerable people in the night time economy.

We want to remind you that our [self service licensing site](#) is optimised for users on desktops and laptops. While it will usually work on mobile devices, we cannot guarantee this and mobile devices are not officially supported.

SIA NEWS

[Update On Our New Licensing System](#)
[Safeguarding Vulnerable People](#)
[PASS Proof of Age Card](#)
[Enforcement News](#)

APPROVED CONTRACTOR SCHEME

[LDNs – Interim Measure to Issue at 'Next Steps'](#)
[Guidance Document to Help With Licence Assist](#)
[ACS Autumn Events](#)

LICENSING MATTERS

[Paying For a Licence](#)

SIA News

Update On Our New Licensing System



So far this month we have processed 5,375 licence applications. This brings the total number of licences granted since the launch of the new licensing system on July 6th to 8,890.

We have 7,653 licence applications that have completed the Next Steps stage and are in our system currently being processed.

There are 10,390 applications currently in 'Next Steps'. Next Steps is part of the application process where details of applicants are checked for integrity before entering our system for processing and where the applicant or their business must make payment.

To minimise the impact of the number of licence applications delayed in our new licensing system, we have introduced an interim measure so that approved contractors can now deploy staff to contracts on Licence Dispensation Notices (LDNs) prior to the applications reaching the checks in progress stage. Public safety measures have been taken into account when deciding this.

Approved contractors can use LDNs for up to 15% of their staff when an application is shown as at 'Next Steps' in the business' and/or individual's account. This LDN will be valid for a five week period only. This decision will be reviewed periodically. We will announce when we intend to revert back.

In the last week we have also returned over 1,000 documents to licence applicants.

We are continually analysing and prioritising service requests and posting information on our website and social media, helping individuals and businesses register, link and apply for licences.

We are responding to service requests and aim to resolve them at first contact and reduce the volume of repeats (people contacting us more than once on the same issue) which currently make up about 30% of our in-box. We are also encouraging individuals to respond to our requests for information and follow the guidance we have given them so we can process their application.

We are continuing to fix unforeseen glitches and our website is constantly updated with a range of guidance ['Help and Guidance for individuals'](#) and ['Help and Guidance for businesses'](#)

We apologise for any inconvenience and we do appreciate the frustration in waiting for us to respond to you. If you have raised a service request please do not send duplicate requests, we will get back to you as soon as we can.

[Go to Help and Guidance](#)



[Back to top](#)



Safeguarding Vulnerable People

We want to reinforce some of the key messages from the door supervisor training and emphasise the importance of safeguarding vulnerable people in the night time economy.

The following content is required to be covered as part of the door supervision qualification.

Understand how a door supervisor can help to keep vulnerable people safe

Recognise the risks to vulnerable people being ejected from, or refused entry to a venue:

- Being under the influence of drink or drugs
- Being assaulted
- Being alone
- Receiving unwanted attention
- Domestic violence
- Being too young to look after themselves

- Becoming the target of a sexual predator

Identify actions that can be taken by a door supervisor to protect vulnerable people

- Call friend or relative to assist them
- Call a licensed taxi to take them home
- Use a 'safe haven'
- Ask street pastors or street marshals to assist
- Call the police

Recognise behaviours that could indicate potential sexual predators

Behaviours often include:

- A lone male seen pestering a customer or member of staff
- Heavily intoxicated female leaving with a male
- Regular attendee leaving often with different intoxicated females
- Finding a date-rape type drug on a person during a search



[Back to top](#)



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.

However a number of PASS card holders are being refused admission to licensed premises.

PASS National Director, Marc Catchpole has 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.

[Go to PASS Scheme Website](#)

[Back to top](#)

Enforcement News

On Thursday 10th August John Craig Stern, sole director of JJS Security Services Ltd (trading as Siteguard Contracts) pled guilty at Glasgow Sheriff Court.

In June 2014, we began enquiries into Siteguard Contracts, following an inspection at a public funded construction site.

The business was found to be supplying an unlicensed guard whose right to work had expired several months earlier. This was reported to Home Office Immigration and Enforcement (HOIE).

Further enquiries also revealed that the company who gave Siteguard Contracts the security contract believed that they had given the contract to an Approved Contractor Scheme (ACS) business. This was in line with public sector procurement policy in Scotland. However, the ACS business had subcontracted the complete delivery of the contract to Siteguard Contracts, a non ACS business.

The ACS business involved, subsequently had its approval removed for breaching the ACS standard.

During enquiries into Siteguard Contracts, partner officers from Police Scotland found a further unlicensed guard, who was in breach of immigration requirements. The facts relating to this guard were also reported to HOIE.

In September 2014, we issued Stern with a statutory requirement to provide information

about the security contracts he held and the staff he used to service those contracts, he failed to provide that information or give a reasonable excuse as to why he would not, he also refused to meet with our investigations officers.

Consequently Stern was reported by Police Scotland to the Procurator Fiscal for supplying unlicensed security operatives a Section 5 offence under the Private Security Industry Act (PSIA). He was also charged as having failed to provide information to the SIA a Section 19 PSIA offence which he pleaded guilty to.

Stern received a £200 fine, and has been disqualified from holding an SIA licence and is therefore precluded from working in the industry in a licensable role.

Sharon Roberts, Investigations Manager for Scotland said:

“The removal of ACS status from the business that colluded with Siteguard Contracts to circumvent public procurement policy in Scotland and deceive the customer, should act as a warning to others that the regulator will not condone such behaviour from scheme members. The penalty awarded against Mr Stern means that he can no longer operate in our industry and is an important result. Siteguard Contracts had been a business of concern to us and it is no longer operating in our industry”.

Detective Inspector Kevin Jamieson of Lanarkshire Criminal Investigations Department also stated:

“This is a clear indication of why partnership working is so important to tackling serious and organised crime. We will continue to work with our partners to gather intelligence on these criminals and disrupt their activities”.

[Go to SIA Prosecutions](#)

[Back to top](#)

Approved Contractor Scheme

LDNs – Interim Measure to Issue at ‘Next Steps’

We are aware that some licence applications are being delayed in our new licensing system. As an interim measure approved contractors can now issue LDNs when an application is shown as at ‘Next Steps’ in the business’ and/or individual’s account. This LDN will be valid for a five week period only.

This temporary measure has been introduced to ensure that you are able to deploy staff to contracts on LDNs prior to them getting to ‘Checks in Progress’.

This decision will be reviewed periodically and will cease once applications are progressing appropriately.

The interim measure is as follows:

- All approved contractors can issue an LDN when an application reaches ‘Next Steps’
- The LDN will only be issued for a five week period only
- After the initial five week period, applications that have moved to ‘Checks in Progress’ should be issued with a subsequent five week LDN

- After the initial five week period, applications still at 'Next Steps' should be raised with us as a potential Exceptional LDN Request
- Cases that are raised with us after the five week period will be looked at on an individual basis. Should we identify system failure for an application not progressing we would consider granting an LDN for a further five week period

Please be advised that despite this interim measure only 15% of sector approved staff can be issued with an LDN.



[Back to top](#)



Guidance Document to Help With Licence Assist

We have produced a guide on our Licence Assist service that gives step by step information on setting up a Licence Assist business account, linking and completing an application. This guidance also gives instructions for each page displayed in your online Licence Assist business account. This includes payment, watchlists and more.

[To download the Licence Assist Document please click here](#) (PDF, download size: 479kb)



[Back to top](#)



ACS Autumn Events

Security Twenty-16 (London)

The Professional Security Magazine Twenty-16 Conference and Exhibition will be on Wednesday 2nd November 2016 at The park Inn by Radisson at Heathrow. Alan Clamp, Chief Executive of the SIA, is scheduled to be one of the speakers and there will be a stall manned by SIA staff – come and meet us!

[Go to Security Twenty-16 Website](#)

OSPAs

The Outstanding Security Performance Awards (OSPAs) recognise and reward companies and individuals across the security sector. The OSPAs are designed to be both independent and inclusive, providing an opportunity for outstanding performers, whether buyers or suppliers to be recognised and their success to be celebrated.

Nominations can now be made for the Outstanding Security Performance Awards – please click the button below for more details.

[Go to OSPAs Website](#)



[Back to top](#)



Licensing Matters

Paying For a Licence

Our licensing site is optimised for users on desktops and laptops. While it will usually work on mobile devices, we cannot guarantee this and mobile devices are not officially supported.

If you are experiencing technical issues with the site and you are using a mobile device, we recommend trying again on a desktop or a laptop.

You may also experience problems if your internet browser is set to refuse cookies. If this is the case, please change your browser's settings to enable cookies and then try paying again. Instructions on how to do this in the most common browsers are available below.

- [Internet Explorer](#)
- [Firefox](#)
- [Chrome](#)
- [Safari](#)

Note: you can only pay online if you are renewing an existing licence or you already hold a licence and you are applying for another one in a different sector. If you do not currently hold a licence you will need to go to a post office to pay.



[Back to top](#)



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