

Security Guarding

Providing high quality, added value
security guarding services



Security Guarding

Security officers play a vital role in securing commercial and public sector premises across the UK. However, in addition to the day-to-day duties of a security officer, British Security Industry Association members are providing added value to businesses on a regular basis by going above and beyond the call of duty.

There are a wide range of services available from BSIA security guarding members. These include: static guarding, mobile patrols, keyholding, event stewarding, dog patrols, CCTV operation and lone worker monitoring amongst many other areas. Each of these responsibilities calls on different levels of expertise from the officers who work in that field. Such expertise is backed up by specialist training, intimate knowledge of the premises or industry and a commitment to high levels of customer service.

Year on year, the BSIA's Annual Security Officer Awards show that officers regularly go beyond the call of duty on their specific contract. By working on site and becoming experts in the security of those premises, many officers are able to make suggestions for procedural changes which not only improve security, but also bring time and cost savings.

Security guarding services can bring tangible benefits to a wide range of sectors from airports and transport hubs, to art galleries, hospitals, shopping centres, retail premises and warehouses. BSIA security guarding companies provide a service tailored to the needs of the specific site and their officers soon become an integral part of the running of any premises. Customer service skills are paramount and security officers are trained to be able to deal with complex situations. Conflict management is another vital area with officers able to deal with highly volatile situations in a calm and efficient manner.

The BSIA Security Guarding Section has long recognised the need for officers to interact with technology in order to maximise their ability to respond to incidents. The technology that officers use is extremely sophisticated and diverse and can range from CCTV, to Automatic Number Plate Recognition systems, access control, intruder alarms and scanning equipment. Officers are trained to use such technology in an adept and effective manner, ensuring maximum benefit for the client.

Regulation

One of the major areas that customers should be aware of is the regulation of the security guarding sector. The BSIA lobbied for regulation for many years before it was implemented. Since the introduction of the regulatory body for the industry – the Security Industry Authority – the BSIA has worked closely with the regulator for the benefit of both the industry and its customers.

Contract security officers and the managers, supervisors and directors of security guarding companies all require an SIA licence in order to work legally. This applies to the security guarding sector in England and Wales, will apply to Scotland from the 1st November 2007 and will be rolled out to Northern Ireland.

To obtain an SIA licence, officers will have undergone a four-day training course covering the role and responsibilities of security officers, communication skills and conflict management. Their competency is tested by examination, verified by an independent awarding body. They will also have been subject to a criminal record check via the Criminal Records Bureau and have had their identities confirmed. These key factors have raised professionalism in the sector and ensure that buyers can be confident that they have sourced a quality supplier.

Approved Contractor Scheme

Part of the impact of the Private Security Industry Act was the introduction of an Approved Contractor Scheme (ACS). Implemented by the SIA, the ACS is a voluntary scheme for companies in the licensable sectors that are committed to customer service. The scheme was warmly embraced by BSIA members as an additional reflection of their commitment to quality.

The work of the section

The BSIA Security Guarding Section leads the way in the promotion of best practice in the sector. It also works with key industry bodies, including the Security Industry Authority, liaising on regulations and policies as they are introduced and influencing legislation as it is developed. Investment in people is a vital area and a number of HR representatives from the section sit on the BSIA's HR Forum, sharing knowledge and best practice and keeping updated on all areas of human resources. Finally, the section continues to promote the services of its members to customers.

Added value case studies

- One BSIA member provides security guarding services at the Aberafan Shopping Centre in Port Talbot. Whilst working on the contract, officers were instrumental in the largest single haul of drugs found on a person in the South Wales area when they assisted police by skilfully gathering CCTV footage of heroin deals taking place. All seven officers are Welsh Ambulance First Responders, which enabled the team to provide advanced first aid to over 200 patients in 2006. The officers continue to push the boundaries of their role, understanding the importance they have in the community.
- Another BSIA member provides guarding services for the BAE Systems Submarines Solutions site in Barrow. Acting on its own observations, the team has used technology to improve security by developing an interactive map of the site, which assists in training security officers, planning new security operations and developing health and safety strategies. Subsequently, a number of improvements were made on site which brought real benefits to the customer.
- A BSIA member company security team is also making a real difference in the High Chelmer Shopping Centre in Chelmsford. The team has effectively and professionally dealt with 589 reportable incidents in one year and has been responsible for 140 arrests. The team also talked down a suicidal woman from the top floor of the multi-storey car park – a testament to their calm and professional approach.
- Another BSIA member provides revenue protection services at a leading UK railway station. The team of 120 security officers works closely with the customer and the British Transport Police to deliver a unique and tailored solution in reducing ticketless travel. This involves providing mobile human barrier lines at key stations and additional retail points using mobile ticket issuing systems. The success of the contract can be measured by the actual revenue figures achieved. In the railway accounting year 2002/3 the team collected a total of £3,878,857, in 2003/4 this figure grew to £4,471,784 and in the year 2004/5 the member increased this figure to £5,010,951.

Why choose a BSIA member?

Choosing a BSIA member to provide your security solutions means selecting quality and gaining peace of mind. Below are just some of the reasons why you could benefit from using the services of a BSIA member:

Quality companies

The BSIA is the only trade association that requires its members to be independently inspected to the quality standard ISO 9001:2000 by a UKAS accredited certification body. This provides independent assurance that a company is run consistently. The inspection also includes confirmation of compliance to relevant British and European standards and/or BSIA codes of practice.

High standards

BSIA members are at the cutting edge of standards development in the UK and Europe. Each year the BSIA develops a number of its own codes of practice which often go forward to become British Standards. Customers can be confident that the products and services of BSIA members reflect the latest standards.

Up-to-date on key legislation

Members of the BSIA are kept up-to-date on the latest changes in the law. Therefore, you can rest assured that BSIA members are aware of the latest legislative developments and how they affect their business and yours.

Professional

Best practice is second nature to BSIA members. As an Association we are striving to increase professionalism within the industry. Our members train their staff to be up-to-date with the very latest industry developments. Investing in our people will inevitably mean that the industry's customers will reap the rewards.

Fostering long-term relationships

We are aware of the importance of long-term business relationships. That is why we look into our members' financial records before they are admitted into membership to ensure that they are financially sound. We also vet the directors of our member companies. Vetting of all employees is a prerequisite for membership where it is relevant to the services provided. These key factors mean that our members' customers can have peace of mind and are able to build long-term relationships with their security suppliers.

